

**VIVE**  
COMFORT  
Operation Manual

**VIVE**  
COMFORT  
Operation Manual

# VIVE TP-S-955WH

COMFORT

## Vive Comfort

P.O. Box 3377

Springfield, MO 65808-3377

Toll Free : 888-776-1427

Web: [www.vivecomfort.com](http://www.vivecomfort.com)

Hours of Operation: M-F 9AM - 6PM Eastern

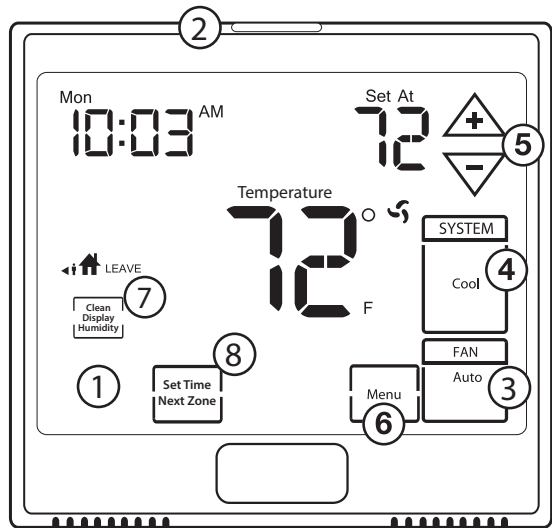
Table of Contents	Page
Table of Contents	1
Thermostat Operation	2-3
Thermostat Quick Reference	4-7
Setting the Humidity	8-9
Programming	10-16
Features	17-18
Warranty Information	19

Una versión en español de este manual se puede descargar en la página web de la compañía.



### Caution

Equipment damage hazard. Do not operate the cooling system if the outdoor temperature is below 50 °F (10 °C) to prevent possible compressor damage.



## ① LCD Display

See page 4 for details about this display read out.

## ② Glow in the dark light button

The glow in the dark light button will self illuminate for several hours after exposure to ambient light. This button turns on the display light when pressed.

## ③ Fan Key

Select **ON** or **AUTO**. The **ON** key will run the fan continuously. The **AUTO** key will cycle the fan on only when the heating or cooling system is on. **A Note About Programmable Fan:** The programmable fan feature will run the fan continuously during any time period it is programmed to be on. This is the best way to keep the air circulated and to eliminate hot & cold spots in your building.

## ④ System Key

Selects the operation mode of your HVAC system. Selecting **HEAT** turns on the heat mode. Selecting **COOL** turns on the air conditioning mode. Selecting **OFF** turns both heating and cooling off. Selecting **AUTO** will turn the **HEAT** or **COOL** on as needed.

## ⑤ Temperature Setpoint Buttons

Press the  $\triangle$  or  $\nabla$  buttons to select the desired room temperature.

## ⑥ Menu Key

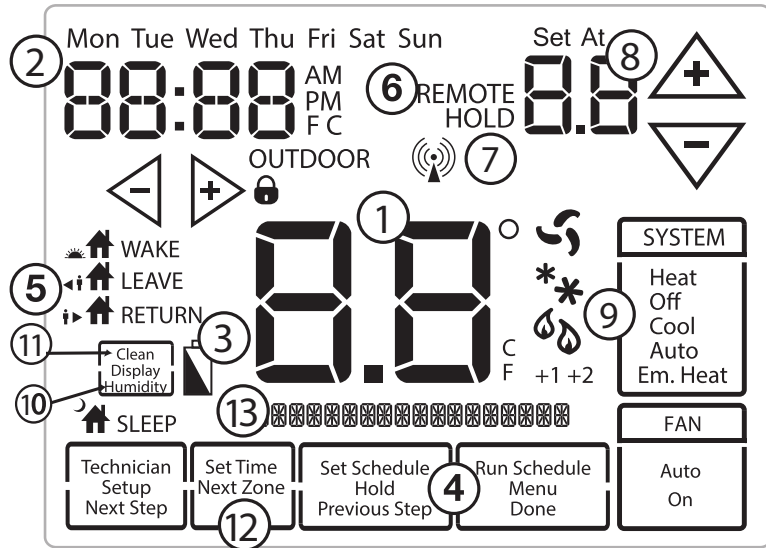
Use this key to set up your programming options. Refer to page 10 for instructions.

