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Building36®
AN ALARM.COM COMPANY

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CERTIFIED

matter

Lennox® M40 Smart Thermostat
User Guide

508803-01

Table of Contents

Features

The Lennox® M40 Smart thermostat recognizes and connects to all Lennox® communicating products to automatically configure and control the heating/cooling system (based on user-specified settings) for the highest level of comfort, performance, and efficiency.

Display Features

  » 4" color, capacitive touchscreen display
  » Screen ratio: 1:1
  » Dots per inch: 120

Thermostat Dimensions

3-3/4 in.
(95.25 mm)

13/16 in.
(20.62 mm)

3-3/4 in.
(95.25 mm)

FRONT VIEW

REAR VIEW
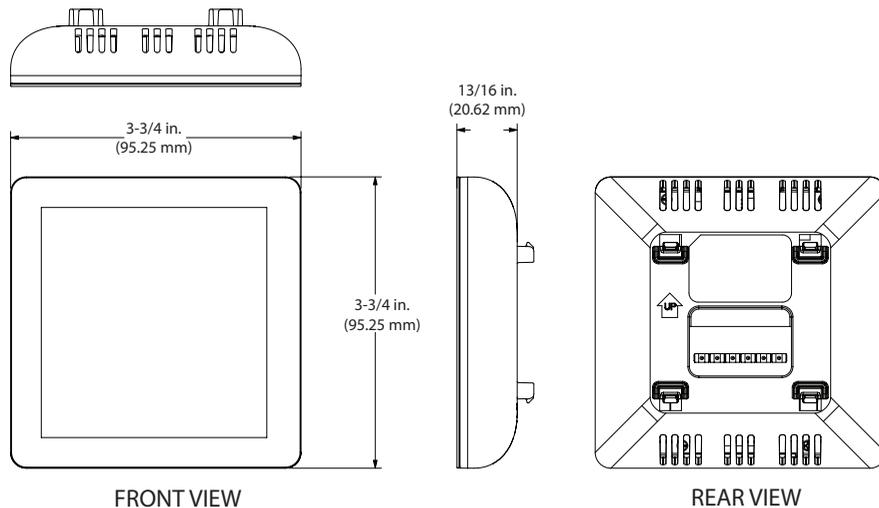
Figure 1. Thermostat Dimensions

Comfort Features

• *Smart Away®* mode brings Lennox innovation to energy savings by doing what regular programmable thermostats cannot. Rather than simply following a set schedule, *Smart Away* lets the *Lennox® M40 Smart Thermostat* adapt to the homeowner's life, perfectly. *Smart Away* works with the GPS in home occupants' smartphones to detect when the house is empty. When it's sure that nobody is home, it sets the temperature to save energy. When the *Lennox® M40 Smart Thermostat* detects that someone is on the way home, it returns the system to normal operation so everyone always comes home to comfortable air.

• *Energy Star Certified*, the thermostat meets efficiency standards along with process inspections, testing and verification to meet requirements set by the United States Environmental Protection Agency.

• *Programmable* thermostat enables users to set a heating/cooling schedule that fits their daily comfort needs.

• Provides temperature control for gas, oil, electric, and heat pumps for up to 2 Heat / 2 Cool conventional and 4 Heat / 2 Cool heat pump configurations.

• *One Touch Away* feature allows the thermostat to reduce system output and energy use (when home occupants are away). Tap the icon again after the occupants have return to resume the normal heating and cooling schedules.

• Compatible with Amazon Alexa, Google Assistant, Matter, Building36 and Control 4.

• *Advanced Diagnostics* feature enables the homeowner's local Lennox Dealer to remotely diagnose and troubleshoot system issues.

• *Filter Reminder* feature enables the homeowner to select how frequently reminders are sent to replace filters.

• *Auto Changeover* automatically switches the system between heating and cooling as needed, but only when the system in Heat/Cool mode. See "Heat and Cool (Auto-Changeover)" on page 20.

• *Email Energy Reports* feature provides data on the system's performance. Users who opt in are emailed a monthly report.

⚠ IMPORTANT

Due to Lennox' ongoing commitment to quality, features and options are subject to change without notice and without incurring liability.

Improper installation, adjustment, alteration, service or maintenance can cause property damage or personal injury. Installation and service must be performed by a qualified installer or servicing agency.

Download Lennox Smart Applications

Scan the QR codes listed as follows to download the specific application that is compatible with your mobile device. All QR codes listed below are Android™ and iOS compatible.

Lennox® Home Application   **Additional Support**

Set Up the Thermostat

After a licensed technician has installed the Lennox M40 Smart Thermostat, the thermostat's automated system walks the user through the steps of setting up the thermostat. The user will select thermostat preferences such as language, servicing dealer, home country, temperature unit, and service reminders.

The process begins with the *Language* screen.
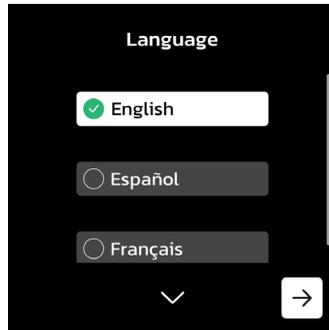
Figure 2. Language Screen

1. Select the preferred language for the thermostat; tap →.

   The *Choose Setup Route* screen displays.
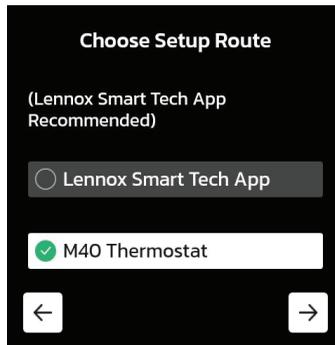
Figure 3. Choose Setup Route

2. Select *M40 Thermostat;* tap →.

   The *Dealer Information* screen displays.

NOTE: Users can choose to bypass steps 3 and 4 by selecting Skip.

Select *Dealer ID* and tap →.
   a. Enter your dealer's alphanumeric identifier.
   b. Press ← to return to the *Dealer Information* screen.

3. Select *Phone Number* and tap →.

   a. Enter your dealer's phone number.
   b. Press ← to return to the *Dealer Information* screen.

4. Tap →.

   The *Country/Region* screen displays.

5. Select a country and tap →.

   The *Time Zone* screen displays.

6. Select the time zone: *Atlantic, Eastern, Central, Mountain, Pacific, Alaska, Hawaii, Samoa, Chamorro* and tap →.

   The *Daylight Savings* screen displays.

7. Select whether to *enable* or *disable* the feature; tap →.

   The *Date* screen displays.

8. Select the current date; tap →.

   The *Time* screen displays.

9. Enter the current time; tap →.

   The *Temperature Unit* screen displays.

10. Select *Fahrenheit °F* or *Celsius °C*; tap →.

    The *Indoor Unit* screen displays.

11. Select the temperature unit from the list (Fahrenheit °F or Celsius °C); tap →.

    The *Indoor Unit* screen displays.

12. Make a selection that reflects the type of indoor unit installed; tap →.

    The *Outdoor Unit* screen displays.

13. Make a selection that reflects the type of outdoor unit installed; tap →.

14. Tap (-)/(+) to adjust the kBTU for the outdoor unit (if necessary).

    The default setting is 36.0 kBTU.

15. Tap →.

    The *Compressor Short Cycle Delay* screen displays.

