



# INTRODUCING THE CARRIER SMART THERMOSTAT





## Contents

- |    |   |
|----|---|
| 3  | <a href="#">Introduction Letter</a>               |
| 4  | Connected Comfort with Confidence                 |
| 5  | Meet Your Carrier Smart Thermostat                |
| 6  | Features Your Customers Will Appreciate           |
| 7  | Features Dealers Will Appreciate                  |
| 8  | Getting Started - Installation Made Easy          |
| 9  | Connect to Commission<br>(Service Technician App) |
| 10 | Complete the Setup                                |
| 11 | Key to Connecting for the Homeowner               |
| 13 | Key Messaging                                     |
| 14 | Selling Tips                                      |
| 15 | FAQs  |
| 20 | Where to Go for More Information                  |



Dear Carrier Expert:

**CONNECTED, CONVENIENT AND AFFORDABLE: INTRODUCING THE CARRIER SMART THERMOSTAT.**

As the innovative inventor of modern air conditioning, Carrier is constantly looking for ways to connect with our customers... and to help our customers connect with their comfort. Now, as more homeowners have grown to expect smart, integrated products in their homes, we are happy to introduce our first fully digitally enabled comfort control: the Carrier Smart Thermostat.

The Carrier Smart Thermostat is a 24-volt thermostat designed with your service technicians and customers in mind. Easy to install and set up, and even easier for the homeowner to connect with and use, it's a product that meets the demand for simple, attractive, affordable, and smart comfort control.

Designed for use with single- and two-stage systems, the Carrier Smart Thermostat includes features and benefits based on feedback from dealers and homebuilders nationwide. It supports one IAQ accessory, provides convenient system commissioning from the wall or advanced configurations through the Service Technician app, allows customized comfort scheduling for the homeowner through the Carrier Home app, and it is backed with a five-year connected warranty.\*

To help integrate the Carrier Smart Thermostat into your plans for 2024 and beyond, this launch kit includes everything you need to know to get started, including:

- A more detailed introduction of the Carrier Smart Thermostat
- An overview of installation, wiring, and setup through the Service Technician app
- An overview of homeowner Wi-Fi® setup through the Carrier Home app
- Connection and permission requirements for the five-year connected warranty\*
- Key messaging and FAQs

The latest addition to our connected system toolbox, this thermostat represents yet another opportunity to provide your customers with the comfort experience they expect from Carrier. We are excited about the Carrier Smart Thermostat, and once you've reviewed the materials in this kit, we hope you are too!

As your trusted manufacturer, we will continue to update these resources as new information becomes available, so be sure to continue checking for the most current marketing content.

Thank you for your support!

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\* The Carrier Smart Thermostat is covered by a two-year parts limited warranty. The warranty period is extended to five years when the thermostat is registered within 90 days of installation, connected to Wi-Fi, and homeowner grants permission to data sharing except in jurisdictions where warranty benefits cannot be conditioned upon registration.





## Connected Comfort with Confidence: The Carrier Smart Thermostat

The Carrier Smart Thermostat is the latest and most affordable model in our growing portfolio of connected controls. It puts a minimalist, modern-looking device on your customers' walls that is easy to use, integrates with most smart home systems, and can keep you connected with your customers through our digital tools, the Connected Portal and the Service Technician app.