## ⑦ Humidity Key

Use this key to enter the target humidity setpoint screen. Refer to page 8 for instructions.

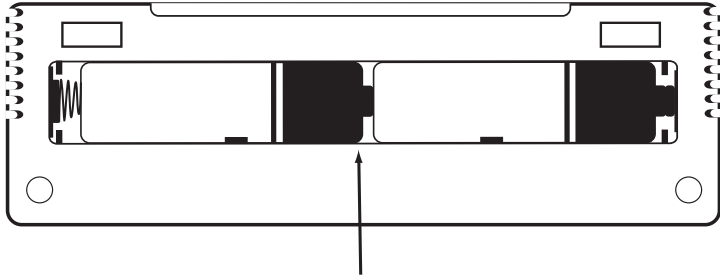
## ⑧ Next Zone

Use this key for programming or to navigate to multiple zones if using indoor remote sensors.



- ① **Indicates the current room temperature**
- ② **Time and day of the week**
- ③ **Low Battery Indicator:** Replace batteries when this indicator is shown.
- ④ **Program Menu Options:** Show different options during programming.
- ⑤ **Period Icons -** This thermostat can have 2 or 4 programmable time periods per day. Icons are displayed for 4 time periods. Occupied and Unoccupied will display in the text field for 2 time periods.
- ⑥ **REMOTE** indicates a remote has control of the system.
- ⑦ **HOLD** is displayed when thermostat program is permanently overridden.
- ⑧ **Setpoint:** Displays the user selectable setpoint temperature
- ⑨ **System Operation Indicators:** The **COOL**, **HEAT** or **FAN** icon will display when the **COOL**, **HEAT** or **FAN** is on. **NOTE:** The compressor delay feature is active if these icons are flashing. The compressor will not turn on until the 5 minute delay has elapsed.
- ⑩ **Humidity:** Shows the humidity target setpoint settings and keys.
- ⑪ **Clean Display:** Pressing **CLEAN DISPLAY** will allow 30 seconds to clean the display. The keys will be inoperable during this time. **CLEAN** will appear if your contractor has programmed a filter change reminder. Press and hold **CLEAN** when filter has been replaced to reset the filter change reminder timer.
- ⑫ **Next Zone:** This button will appear if optional indoor remotes are present. By selecting **NEXT ZONE** you can cycle through each of the zones set up during the initial installation and programming.
- ⑬ **System Information:** Shows several different informational functions.

## Battery Door Information



Insert 2 AA Alkaline batteries (included). High quality alkaline batteries are recommended.

Pull the thermostat directly away from the wall to access the batteries. A firm tug will be required to remove the thermostat from the subbase mounted on the wall.



### Caution:

When the battery icon  appears replace your AA batteries immediately. Failure to do so may result in your heating & cooling system becoming inoperable. Freezing or overheating can occur.





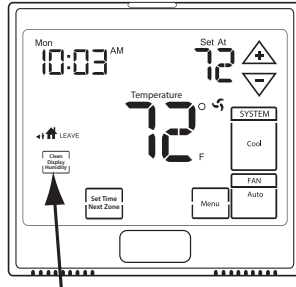
### Important:

The low battery indicator is displayed when the AA battery power is low. If the user fails to replace the battery within 21 days, the screen will only show the low battery indicator but maintain all functionality. If the user fails to replace the batteries after an additional 21 days (days 22-42 since first "low battery" display) the setpoints will change to 55°F (Heating) and 85°F (Cooling). If the user adjusts the setpoint away from either of these, it will hold for 4 hours then return to either 55°F or 85°F. After day 63 the batteries must be replaced immediately to avoid freezing or overheating because the thermostat will shut the unit off until the batteries are changed.

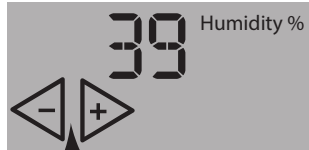
## Setting The Humidity

Follow the steps below to change your target humidity setpoint.

Press the humidity button.  
Use the  or  button to select the target humidity setpoint.  
Press **DONE** when completed.