16. Set a cycle (in terms of seconds) and tap →

    The filter reminder screen(s) (filters 1 and 2) display consecutively.

17. Follow the on-screen instructions to program filter and maintenance reminders; tap →.

The *Congratulations* screen displays. This indicates that the initial setup process has been successfully established. For further customization, see "Customize the Lennox M40 Smart Thermostat" on page 5.

18. Tap *Finish*.

Customize the Lennox M40 Smart Thermostat

After a licensed technician has installed the Lennox M40 Smart Thermostat and the initial setup is complete ("Set Up the Thermostat" on page 4), the homeowner should complete the customization process for a full user experience with the Lennox M40 Smart Thermostat. Tap the cogwheel in the lower right corner of the home screen to begin customization.
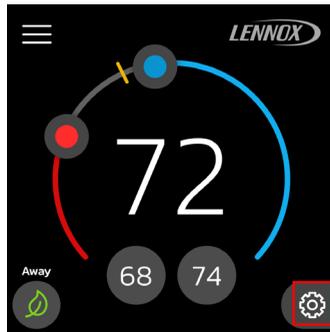
Figure 4. Cogwheel

1. Tap *Yes* when the *Setup Pending* screen displays.

The *Welcome to Your Lennox M40 Smart Thermostat* screen displays.
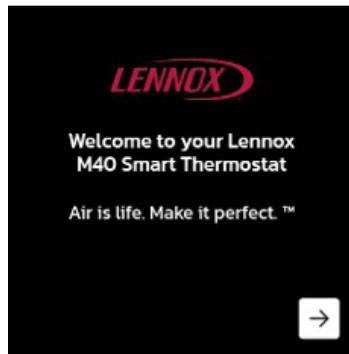
Figure 5. Welcome Screen

2. Tap →.

The *Thermostat Language* screen displays.

3. Select the preferred language for the thermostat; tap →.

The *End_User License Agreement* screen displays.

4. Scan the QRC to read the full agreement.

5. Tap → to advance to the *Accept Lennox EULA* screen.

6. Tap *I agree to the EULA*; tap →.

The *Thermostat Connectivity* screen displays.

7. Tap → to advance to the *Lennox Account* screen.

8. Indicate whether the homeowner owns a Lennox Account by selecting *Yes* or *No*.

   a. Selecting *Yes* directs the homeowner to open the Lennox Home app. Tap the menu icon and select *Add Smart Thermostat*. See "Pairing Thermostat with Lennox Home App" on page 5 for the next step.

   b. Selecting *No* directs the homeowner to the *Download the T-Stat App* screen.

   Indicate the device's operating system. The system directs the homeowner to a QRC to scan. See "Create a New User Account via Lennox Home" on page 7 for detailed instructions on establishing a new Lennox Home account.

PAIRING THERMOSTAT WITH LENNOX HOME APP

1. Select *M40*; tap →.

The *Pair to the Smart Thermostat* screen displays.

2. Tap →.

3. Follow the on-screen instructions.

After a successful pairing, the following message displays.
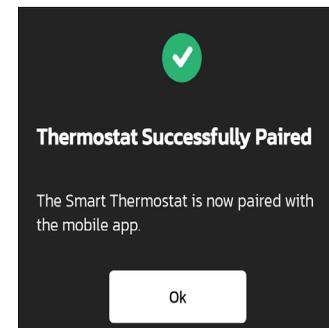
Figure 4. Confirmation of Successful Pairing

4. Tap *OK*.

The *Connect to a Wi-Fi Network* screen displays.

5. Tap →.

Continue with "Connecting to Home Wi-Fi Network" on page 6.

CONNECTING TO HOME WI-FI NETWORK

1. Select the home's Wi-Fi network from the *Available Networks* list; tap →.

2. Enter the network password in the *Password* field; tap →.

NOTE: *The homeowner can select the Show Password box to view their password as it is entered.*

After a successful connection, screens similar to the following figures display.
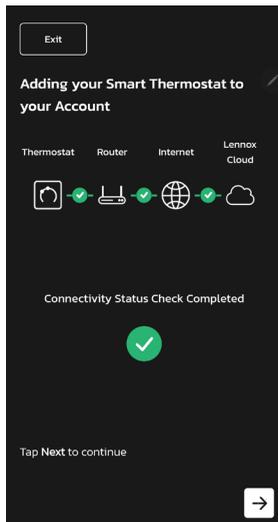
Figure 5. Lennox Home App
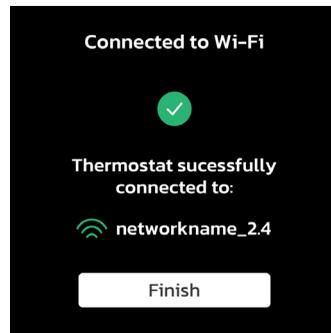
Figure 6. Lennox Home Thermostat

3. Tap →.

The *Create Home or Select Existing Home* screen displays in the Lennox Home application.

For further instruction, see "Tips for Connecting the Thermostat to the Home Wi-Fi" on page 23.

Create Home or Select Existing Home

This feature enables the homeowner to associate their Lennox M40 Smart Thermostat with the physical location of the home.

From the *Create Home* or *Select Existing Home* screen:

1. Tap →.

The *Add Home* screen displays.

2. Complete the following fields:
   - » House Name
   - » Country Region
   - » Address
   - » City, State
   - » Zip/Postal Code

3. Press →.

The Lennox Home application creates the home record. The House Name displays on the thermostat's home screen.

4. Notice the notebook/heart icon.

The icon indicates further customization is pending.

5. Tap the notebook/heart icon to further customize the thermostat.

6. Tap *Yes*.

The *Set Schedules for Energy Efficiencies* screen displays.

7. Select *Yes* to set a schedule or *No* to bypass and advance to step 8..

Selecting Yes

   a. Tap →.
   b. Tap *Options* to:
      - » Set Day Grouping
      - » Set System Mode
      - » Set Fan Mode
      - » Set Temperature Adjustments
      - » Enable/disable Smooth Set Back

NOTE: *The homeowner has the option to revert to default settings by tapping Restore to Default Settings.*

NOTE: *The homeowner can further customize their thermostat settings by selecting All Day to adjust the times and temperatures.*

8. Press → .

    The *One Touch Away* screen displays.

9. Select the Heating and Cooling temperature settings for the home when occupants are away.

    These settings are referenced when the *One Touch Away* feature is enabled.

10. Tap →.

    The *Performance Reports* screen displays.

11. Select *Yes* to receive automated monthly report of the HVAC system or *No* to bypass this feature. The homeowner will not receive a monthly report if No is selected.

12. Tap →.

    The *Alerts and Notifications* screen displays.

13. Tap *Yes* to receive notifications for service or maintenance needs.

    Tap *No* to opt-out of receiving alerts and notifications for service and maintenance.

14. Tap →.

    If the homeowner selects to receive alerts and notifications, the homeowner is prompted to indicate whether their local Lennox Dealer should receive them as well.

15. Select *Yes* or *No* and tap →.

    The *Advanced Diagnostics and Remote Sharing* screen displays.

16. Select *Yes* to allow the local Lennox Dealer to remotely review historical data, diagnose and troubleshoot issues in the HVAC system.

    Select *No* to bypass this option.

    The M40 Smart Thermostat customization is complete.

17. Tap *Go to Home screen* to view the thermostat's home screen in the Lennox Home app.

Create a New User Account via Lennox Home

1. Launch Lennox Home.

2. Tap *Create New Account*.

    The app displays a registration form.

