

TECHNICAL SERVICE BULLETIN

TSB A-GN-OT-0071

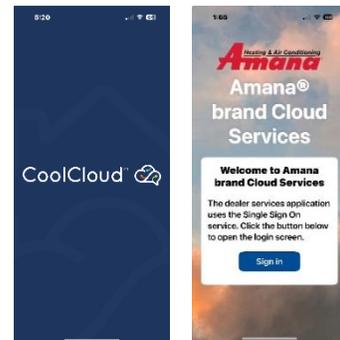
Date: June 3, 2025
To: All Service and Parts Managers
From: Technical Services Department
Subject: **REVISION 1: Commissioning a Communicating Thermostat and R-32 Furnace with a 24VAC Condenser**

This REVISION 1 update includes removal of marked word "phone" on page 1 for the *CoolCloud HVAC app*

This is an important Technical Service Bulletin to be carried out by trained and certified service technicians. The intent of this bulletin is to provide the commissioning process for installing an R-32 communicating furnace with a 24VAC outdoor unit.

Once all equipment is installed and ready for system startup, ensure power is on to the furnace and the furnace control board is in IdL (Idle). Disconnect the 4-pin connector (1, 2, R, C) from the furnace control board to the communicating thermostat for steps 1-9. Use the *CoolCloud HVAC app* and follow the steps below. For further details about Step 8, see NOTE on page 4. After completing Step 9, reconnect the 4-pin connector (1,2, R, C) to the furnace control board.

**Tools Needed: CoolCloud 2.0 app (version 2.2.3 IOS)
(version 1.0.0 Android)
Amana® brand Cloud Service app (version 1.2.1 IOS)
(version 1.2.1 Android)**



<p>Step 1:</p> <p>Log into <i>CoolCloud</i> app or create new account</p>	<p>Step 2:</p> <p>Accept terms</p>	<p>Step 3:</p> <p>Allow Bluetooth® connection</p>	<p>Step 4:</p> <p>Once connected choose correct indoor unit model</p>
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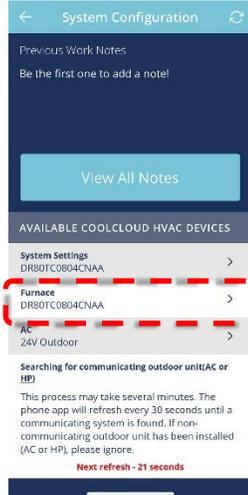
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Step 5:



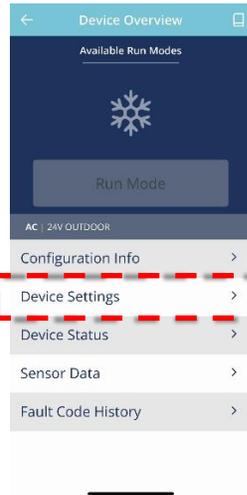
Pair device following steps

Step 6:



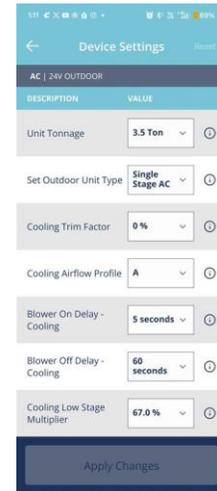
Once connected to indoor unit choose 24v outdoor

Step 7:



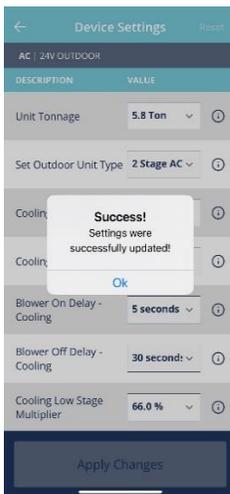
Next choose device settings

Step 8:



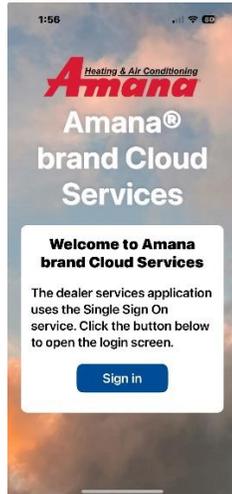
Make required adjustments and "apply changes"

Step 9:



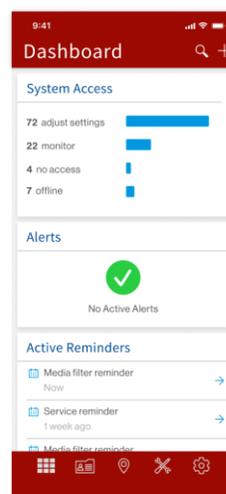
After completing changes press OK and exit the app

Step 10:



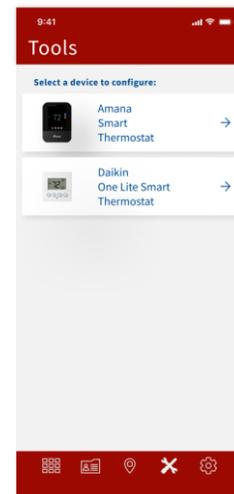
Next Go to your Amana brand Cloud Services app and sign in

Step 11:



Next click on the tools option

Step 12:



Choose the correct installed thermostat

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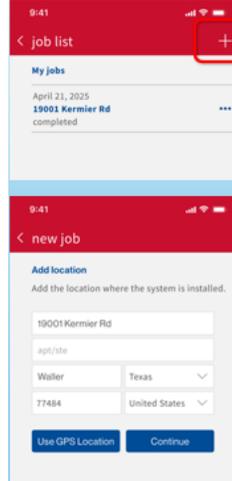
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Step 13:



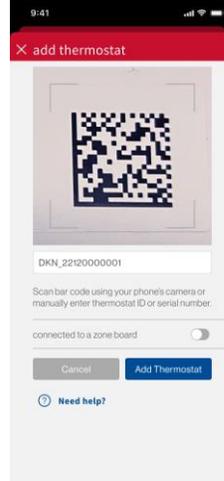
Choose Cloud Commissioning

Step 14 (a & b):



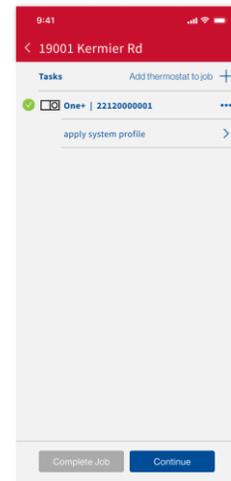
Add a job manually or use GPS

Step 15:



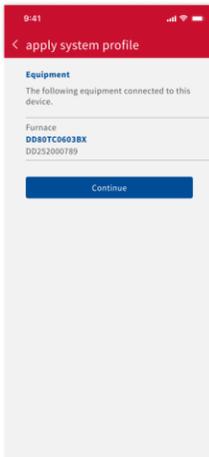
Add thermostat

Step 16:



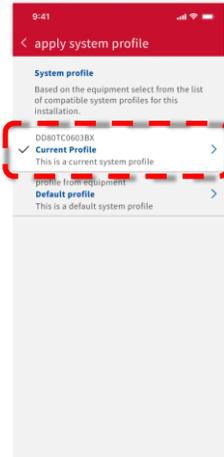
Once populated choose "apply system profile"

Step 17:



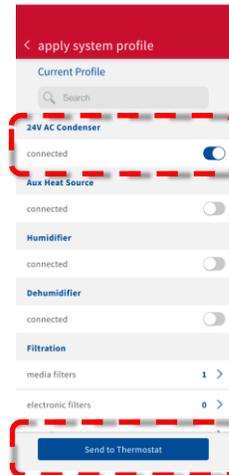
The app will autodetect the equipment and populate on the screen, choose furnace

Step 18:



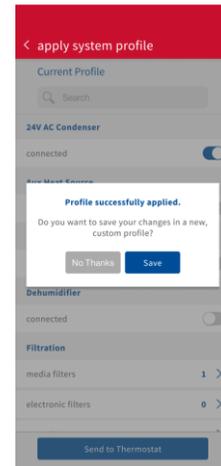
Next choose Current Profile

Step 19:



Select 24VAC Condenser then send to thermostat

Step 20:



Save as a custom profile or choose No Thanks

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NOTE: In Step 8, perform all the non-communicating outdoor unit configurations.

- 1) Set Outdoor Unit Type (OdS) to 1AC, 2AC, 1HP or 2HP for appropriate outdoor unit type.
- 2) Set Outdoor Unit Tonnage (ton) for appropriate airflow.
- 3) Adjust Cooling Trim Factor (CtF) if necessary.
- 4) Change Cooling Airflow Profile (CAP) to enhance cooling performance and increase comfort level (factory default is profile D shown as 4).
- 5) Adjust Cooling Airflow On Delay (Cnd) if necessary (factory default is 5 seconds).
- 6) Adjust Cooling Airflow Off Delay (Cfd) if necessary (factory default is 60 seconds).

Set Amana brand smartstat to cooling mode and energize cooling operation. The communicating furnace will now run cooling airflow as configured and send a 24-volt signal to the outdoor unit.

Procedure to Configure 2-Stage Communicating Gas Furnace Airflow:

- 1) Ensure power is on to the furnace and the furnace control board is in IdL (Idle).
- 2) Disconnect the 4-pin connector (1, 2, R, C) from the furnace control board.
- 3) Connect the *CoolCloud* App to the system and adjust the Airflow Percentage for High Stage Gas Heat (GAF) menu as desired (this sets the airflow for high stage gas heat)
- 4) Adjust the Airflow Percentage for Low Stage Gas Heat (9St) menu as desired (this determines how much the airflow is reduced, compared to the high stage airflow, when the system runs in low stage gas heat mode)
- 5) Adjust the Gas Heat Airflow Trim (9tF) menu as desired (this will apply additional airflow trim to both high and low stage airflows)
- 6) Close the Phone App and reconnect the 4-pin connector to the furnace control board.
- 7) Use the communicating thermostat to control the system. No need to make any other setting changes through the thermostat.

Procedure to Configure Modulating Gas Furnace Airflow

- 1) Ensure power is on to the furnace and the furnace control board is in IdL (Idle).
- 2) Disconnect the 4-pin connector (1, 2, R, C) from the furnace control board.
- 3) Connect the *CoolCloud* App to the system and adjust the Gas Heat Airflow Trim (9tF) menu as desired. There are no additional menus to adjust the gas heat airflow.
- 4) Close the Phone App and reconnect the 4-pin connector to the furnace control board.
- 5) Use the communicating thermostat to control the system. No need to make any other setting changes through the thermostat.

If you have technical questions, please call 1-855-DAIKIN1, option 2 then option 1, or e-mail TechnicalServicesDaikin@daikincomfort.com.

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