**Humidity Key**



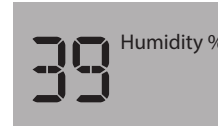
**Target humidity setpoint keys**

**Note:**  
The target humidity setpoint is not programmable. Unlike temperature, humidity does not change quickly and should not be programmed.

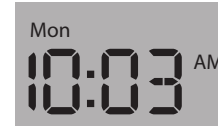
**Note:**  
Humidity is only energized during heat. Dehumidify is only energized during cool. Heat and cool each have their own target setpoints.

## Ambient Humidity Display

Ambient humidity will flash opposite the day and time. If the optional outdoor temperature sensor is installed the ambient outdoor temperature will also cycle in the display.



Ambient Humidity



Day & Time



Outdoor Temperature

## Increasing Humidity







The table on the right shows recommended indoor humidity levels in relation to outdoor temperatures during heating (adding humidity).

Consult your professional HVAC technician for recommended settings for your climate.

Outside Temperature (0°)	Recommended Relative Humidity
+20° and above	35% to 40%
+10°	30%
0°	25%
-10°	20%
-20°	15%

## Set Time

Follow the steps below to set the day of the week and current time:

1. Press the **MENU** button.
2. Press **SET TIME**.
3. Day of the week will be flashing. Use the  or  key to select the current day of the week.
4. Press **Next Step**.
5. The current hour is flashing. Use the  or  key to select the current hour. When using 12-hour time, make sure the correct a.m. or p.m. choice is selected.
6. Press **Next Step**.
7. Minutes are now flashing. Use the  or  key to select current minutes.
8. Press **DONE** when completed.

**Important:**

You will see a **TECHNICIAN SETUP** option after the **MENU** key is pressed. This **TECHNICIAN SETUP** key is for installer configuration and should **NOT** be changed unless you consult your professional heating and air conditioning technician.

## Set 5+1+1 Program Schedule

To customize your 5+1+1 Program schedule, follow these steps:





**Weekday:**

1. Select **HEAT** or **COOL** with the system key.  
**Note:** You have to program heat and cool each separately.
2. Press the **MENU** key.
3. Press **SET SCHEDULE**. **Note:** Monday-Friday is displayed and the **WAKE** or **OCCUPIED** icon is shown. You are now programming that time period for the weekday setting.

**Additional step if indoor remote sensor is connected.**

The master thermostat will either average all sensors (system average) or only use one sensor for the system ambient temperature (priority). The default setting is **SYSTEM AVERAGE**, which means all sensors are averaged to create the system average ambient temperature reading. The **NEXT ZONE** key can be pressed to change the priority. The system information area of the display shows the priority. For Example: There is a remote connected and it is named **REMOTE 1**. If the **NEXT ZONE** key is pressed until **REMOTE 1** is shown, then the **REMOTE 1** ambient temperature reading will be used exclusively for that time period. All other sensors will be ignored.

Continued on next page...

4. Use the  or  key to make your time selection for the weekday time period.  
**Note:** If you want the fan to run continuously during this time period, select **ON** with the **FAN** key.
5. Then use the  or  key to make your setpoint selection for that weekday period.
6. Press **Next Step**.
7. Repeat steps 4 through 6 that day's other time periods.

**Saturday:**

Repeat steps 4 through 6 for Saturday time periods.

**Sunday:**

Repeat steps 4 through 6 for Sunday time periods.

**A Note About Auto Changeover:**

When in Auto you have the ability to switch between auto heat or auto cool by pressing the system key. This can be done once the current mode has reached its setpoint. For example: if in auto heat, the heat setpoint must be satisfied before the thermostat will allow you to switch to auto cool. You can switch out of auto by holding down the system key. To get back into auto, you must toggle the system key to auto.

**Set 7 Day Program Schedule****Monday:**





1. Select **HEAT** or **COOL** with the **SYSTEM** key.  
**Note:** You have to program heat and cool each separately.
2. Press the **MENU** key.
3. Press **SET SCHED**. **Note:** Monday is displayed and the **WAKE** or **OCCUPIED** icon is shown. You are now programming the **WAKE** or **OCCUPIED** time period for that day.