3. Complete the following fields:

    » First Name

    » Last Name

    » Phone

    » Email

    » Password

4. Select *I agree to the Lennox EULA* and tap *Register*.

    A *Sign Up* dialog displays. This indicates your new account has been successfully created.

5. Tap *OK*.

    The application prompts asks whether to save login credentials and use biometrics for future logins.

6. Select *Yes* to use biometrics for future logins, or *No* to **not** use biometrics for future logins.

Menu

Cooling Adjustment Tool

Actual Room Temperature Marker

Animated icons will appear here for active call for cooling, heating, ventilation and various fan functions

Heating Adjustment Tool

Current Room Temperature

72

Away

68   74

Manual setting to put system in pre-define set points

Animated icons will appear here for configuration, maintenance notification, Wi-fi status, peak monitoring, or upcoming functions

Manual adjustment for Heating

Manual adjustment for Cooling

Figure 7. Lennox M40 Smart Thermostat - Home Screen

Lennox Home Application - Home Screen

Menu

Residence Name

Dallas Home

Selecting this will return you to the thermostat or last viewed zone home screen

Temp   Status

Selecting Status will display humidity level, various fan operations, active schedules, ventilation, and other various system operations.

System Name

System

Animated icons will appear here for configuration, maintenance notification, Wi-fi status, peak monitoring, or upcoming functions

Actual Room Temperature Marker

Heating Adjustment Tool

Cooling Adjustment Tool

72

Current Room Temperature

Heat to

69

Cool to

78

Manual Adjustment for Heating

Manual Adjustment for Cooling

Away

Weather

Manual setting to put system in pre-defined set points

AccuWeather (based on homeowner's account zip code)

Figure 8. Lennox Home Application - Home Screen

Home Screen

☰ Menu - Select Menu on the home screen to display general information:

> » Notifications
>
> » User Account
>
> » Display Settings
>
> » Lennox Dealer Support Access
>
> » Add Smart Thermostat

🔔 Notifications Filters for displaying notifications are All Notifications (options that can be checked off are All Notification, Service Urgent and Maintenance) The second filter option is All Time Periods and the selection options are All Time Periods, Last 24 hours, Last 30 days and Last 12 months.

👤 User Account This section is only accessible when the thermostat has an active connection to Wi-Fi.

Account

Selecting *Account* directs the homeowner to the *Account* screen. The following fields are available to edit or change:

> » Name
>
> » Phone
>
> » Change Password
>
> » Change Email
>
> » Biometrics
>
> » Legal

The homeowner can also log out from Lennox Home or delete their account completely from the *Account* screen.

Alerts and Reports

Alerts and Notifications - Homeowner

Allows the service provider to be notified when the homeowner's system requires maintenance. By default this is set to ON

Performance Reports - The homeowner can sign up to receive monthly performance reports of their system's overall performance.

Home Info

The homeowner can provide a Home Name, which will display on the home screen of the app and thermostat. Additional home information, such as city, state, and zip code are available to edit from the Home Info screen. The homeowner can also remove the home from the account from this page by tapping *Remove Home*.
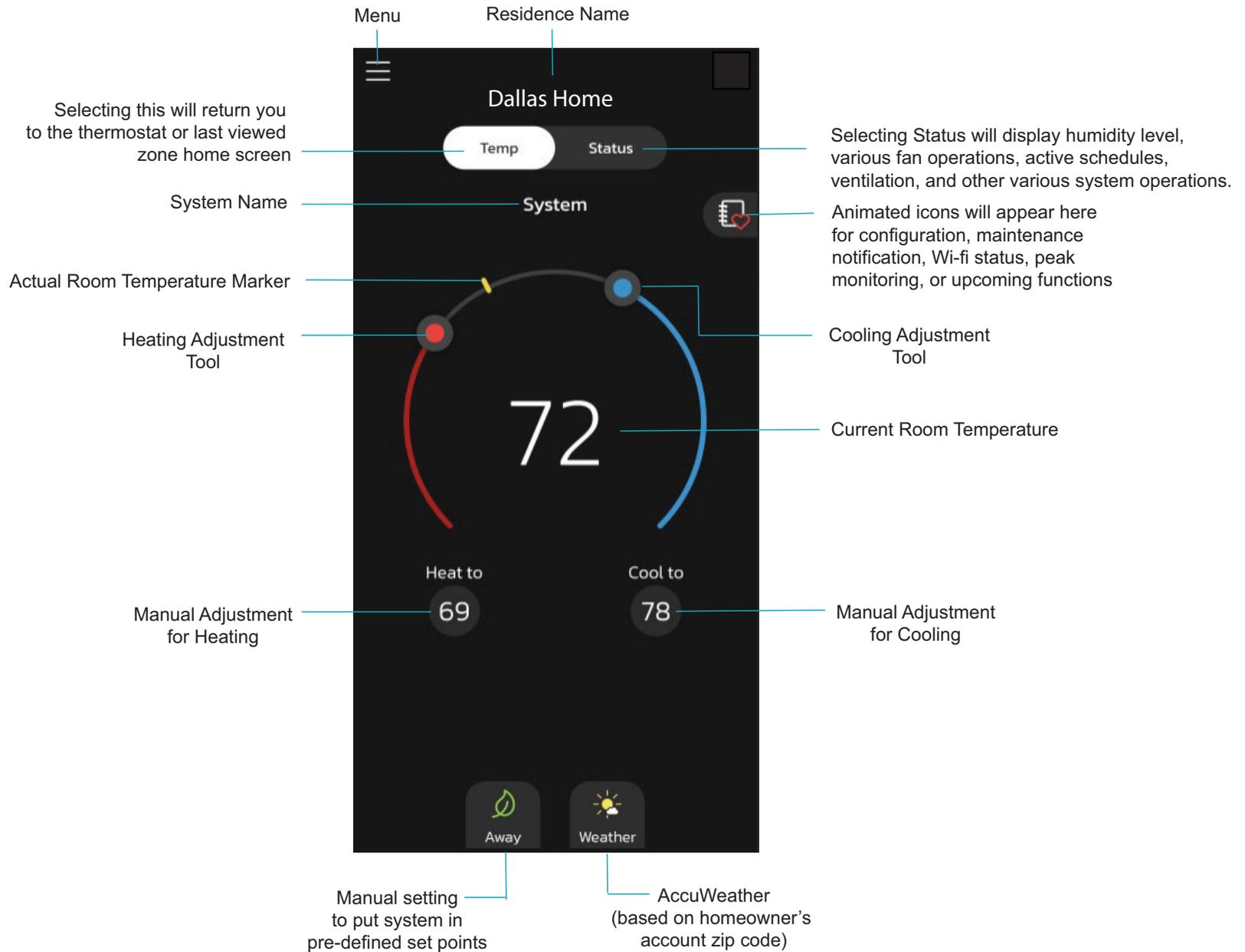
NOTE: *Removing a home from a Lennox Account will unregister all associated HVAC systems in the home. The homeowner will also be signed out from all thermostats in the home.*

Help and Support

Seek additional support for home systems by tapping *Lennox Help & Support*. The link directs the homeowner to the *Smarter Together* support page.

Tutorials

Tap Tutorials to re-launch the Customization Tutorial process. The homeowner can edit previous selections to customize their Lennox M40 Smart Thermostat.