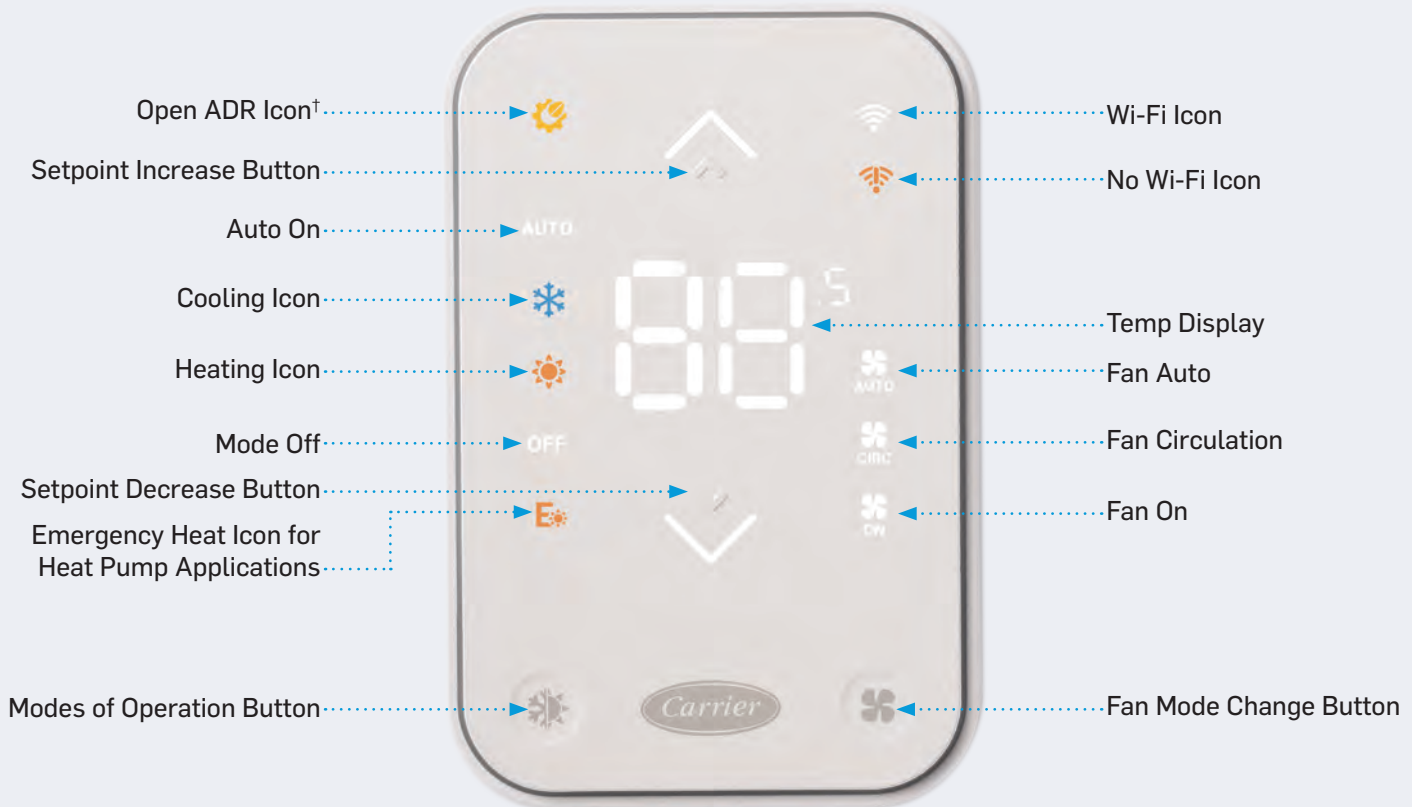


### SIMPLE, YET FULLY FEATURED

Who says simple can't be fully featured? Not Carrier. Sitting on the customer's wall, the Carrier Smart Thermostat is an approachable, intuitive, easy-to-use control that covers the basics. When homeowners connect to Wi-Fi® via the Carrier Home app, they have a programmable thermostat that can be accessed via a smart phone from virtually anywhere. It's almost like two thermostats in one – a smart, connected model for the tech-savvy homeowner, and a simple, easy-to-use thermostat for those more comfortable with wall-mounted operation.

# Meet Your Carrier Smart Thermostat

The Carrier Smart Thermostat has a white segmented LED display with LED lit icons and four capacitive touch buttons. The display is also considered a “dead front”, meaning unless the proximity sensor is activated, the user presses any capacitive touch button (that react to electrical impulses generated by your finger), or a heating or cooling call occurs, the display will turn off. The image below depicts each icon’s placement during system operation.



Model TSTATCCEWF-01

† Open ADR Icon will appear when the homeowner participates in a utility energy management event.

## Visual Cue at Startup

Confirm system startup with just a glance – heating, cooling and fan operation are signaled by an illuminated LED border around the screen.



### Color-Coded, Illuminated LED Border

The LED border light changes color to match system operation:

- Orange = Heating
- Blue = Cooling
- Green = Fan Only
- Purple = Off
- Yellow = Utility energy management event

# Features Your Customers Will Appreciate



## CAPACITIVE TOUCH BUTTONS

Capacitive touch buttons allow homeowners to easily set and change temperature settings, switch between heating and cooling modes, and change fan settings at the wall.



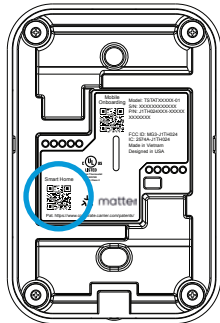
## CONNECTED CONVENIENCE

The Carrier Home app with guided setup makes a fast and easy connection to the Smart Thermostat. Using the app, homeowners can set personalized, daily, or weekly comfort schedules and adjust temperatures from anywhere.