**Additional step if indoor remote sensor is connected.**

The master thermostat will either average all sensors (system average) or only use one sensor for the system ambient temperature (priority). The default setting is **SYSTEM AVERAGE**, which means all sensors are averaged to create the system average ambient temperature reading. The **NEXT ZONE** key can be pressed to change the priority. The system information area of the display shows the priority. For Example: There is a remote connected and it is named **REMOTE 1**. If the **NEXT ZONE** key is pressed until **REMOTE 1** is shown, then the **REMOTE 1** ambient temperature reading will be used exclusively for that time period. All other sensors will be ignored.

Continued on next page...



4. Use the  or  key to make your time selection for that days time period. **Note:** If you want the fan to run continuously during this time period, select **ON** with the **FAN** key.
5. Then use the  or  key to make your setpoint selection for that days time period.
6. Press **Next Step**.
7. Repeat steps 4 through 6 for that day's other time periods.

**Repeat steps 4 through 7 for the remaining days of the week.**



### A Note About Programmable Fan

The programmable fan feature will run the fan continuously during any time period it is programmed to be on. This is the best way to keep the air circulated and to eliminate hot & cold spots in your building.

### Next Zone (Only if indoor remote is connected)

The **NEXT ZONE** key cycles through all sensors connected to your wireless system.




**SYSTEM AVERAGE** shows the average ambient temperature of all connected sensors.

**LOCAL** shows the ambient temperature of the thermostat only.



The name of the remote sensor will show and the ambient temperature for that sensor will be displayed.



For more information please refer to the Indoor Remote Sensor User Guide.

**Keypad Lockout Note:**

If  appears in the display, then the keypad is locked. All or some of the keys will not work. Hold the  and  keys for 3 seconds to remove the lock. Use the same procedure to lock the display

**Temporary & Permanent Hold Feature**

**Temporary Hold:** The thermostat will display **HOLD** and **Run Schedule** on the bottom of your screen when you press the  or  key. If you do nothing, the temperature will remain at this setpoint temporarily for 4 hours. After this, the program setpoint will then replace your temporary setpoint.

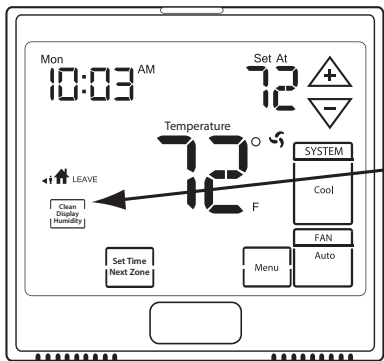
**Permanent Hold:** With a temporary hold set, if you press the **HOLD** key at the bottom of your screen, you will see **HOLD** appear next to the setpoint temperature in the display. The thermostat will now permanently stay at this setpoint and can be adjusted using the  or  keys.

**To Return To Program:** Press the **Run Schedule** key at the bottom of your screen to exit temporary and permanent holds.

## Filter Change & Other Reminders

If your HVAC contractor has configured the thermostat to remind you when the air filter needs changed, you will see a reminder in the display when your air filter needs to be changed.

**Resetting The Filter Change Reminder:** When the reminder is displayed, you should change your air filter and reset the reminder by pressing the **CLEAN** key for 3 seconds.



Hold down **CLEAN** for 3 seconds, to reset filter reminder.

## Warranty Registration

Your new thermostat has a 5 year limited warranty. You must register your thermostat within 60 days of installation. Without this registration the warranty period will begin on the date of manufacture. For warranty issues please contact the HVAC professional that installed this product. You can register your new thermostat in 2 ways:

### Online

Go to the company website, select warranty registration and fill out a short registration form.

### Mail

Complete the form below and mail it to the address shown.

## Warranty Registration

Name: \_\_\_\_\_ Thermostat Model: \_\_\_\_\_

Address: \_\_\_\_\_ Date Installed: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Complete form and mail to:

**Thermostat Warranty Registration**

Vive Comfort

P.O. Box 3377

Springfield, MO 65808-3377

**Cut Out For  
Warranty Registration**



**VIVE**  
COMFORT  
[www.vivecomfort.com](http://www.vivecomfort.com)