App Version

The Lennox Home application's version number, build, device type, operating system version, and connectivity can be found in this section.

🖥 Display Settings Screensaver

Choose how the screen displays when not in use.

> » Power Save - Display shuts down when not in use.
>
> » Off - Display remains on at all times.
>
> » Dim - Display presents at reduced brightness when not in use.

Temperature Unit

Choose the unit in which the thermostat presents temperature readings: Fahrenheit (°F) or Celsius (°C)

Lennox Dealer Support Access

Local Lennox Dealer Info

The homeowner has the options to either display information already populated on this screen or edit the service contact information. Details such as name, country, address, phone, email and website information can be added.

Dealer Support Access

Take advantage of the following features:

» Remote Sharing - Enables the Lennox Dealer to view historical data such as system setpoints, cooling, and heating runtimes to better diagnose issues when they occur.

» Alerts and Notifications Technician - Notifies the local Lennox Dealer whenever the system needs service or maintenance.

» Advanced Diagnostics - Remotely share diagnostics with the local Lennox Dealer to troubleshoot and resolve problems.

Unregister System

Tap to unregister the thermostat. The thermostat will no longer be linked to the homeowner's email account.

Add Smart Thermostat

Tap and follow the on-screen instructions to add an additional Lennox Smart Thermostat to the HVAC system.

Home Name

Identifies the residence where the thermostat is located.

System Name

Name of the system, which the homeowner creates during the customization process.

NOTE: *Lennox recommends renaming the system to a name other than "System" or "system" especially if the homeowner intends to use voice control via a smart home device such as Amazon Alexa. If the homeowner decides to keep the name "System" or "system," the homeowner would need to address the system as "Thermostat" when using voice control via a third-party smart home device.*

Temp

Returns to the thermostat home screen. Displays current temperature for the system where the thermostat and sensors are located. Select *Temp* from the *Status* or *My Home* screen to return to the thermostat home screen.

Temperature Setting

Large display of current inside temperature (°F or °C)

Heating and Cooling Set point Indicators on the round temperature band

Current cooling set point temperature Button (Cool-To)

Current heating set point temperature Button (Heat-To)

Selecting the heat or cool set point indicators on the round temperature band, or selecting the Heat-To or Cool-To buttons displays the heat or cool menu screens.

Both heating and cooling set point indicators on the round temperature band and the Heat-To and Cool-To buttons are displayed if the system is set to Heat/Cool mode or if an active schedule is set to Heat/Cool mode.

Status

Displays the system's current operating status. Details can include *s*ystem schedule selection, fan modes, and other system background activities.

🍃 **Away**

The homeowner can manually activate the *Away* feature by tapping the *Away* icon (green leaf) near the bottom of the home screen. Tapping the icon allows the homeowner to toggle between an active and inactive *Away* command.

When the system is in *Away*, the *Away* icon displays on the upper-right side of the Lennox Home application home screen, and in the lower left corner of the Lennox M40 Smart Thermostat.

Selecting the *Away* icon (in Lennox Home) prompts a message display that shows the current set point range for high and low temperature settings. The homeowner has the option to cancel the *Away* command from the message display. Selecting *Cancel* at the bottom of the home screen also disengages the *Away* feature*.*

While in *Away*, the *Away* set points are referenced to manage the high and low temperature settings for the thermostat. The *Away* set points can be adjusted by tapping *Heat to / Cool to* and sliding the adjustment tool along the temperature range. The homeowner can adjust the range in both Lennox Home and the Lennox M40 Smart Thermostat.

NOTE: *When in Away Mode, the system's status and settings are visible beneath Menu. See System Status.*

For more information, see "Smart Away" on page 17.

☀️ **Weather**

Displays current outdoor temperature in °F or °C and the current weather forecast.

System Status

Mode

The Mode screen allows the homeowner to set the operating mode of the system. Options are **Emerg Heat**, **Heat Only**, **Heat / Cool**, **Cool Only** and **Off.**

Emergency Heat

Heat Only

Heat / Cool

Cool Only

Off
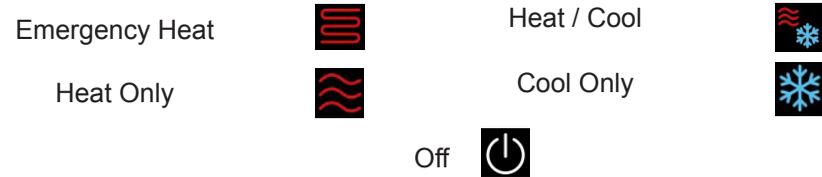
Schedule

All schedule profiles are customizable The homeowner can rename the schedule profile, assign day grouping, system mode, fan mode, fan duration and restore to default. Press *Edit* to access the customizable fields.

NOTE: *Profile labeled No Schedule cannot be renamed or edited. Profile Schedule IQ renaming is not allowed.*

Figure 9. Schedules

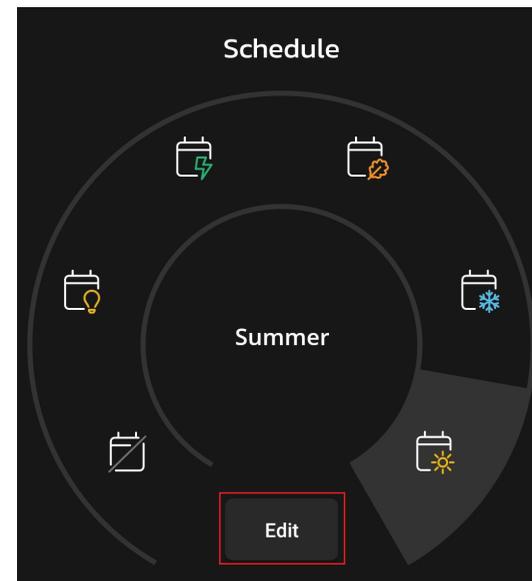| **No Schedule**	System is not following a schedule. All changes are performed manually.
Schedule IQ	This schedule operating in heat / cool mode and answering a few simple questions will allow the system to know how to set the temperature for the home based on time settings. By default there are two times and temperature settings that can be adjusted using the edit schedules option.
Save Energy	Provides the recommended Energy Star set points recommended by the Environmental Protection Agency energy savings.
Spring/Fall	Provides the average *Spring/Fall* indoor cooling set points for home temperatures. Temperatures and time periods can be adjusted to desired set points.
Winter	Provides the average *Winter* indoor heating set points for home temperatures. Temperatures and time periods can be adjusted to desired set points.
Summer	Provides the average *Summer* indoor cooling set points for home temperatures. Temperatures and time periods can be adjusted to desired set points.
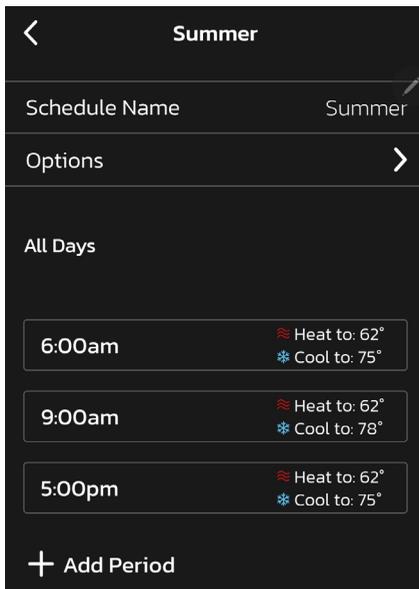
Figure 10. Schedule

Schedule Name	Field is available for customization
Options	The homeowner can set or adjust Day Grouping, System Mode, Fan Mode, Temperature Adjustment, and Smooth Set Back settings.
All Days	Set the temperature for time periods within the schedule.
Add Period	The homeowner can set up to four periods. Tap *Add Period* to create a time period by which the system will operate. Temperatures and time periods can be adjusted to desired set points.

