

# COMMERCIAL TRAINING TOOLBOX TIPS

## Lennox CORE Service App Before You Call

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

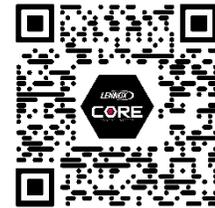


### Helpful Resources

1. Installation and service literature on [LennoxCommercial.com](http://LennoxCommercial.com) or [LennoxPros.com](http://LennoxPros.com).
2. [CORE Service App Reference Guide](#).
3. [CORE Service Curriculum](#) on [LennoxPros.com](http://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 <a href="http://Lennoxcommercial.com">Lennoxcommercial.com</a> for additional technical information.	

**Self-Service Technical Support with No Wait Times**  
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