

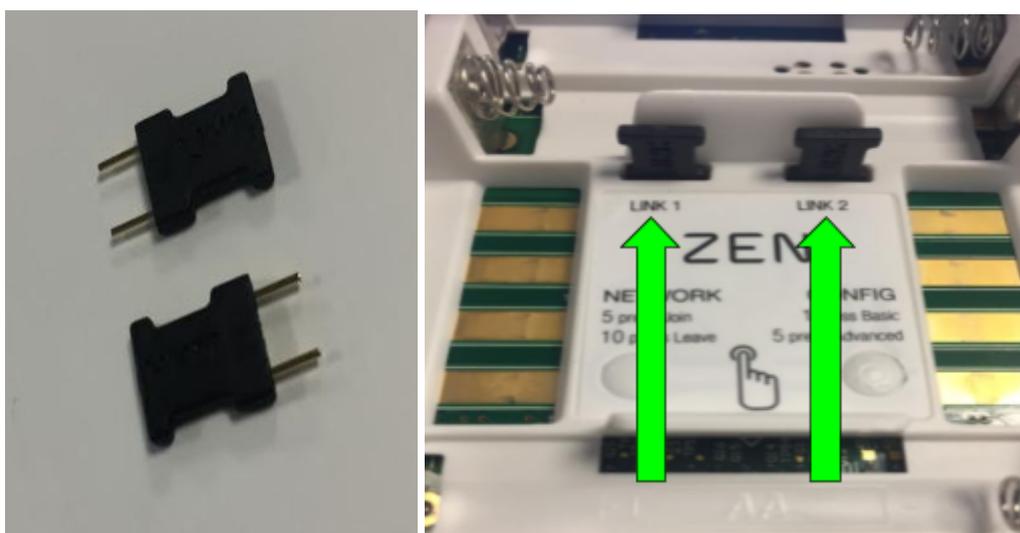
## Tech Tips: Zen Thermostat Links

### Audience

Professional Installers and Support Agents

### Summary

Many thermostats use jumpers to connect common circuits together, the Zen Thermostat does not require the use of old jumpers or bridges. The Zen Thermostat comes complete with 2 links, which are located on the rear of the main display. These links will act as a jumper or bridge for the Rc and Rh terminals.



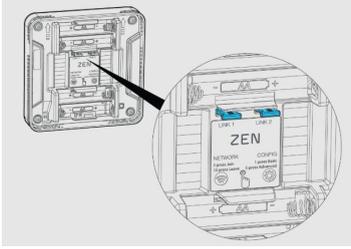
In some cases, installation may call for one of the links to be removed due to the compatibility of the HVAC unit. The links can be removed by pulling gently and inserted by pushing them into place.

### Steps to confirm expected behavior

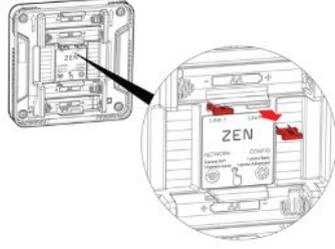
A technical diagram showing the back of the Zen thermostat main display. A circular inset provides a magnified view of the two links, labeled 'LINK 1' and 'LINK 2', which are mounted on the board. The text 'ZEN NETWORK 5 pin 10 pin Leave' and 'CONFIG 5 pin Basic 5 pin Advanced' is also visible in the inset.	<p>The (2) links are located on the back of the main display (see figure above). They are labeled “LINK 1” and “LINK 2”</p>
--	---

Removal of the links is determined by the information entered into the online install guide. The function of each link and corresponding configuration is shown below.

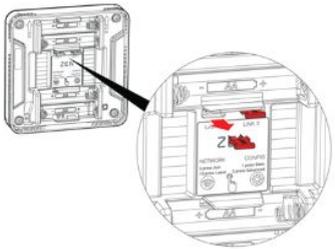
**Link 1 and 2**

	<ul style="list-style-type: none"> <li>-Rc and Rh connected to common return</li> <li>-Aux Connected to the same return as Rh</li> <li>-Applies to most single stage systems and heat pump systems</li> </ul>
---	---

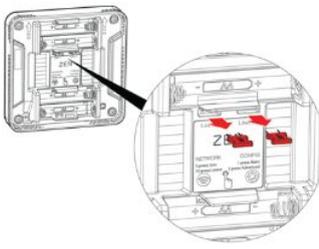
**Link 1 only**

	<ul style="list-style-type: none"> <li>-Rc and Rh on separate return circuits</li> <li>-Aux connected to same return as Rh</li> <li>-Applies to systems which have separate heating and cooling equipment</li> </ul>
---	--

**Link 2 only**

	<ul style="list-style-type: none"> <li>-Rc and Rh connected to a single return circuit</li> <li>-Aux connected to separate return circuit</li> <li>-Applies to most heat pump systems where the auxiliary heat systems is separate equipment</li> </ul>
---	---

**No Links**

	<p><b>-This configuration is never used.</b></p>
---	--

\*\*If you have two separate wires (one running to Rh and the other to Rc) on your old thermostat that are coming from the wall. This indicates you have a two-transformer system.

Please check that links are present at each install. If you notice that links are missing, have not been installed or lost, please contact Zen Customer Support over the phone at **(949) 359-8208** or by email at [support@zenthermostat.com](mailto:support@zenthermostat.com)