NOTE: *To delete a time period, select the time period that is no longer needed and tap Delete Period. This action removes the time period from the schedule.*

Fan (On, Auto, and Circulate)

On	Indicates the system will run the fan continuously.
Auto	Indicates the system will run during a call for heating or cooling only.
Circulate	Run predetermined number of minutes to an hour. The setting for this duration per hour can be found at *Menu > Settings > Fan.* Options are 9 to 27 minutes per hour.

The homeowner will find the following features and settings on the *System Settings* screen:

System Info Directs the homeowner to the *System Name* field where the system can be given a custom name.

> *NOTE:* *Lennox recommends renaming the system to a name other than "System" or "system" especially if the homeowner intends to use voice control via a smart home device such as Amazon Alexa. If the homeowner decides to keep the name "System" or "system," the homeowner would need to address the system as "Thermostat" when using voice control via a third-party smart home device.*

Wi-Fi Tap to connect Lennox Home to a Wi-Fi network to subsequently pair it with the M40 Smart Thermostat. Follow the on-screen instructions for a successful connection and pairing, see "Connecting to Home Wi-Fi Network" on page 6.

There are several Wi-Fi icons that represent the current status of the network connection:

Good Signal

Medium Signal

Low Signal

No Signal

Fan Tap to adjust the length of time by which air will circulate in the home hourly.

> » Minimum Time: nine (9) minutes
> » Max time: 27 minutes

The circulate option runs during any mode selected except when the system is turned off.

Heat/Cool Tap to access the Wider Setpoint Range and Safety Protection settings.

Wider Setpoint Range: Change the setpoint range beyond the default settings. The range can be expanded from the default settings of 60°F (15°C) -90°F (32°C) to 40°F (4°C) - 99°F (37°C).

Safety Protection: Alerts the homeowner when the home gets too cold or hot. Temperature ranges are set under this menu option on the setting for both low and high temperatures. The system will automatically turn on either cooling or heating if the home's interior temperature reaches either the low or high setting. A notification is also sent to the home screen notification area and Lennox Home application.

Notifications (Reminders) Tap to access and edit the filter and maintenance reminder settings.

Peak Monitoring Tap to enroll in *Peak Monitoring*. The homeowner must visit their energy provider's website to retrieve a registration url to enroll and enjoy the *Peak Monitoring* feature. The homeowner will need to reference the data provided by their energy provider to fully experience the *Peak Monitoring* feature. Enter the data on the *Peak Monitoring Setting* screen.

Thermostat Tap to access the *Thermostat Name* field and the *About Thermostat* screens. The *About Thermostat* screen holds the following information:

> » Model Number
> » Serial Number
> » Hardware Revision
> » Software Revision

Unregister System Tap to unregister the Lennox M40 Smart Thermostat from the homeowner's email account.

Additional Home and Status Screens Icon Descriptions

Table 1. Additional Home and Status Screens Icon Descriptions

Icon	Function or Screen Text	Purpose
	Menu with Notification Icon	If there are one or more notifications this icon will appear over the menu icon. The number in the center indicates how many active notifications are present.
	Heating	System is heating the home. This animated icon will appear above the temperature display on the home screen.
	Cooling	System is cooling the home. This animated icon will appear above the temperature display on the home screen.
	Will start soon	A five minute safety delay prevents the compressor from operating too soon after shut-down to allow internal pressures to equalize.
	Ambient lockout	This indicates that either the outdoor temperature is above or below the balance point temperature settings. The low balance point setting prevents heat pump heating below the set point and back up heat will be used. Typically the default is 25°F (-4.0°C), but that setting can be adjusted by the dealer. At 25°F (-4.0°C) or below for example, only auxiliary heating (electric or gas) is used. If the high balance point is set to 50°F (10°C) for example, which is also adjustable by the dealer, then auxiliary heat will not be allowed. Only heat pump heating will be used. Anytime the outdoor temperature is below or above the balance point temperature settings, the ambient lockout notice will appear on the home screen.
	Fan is running	Fan set to **ON**. Fan is NOT following the schedule and runs continuously until it is changed from the selected mode.
	Fan in auto mode is active	Fan set to **Auto**. Fan will follow the fan setting in the selected schedule.
	Fan in circulate mode is active	Fan set to **Circulate**. Fan is following schedule and cycles during periods of equipment inactivity. Circulate run time is dependent on user settings.

Table 1. Additional Home and Status Screens Icon Descriptions

Icon	Function or Screen Text	Purpose
	System Under Test	Typically occurs when the system has suffered a power interruption. The thermostat starts to look for the indoor and outdoor controls. Sometimes the outdoor control takes longer to boot up and therefore does not respond to inquiry by the thermostat. Recycling power to the system may resolve the issue.
	Service Urgent	Service Urgent indicates that a service call is needed to get the system running. Selecting the icon prompts a pop-up screen: **Service Urgent.** The system has encountered a problem. Alarm ID: xxxx and a description of the alarm is provided. Select **OK** to cancel the pop-up screen.
	Peak Monitoring	The utility company will automatically set the energy savings time period. You can select **cancel** to exit this mode. Canceling the function opts the system out of the current active energy savings events. A pop-up screen will ask to verify this is the intention.
	Transitioning to next schedule	The system is following an active schedule and is transitioning to the next temperature setting based on a time indicator.
	Schedule hold until next period	Selecting the icon will display a pop-up screen. **Schedule will hold until next schedule setting.** There is also the option to select duration of hold or cancel. Options to select are **Cancel**, **Duration** and **Hold**.
	Schedule Hold until xxxx	Two pop-up dialogs may appear. **Schedule will hold**. Do you wish to cancel? Options are **Yes** or **No**. **Schedule will hold until xxxx**. Do you wish to cancel? Options are **Yes** or **No**.
	Advanced Diagnostics In Progress	This icon displays on the thermostat home screen when the dealer is in the process of running diagnostics or troubleshooting system issues remotely.
	Advanced Diagnostics Interrupted	This icon displays on the thermostat home screen when diagnostics has been interrupted.
	Advanced Diagnostics Prohibited	This icon displays on the thermostat home screen when the homeowner does not grant remote access to the local Lennox Dealer.
	Advanced Diagnostics Request Pending	This icon displays on the thermostat home screen when the local Lennox Dealer requests remote access to the thermostat for troubleshooting and diagnostics.

Menu (Additional Information)

Smart Away

Both **Home Info** and **Account** options must be completed before this feature can be enabled.

The *Smart Away* feature depends on:

» *Lennox Home* continuously running on the homeowner's mobile device (smart phone or tablet) and being logged in to their account.

» Requires Wi-Fi and location settings to be enabled on the homeowner's mobile device. Android devices must also have the location mode set to "high accuracy." Consult the mobile device user guide for instructions.

