COMMERCIAL TRAINING TOOLBOX TIPS

Lennox CORE Service App Before You Call

Applies to Lennox Model L and Enlight Rooftop Units 3-25 tons

Helpful Resources

1. Installation and service literature on LennoxCommercial.com or LennoxPros.com.
2. CORE Service App Reference Guide.
3. CORE Service Curriculum on LennoxPros.com.
4. Lennox Model L and CORE Control System videos.

Requirements

1. iOS or Android device - phone or tablet with Android 6.0 (Marshmallow) or iOS version 11 minimum. Android hardware requires 2GB RAM and a 2GHz Core processor.
2. CORE Service App found at the appropriate App Store or at the following QR:

Step	Action	Check
1	Ensure you have the latest version of the CORE Service app installed on your device. Scan the QR code above or visit the app store to download the latest version.	
2	Power to the unit must be ON for at least 2 minutes before attempting to connect your device to the unit.	
3	Ensure the black plastic cover is seated properly to the W4 board.	
4	Open the CORE Service app on your device. Press and hold the Pair button on the CORE controller for 5 seconds. The pair light will flash blue (the pair light must be flashing blue in order to connect your device).	
5	Using the CORE app, verify you have selected the correct unit to pair to. Refer to the 4 digit code on the CORE controller and select the correct unit on the app.	
6	Inspect the connections on the CORE board and verify all plugs are properly fastened.	
7	Check for proper incoming power. + or -10% of the nominal voltage indicated on the unit's name plate. Check for proper 24VAC control voltage. The control voltage should be 18-30 VAC at P395, between terminals 1,2 and 3,4 (1=24 VAC input , 2=COM, 3=24VAC input, 4=COM).	
8	Ensure the unit's control mode is set properly. You can verify this by entering the network integration menu path. Then verify the unit is receiving a controls signal to operate.	
9	Refer to the CORE service App for alarm code explanation and causes	
10	Avoid the wait time and refer to the Installation Manual provided in the unit or visit Lennoxcommercial.com for additional technical information.	

Self-Service Technical Support with No Wait Times
Click on the black logos below to download these apps

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