Smart Away can also be enabled from the mobile device once the Lennox Home App has been installed and launched. Go to the *Menu > Settings > Away* and turn ON *Smart Away*. To allow the mobile device to use this feature, turn ON participate. The *Away Fence* option will appear and by default, the setting is two miles (3 km). The range for this setting is 2 to 6 miles (3.00 to 9.50 km).

Inner and Outer Away Fences

The inner *Away Fence* is set by the user anywhere between 2 to 6 miles (3.00 to 9.50 km) on the Lennox Home app. This setting can be different for each participating mobile device. When any of the participating mobile devices are located inside of its inner *Away Fence*, the system will not be in *Smart Away*. The system will use the temperature set points defined by the schedule or what was manually set. Once the inner *Away Fence* is set, the outer fence for each participating mobile device will be automatically calculated by the *Smart Away* algorithm.

Transition Set Points

When the closest participating mobile device is between the inner and outer *Away Fences*, the thermostat will show the *Smart Away* indicator. The system will use transition set points to heat or cool the home. The transition temperature set points are automatically calculated by the Smart Away algorithm using a combination of the home and away set points.

Away Set Points

Once all participating mobile devices have moved outside the transition range, the thermostat will continue to show the *Smart Away* indicator and the homeowner's *Away* set points will be used to control the system.

Example:

The away set points are 65ºF (18.5ºC) for heating and 85ºF (29.5ºC) for cooling.

» If the *Away Fence* is set to two miles for all participating mobile devices and the closest participating mobile device is within the 0-2 miles (0 to 3.22 km) range of the home, the system is considered home. The system will use the set points from the schedule or what was manually set.

» If the closest participating mobile device moves into the 2.1 to 8 miles (3.40 to 13.04 km) range, the system is considered in transition. The system will start to either increase or reduce the heating or cooling set point.

Once all participating mobile devices have moved beyond the 8.1 mile (9.50 km) range from the house, the system sets the set points to the *Away* set points (65ºF for heating and 85ºF for cooling).

Multiple Mobile Devices

It is possible to have more than one mobile device participating in *Smart Away* for this system. The *Away Fence* can be set to the same value or different values for each mobile device. The thermostat will not show the *Smart Away* indicator until all devices have moved past their inner *Away Fence*, and the system will not reach the homeowner *Away* set points until all devices have moved past their outer fence.

NOTE: *Smart Away will be canceled when the system is enrolled in energy savings with a utility provider and an energy saving event is active.*

### Mobile Device Location Services

To use *Smart Away* on IOS devices, the mobile device must be running IOS 12 at the very least. Location Services Settings are as follows:

1. Location services will need to be enabled for this feature to work. Go to *Settings > Privacy > Location Services.*

2. Select *Always Allow* for *Smart Away* to control the temperature in the home while occupants are away.

3. Select *Always Allow* with *Precise Location Enabled* for *Smart Away* to control the temperature in the home while occupants are away.

4. Select *Allow While Using App* for Smart Away to control the temperature in your home while occupants are away.

To use *Smart Away* on Android devices, the mobile device must be running Android Version 9 or higher. Location Services Settings are as follows:

1. (Android versions 9 and 10) When allowing the Lennox Home app access to device location, the user must select *Allow all the time* for the Smart Away feature to work correctly. Go to *Settings > Apps > Thermostat > Permissions > Locations* and *Allow all the time* setting is enabled.

2. (Android version 11) To ensure location services for the *Smart Away* feature are not auto-disabled by Android operating system, go to:

   • *Settings > Apps and Notifications > Select All Apps > Thermostat > Permissions* and locate *Remove permission if app isn't used* and ensure this setting is *disabled*.

   • *Settings > Locations > Apps access to location > Thermostat* and select *Allow all the time*.

3. (Android version 12) When running the setup for the Lennox® Home App, the user is asked to enable permissions for precise location. Select the two options illustrated here.

Select Precise

Select this option
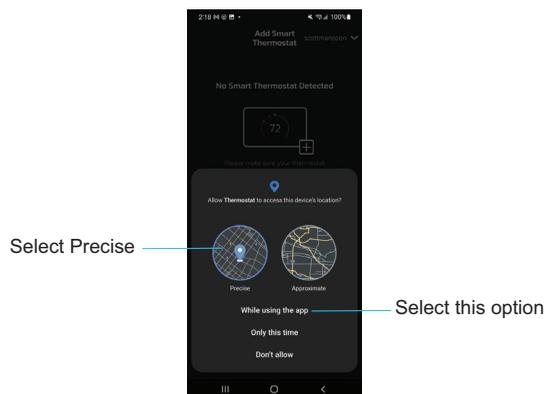
Notifications

The following table shows the maintenance alerts codes and associated reminders.

Table 2. Maintenance Alerts

Number	Reminder
3000	Filter 1
3001	Filter 2
3004	Maintenance

Peak Monitoring (AHRI 1380 & Title 24)

Peak Monitoring is a feature requirement for the State of California. Enrolling in the energy-saving program allows the homeowner's utility company to adjust the thermostat during peak energy events. A badge on the home page will indicate when the system is in an active energy savings event.

Enrollment is a two-step process for consumers. The first step requires the consumer to register with their utility provider. Registering will require the homeowner to provide the utility company a registration code. After the consumer is registered, the second step is to enable the thermostat settings and enroll in Peaking Monitoring, which is completed within the Lennox Home App only.

Obtaining the Registration Code

Navigate to Menu > System Settings > Peak Monitoring > Registration Code. This registration number will be required when registering with the utility company.

Enable Peak Monitoring

1. Select **Menu**, **System Settings**, **Peak Monitoring**.

   The *Peak Monitoring screen* displays.

2. Select the radio button to enable Peak Monitoring.

   This action automatically retrieves the required certification for the thermostat. A confirmation message display that confirms enrollment is open.

3. Click **OK**.

NOTE: *If enabling energy savings is successful or not successful, a pop-up screen displays that indicates either outcome. If unsuccessful, try again in a few minutes.*

Enroll in Peak Monitoring

AHRI 1380

1. Click **Enroll in AHRI 1380**.

   The Peak Montoring Enrollment dialog displays.

2. Enter the utility company's url in the **Name** field and press **Done**.

   An enrollment confirmation message displays

3. Click **OK**.

   The Peak Monitoring screen now indicates the Enrollment Status as "enrolled" and the Connection Status as "Connected."

The Peak Montoring badge will briefly display on the thermostat's and Lennox Home application's homescreen.

TITLE 24

1. Click **Enroll in Title 24**.

   The Peak Montoring Enrollment dialog displays.

2. Enter the utility company's url in the **Name** field and press **Done**.

   An enrollment confirmation message displays.

3. Click **OK**.

   The Peak Monitoring screen now indicates the Enrollment Status as "enrolled" and the Connection Status as "Connected."

   The Peak Monitoring badge will briefly display on the thermostat's and Lennox Home application's homescreen.

Peak Monitoring Settings

AHRI 1380

During an energy savings event, the energy provider will reduce your HVAC's power. The HVAC power will temporarily reduce to 0%, 40%, or 70% of maximum power.

If the temperature becomes uncomfortable, the homeowner can cancel participation in the energy savings event.

TITLE 24

The Peak Monitoring Settings screen allows homeowners to use their energy provider's default temperature or pricing set points. Homeowners can also customize these settings by selecting the following:

- *Peak load event active set-points* with the following options:
  » Default
  » Offset
  » Custom set-points
- *Peak Price event Threshold*
- *Peak Price Event Active Set-Points* with the following options:
  » Default
  » Offset
  » Custom set-points

- *Peak Monitoring Events Filter*
  » Any Peak Monitoring event that results in a set-point change outside these limits will be ignored. By default, heating set-point at 50°F and cooling setpoint at 90°F.

- *Factory Reset Peak Monitoring Settings* - selecting this option resets Peak Monitoring settings to factory state. Homeowners can setup a new utility/energy provider via this feature, as well.

Canceling Peak Monitoring Event

When in an active energy savings event and you attempt to update any of the following settings, a pop-up window displays confirming your wish to exit the active energy savings event which could result in higher energy consumption during the event period:

- Adjusting the temperature set point manually
- Selecting a schedule
- Changing the mode of operations
- Manually canceling the event from the *Home* screen indicator

Cancel Enrollment

1. Select **Menu**, **System Settings**, **Peak Monitoring**.

   The *Peak Monitoring screen* displays.

2. Click **Cancel Enrollment.**

3. Click **Confirm** to proceed with the selected option.

Equipment

Thermostat

The homeowner can rename the thermostat. Information available in this section includes Model Number, Serial Number, Hardware Revision, and Software Revision.

Unregister System

When a system is unregistered, the thermostat will no longer link to the homeowner's email account.

Lennox Smart Devices & Smart Home Systems

Heat and Cool (Auto-Changeover)

Amazon Alexa controls the thermostat a bit differently when in Heat / Cool mode. In Heat / Cool mode, the system can automatically switch between heating and cooling as needed.

For instance, if Amazon Alexa is commanded to set the hallway temperature to 70 degrees, the thermostat will use 70 degrees as a midpoint temperature, setting the Heat set point to 69 and Cool set point to 72. Amazon Alexa will confirm the request by saying, "Hallway is in Auto mode, aiming for 70 degrees."

Amazon Alexa can change the thermostat mode (heat only, cool only, etc.) via voice commands. It is recommended to rename the system to a call name other than "System" or "system" during setup (such as "My System").

The following are examples of voice commands to a system named "My System":

> » Heat - "Alexa, set My System to HEAT."
>
> » Cool - "Alexa, set My System to COOL."
>
> » Auto - "Alexa, set My System to AUTO."
>
> » ECO - "Alexa, set My System to ECO."
>
> » OFF - "Alexa, set My System to OFF."

The following voice commands must be used for systems that remain as "System" or "system":

> » Heat - "Alexa, set Thermostat to HEAT."
>
> » Cool - "Alexa, set Thermostat to COOL."
>
> » Auto - "Alexa, set Thermostat to AUTO."
>
> » ECO - "Alexa, set Thermostat to ECO."
>
> » OFF - "Alexa, set Thermostat to OFF."

If the thermostat is in *Away* or *Smart Away* mode, any Amazon Alexa commands to change thermostat temperature will not be successful.

Currently, users can pair only one home that is listed in their Lennox User Account with Amazon Alexa. In the situation where there are multiple homes associated with the Lennox thermostat account, users will not have a choice to choose the home for Amazon Alexa. Users can view the homes on the account by visiting: Amazon's on-line help at https://alexa.amazon.com.Google's Online help at https://support.google.com/googlenest/gethelp.

Google Home and Assistant

Download the Google Home app from Google Play or the App Store™ on a compatible mobile device and then follow the on-screen steps to finish setup.

Once the homeowner has added the thermostat to their Google Home app, the homeowner should install and enable the Google Assistant app (Android and IOS) to enable voice control.

NOTE: Google Assistant app may be already installed on Android devices.

Schedule Mode Functions

Raising or lowering the temperature is not supported when using a schedule. When attempting to change the temperature when in either reference mode, Google Assistant will respond with *mode not supported*.

Heat / Cool Mode (Auto-Changeover)

Although Google Assistant supports heat / cool mode temperature adjustments, it will do so only by maintaining the currently established temperature ranged. For example, if the heat set point is 60ºF and the cooling set point is 80ºF at the thermostat itself, then a temperature range of 20 degrees has been established. Any adjustment using Google Assistant, either through the app or by voice will maintain a 20 degree range differential as well. Let's say the homeowner changes their heat set point to 65ºF. Now the thermostat will indicate the heating is at 65ºF and cooling is set at 85ºF.

Adjusting the cooling set point will result in the range being maintained as well. In the Google Home app, the thermostat image will only display the approximate center temperature between the current heating and cooling set points. In this example it would display 75ºF.

Control4® Smart Home Operating System

Control4® is a leading control and automation platform that works with thousands of smart devices integrating audio, video, lighting, security, intercom, and climate control into a seamless customer experience.

Control4® gives the customer an easy-to-use interface to control any Lennox Smart Thermostat.

Settings include:

- » Display all systems in the home and select a system
- » Display all zones in the system and select a zone
- » Turn system or zones on or off
- » Change manual modes (heat, cool, off)
- » Change heating/cooling set points for each zone/system
- » Change fan mode (on, auto, circulate)

For additional information please visit https://www.control4.com.

Building36®

Building36® is a leading control and automation company that delivers next-generation smart home solutions that communicates with thousands of smart devices. It integrates control for HVAC, water, video, lighting/appliance and security into one location.

Building36® gives the customer an easy-to-use interface via the Building36 Dashboard or the *Building36*® Home Mobile App to control the *Lennox*®*M40 Smart Thermostat*.

Settings include:

- » Display all systems in the home and select a system
- » Change manual modes (heat, cool, off)
- » Change heating/cooling set points for each zone/system
- » Change fan mode (on, auto, circulate)

For additional information please visit https://building36.com.

Matter is a universal smart home standard that allows smart devices to work together, regardless of brand. Enabled on the M40 Smart Thermostat, Matter supports fast, simple connection with thousands of certified smart products, including voice assistants, directly out of the box.

KEY BENEFITS OF MATTER:

- » *Simplicity* - Easy setup and seamless interaction between devices
- » *Interoperability* - Compatibility across a wide range of smart home platforms
- » *Reliability* - Strong, stable performance and connections
- » *Security* - Built-in safeguards to protect data and device access

Matter comes from the Connectivity Standards Alliance, a global organization of hundreds of companies committed to improving smart home technology.

For more information, visit:www.matter-smarthome.de/en

To view an instructional video on connecting Lennox Smart Thermostats to additional home ecosystems using Matter, please see Additional Support beneath "Download Lennox Smart Applications" on page 3.

Temporary Advanced Diagnostics Access

During the Customization process, the homeowner is presented the option to enable the Remote Sharing and Advanced Diagnostics feature. This feature allows a local Lennox Dealer remote access to the homeowner's thermostat to run diagnostics and troubleshoot system issues, which can eliminate downtime and avoid unnecessary service visits and repair costs.

If the homeowner chooses to opt out of the feature, the dealer will not be able to troubleshoot issues remotely. However, through the Service Dashboard (LennoxPros) the dealer can send a Temporary Advanced Diagnostics request to the homeowner. After the homeowner accepts and grants access to their system, the dealer has 24 hours to remotely conduct diagnostics tests and/or make system adjustments. After the 24-hour window expires, dealer access is automatically terminated.

Enable Temporary Advanced Diagnostics Access

When a Temporary Advanced Diagnostics Access Request arrives from the dealer or technician, the homeowner will receive a notification on their mobile device and thermostat.

NOTE: *The mobile device (on which Lennox Home is installed) must allow Notifications from Lennox Home in order to receive Advanced Diagnostics Access requests from the dealer. Permission is usually requested during the initial installation of the Lennox Home application.*

After access has been granted, *Adv Diagnostics In Progress* icon/badge displays on the thermostat's home screen.

This indicates a dealer has temporary access to the thermostat and is working to resolve the issue.
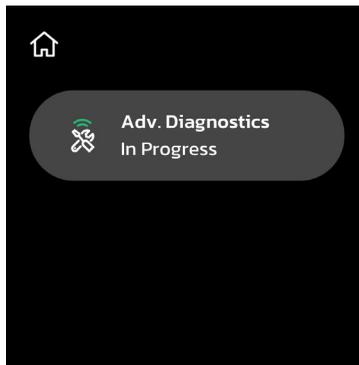

Figure 11. System Under Advanced Diagnostics

End Advanced Diagnostics Access

1. Tap the *Advanced Diagnostics in progress* icon/badge.

   The *Advanced Diagnostics in progress* dialog displays.

2. Tap *End Access* to disconnect the communication between the dealer/ technician and the thermostat.

   The *End Advanced Diagnostics Access?* dialog displays.

3. Press *Yes*.

   The *Remote Access has been canceled* dialog displays.

4. Press *OK*.

   The *Advanced Diagnostics Access Canceled* badge/icon displays on the thermostat's home screen.

NOTE: *If the homeowner attempts to end Advanced Diagnostics Access while a dealer/technician is diagnosing the homeowner's system, disconnection will not be immediate. Access ends after the service/ diagnostics is complete.*

If the homeowner decides to end access before the dealer/technician connects to their system, the dealer/technician will not gain access to the homeowner's thermostat.

Tips for Connecting the Thermostat to the Home Wi-Fi

Wi-Fi Considerations

» This thermostat cannot connect to a home wireless router that uses more than 32 characters in the wireless access point name (visible or hidden).

» This thermostat will support up to a 63 character Wi-Fi password. Passwords cannot contain blank spaces or % symbol.

» The Lennox M40 Smart Thermostat only supports 2.4Ghz; 5Ghz is not supported.

» If the home Wi-Fi connection is unsecured, then Wi-Fi security **MUST** be enabled. Consult router documentation on how to enable Wi-Fi security

» This thermostat supports the following Wi-Fi security protocols: **WPA**, **WPA2** and **WPA3**.

» **Never use a home guest account.**

» Always use a secure connection physically located in the home where the thermostat is located.

» Lennox S40, S30, L40, and M40 Smart Thermostats are not designed to communicate with each other even when on the same network.

Supported Wi-Fi Network Types

Supported wireless network types are listed as follows:

Table 3. Supported Wi-Fi Standards

Standard	Description
802.11b	Compatible. Released in September 1999, it's most likely that the first home router was 802.11b, which operates in the 2.4GHz frequency and provides a data rate up to 11 Mbps.
802.11g	Compatible. Approved in June 2003, 802.11g was the successor to 802.11b, able to achieve up to 54Mbps rates in the 2.4GHz band, matching 802.11a speed but within the lower frequency range.
802.11n (Wi-Fi 4)	Compatible. Approved for usage in frequency - 2.4L
5g	Compatible.

Electromagnetic Interference Causing Poor Connectivity

The thermostat and router should be located away from other devices that could possibility interfere with wireless communications. Some examples of other devices that could interfere are:

» Microwave ovens

» Wireless cameras

» Portable phones and bases

» Baby monitors

» Wireless speakers

» Bluetooth devices

» Garage door openers

» Neighbor's wireless devices

To eliminate a possible source of interference, temporally disable any devices and see if Wi-Fi performance has improved.

Wi-Fi Terminology

The following terminology is used in this troubleshooting section:

» *Received Signal Strength Indication (RSSI)*. This indicates the signal strength of the Wi-Fi router being received by the scanning device (i.e., smart phone). The higher the RSSI number (or less negative in some devices), the stronger the signal.

» *Internet Protocol Address (IP address)*. This is an address assigned by your home router for each network device (e.g., computer, printer, thermostat).

Received Signal Strength Indicator (RSSI)

The RSSI can be viewed from the thermostat.

1. Select *Menu > Settings > Wi-Fi >* and select *right arrow* next to the Wi-Fi network name and then select it again (from the home screen).

2. When selecting the right arrow (>) the second time, a screen will appear which will display an option to forget the network. In addition IP address, subnet mask, router IP, DNS, MAC Address, Speed, wireless type, BSSID and RSSI.

NOTE: *If the RSSI signal strength is anywhere between -9 to -69, then the signal strength is sufficient. If outside this range, then either relocate the router closer to the thermostat, add a repeater, or move the thermostat. Adjusting antenna on router or extender/repeater may resolve the issue.*

FCC Statements

FCC Compliance Statement — PART 15.19

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

» This device may not cause harmful interference

» This device must accept any interference received, including interference that may cause undesired operation

FCC Interference Statement — PART 15.105 (B)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

» Reorient or relocate the receiving antenna.

» Increase the separation between the equipment and receiver.

» Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

» Consult the dealer or an experienced radio/TV technician for help.

RF Exposure Information

This device meets the FCC and ISED requirements for RF exposure in public or uncontrolled environments.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Canada License-Exempt RSS Standard(s) Operation

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

» This device may not cause interference, and

» This device must accept any interference, including interference that may cause undesired operation of the device.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radioexempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

(1) l'appareil ne doit pas produire de brouillage, et

(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, méme si le brouillage est susceptible d'en compromettre le fonctionnement.

Les changements ou modifications non expressément approuvés par la partie responsable de la conformité pourraient annuler l'autorité de l'utilisateur à faire fonctionner l'équipement.

Alert Code Priority Types and Notification Options

Table 4. Alert Code Priority Condition Visibility								
		Notifications Displayed or Email Notifications Sent						
Alert Priority	**Alert Priority Description**	**Displayed for Homeowner on Thermostat**	**Displayed for Dealer on Thermostat**	**Lennox® Home Application**	**Lennox® Smart Technician Service Application****	**LennoxPros Service Dashboard****	**Homeowner Emailed***	**Dealer Emailed**
Service Urgent	System is in a No Heat/ No Cool or not operating. Dealer service call is needed to get the system running.	√	√	√	√	√	√	√
Service Soon / Service Urgent	This alert priority indicates that the system will likely recover on its own and no interaction is necessary. Typically, either after a specific timer period or a specific number of instances, some *Service Soon* alerts will escalate to *Service Urgent*.	X	√	X	√	√	X	X
Service Soon	System is not reaching set point or is partially operating. A dealer will need to service it within 24 - 48 hours.	X	√	X	√	√	X	X
Maintenance	*Maintenance* alerts are programmed in the thermostat as reminders to change filters, replace UV lamps, tune up systems.	√	X	√	X	√	X	X
Information Only-Dealer	This alert priority is for information and is directed to the dealer.	X	√	X	√	X	X	X

* For homeowner to receive email notifications, email updates has to be enabled. From the home screen, go to *menu > user account > Alerts and Reports* and set *Alerts and Notifications - Homeowner* to *ON*.

** For dealers to receive service alerts and service alert emails the feature needs to be enabled by the homeowner. From the home screen, go to *Menu > Lennox Dealer Support Access > Dealer Support Access* and set *Alerts and Notifications Technician* to *ON*.

Index