## INTUITIVE DISPLAY

A simple touch clearly displays current system settings, such as temperature set point. Color-coded perimeter lighting around the screen shows at-a-glance whether the system is in heating, cooling, or fan only mode.



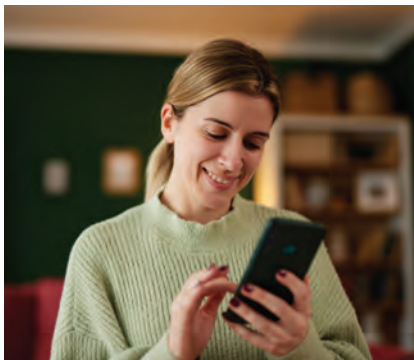
## SMART HOME READY

The Carrier Smart Thermostat works seamlessly with most smart home systems. Homeowners will simply scan the Smart Home QR code on the back of the smart thermostat to connect when instructed to do so in the Carrier Home app.



## INDOOR AIR QUALITY ACCESSORY SUPPORT

Creating your ideal home environment is more than just controlling the temperature. It's also managing humidity and ventilation, which can dramatically impact your comfort. The Carrier Smart Thermostat will power a dehumidifier, a humidifier or a ventilator.



## ADDED PROTECTION WITH WI-FI® CONNECTION AND DATA SHARING PERMISSIONS

The Carrier Smart Thermostat is covered by a two-year parts limited warranty. The warranty period is extended to five years when the thermostat is registered within 90 days of installation, connected to Wi-Fi, and homeowner grants permission to data sharing.

# Features Dealers Will Appreciate

## FLEXIBLE SETUP AND COMMISSIONING

The Carrier Service Technician app can be used for full system setup, including HVAC configuration, advanced settings and thermostat testing via Bluetooth. In addition, declare your dealership as the servicing dealer to continue monitoring the system post-install through Carrier's digital tools. Basic setup and commissioning using factory settings can be done at the thermostat itself.



## EXPERT INSTALLATION AND SETUP

Because you provide the expert installation, you can ensure proper system setup, then guide the homeowner on how to connect with the Carrier Home app for the best user experience.



## PATENT-PENDING INSTALLATION DESIGN

Tool-free wire connections, staggered terminal blocks and patent-pending magnet with push POGO Pin design make installation fast and easy. Once the backplate is mounted and wired, snap the Smart Thermostat into place. For servicing, it snaps off just as easily.

## SERVICE SIMPLIFIED

Easily view thermostat data such as temperature, humidity and operational runtime from the Connected Portal or Service Technician app when your customer grants permissions to data sharing. Remote troubleshooting provides faster and more efficient service calls.



## COMPLETING THE SYSTEM SELL

The Carrier Smart Thermostat gives you another tool in your belt for selling complete, single- and two-stage Carrier-branded systems. Modern homeowners expect smart home environments, and Carrier delivers with the Smart Thermostat.



## IAQ ACCESSORY OUTPUT AND CONNECTIONS

The Smart Thermostat is equipped with a dry contact output to support the addition and management of a humidifier, a dehumidifier or an ERV/HRV. The dry contact output must be properly configured to manage these IAQ accessories.





# Getting Started

## Installation Made Easy

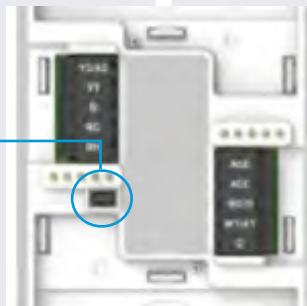
The Carrier Smart Thermostat is a 24VAC control designed to make installation and commissioning fast and easy. Right out of the box, you'll find most of what you need for installation:

- 1 Thermostat
- 2 Anchors and screws
- 3 Warranty card
- 4 Installation instructions
- 5 Optional wall plate



### POWER REQUIREMENTS

The Smart Thermostat requires 24VAC connections to the Rh/Rc terminals and the C terminal for proper operation. It will not operate without these connections. A pre-installed **shunt jumper** connects the Rh and Rc terminals, but can be removed for applications using two 24VAC transformers.



### STAGGERED, TOOL-FREE CONNECTIONS

Details matter, and Carrier knows that modest design tweaks can go a long way towards making a technician's day a little better. The Smart Thermostat's staggered, tool-free wiring terminals speed up the process so you can more quickly move on to setup and startup.



# Connect to Commission

## FULL SYSTEM SETUP WITH THE SERVICE TECHNICIAN APP

Sure, you can set up the thermostat from the wall control using basic factory presets. However, the only way to provide your customers with a fully customized system setup – including HVAC configuration, advanced settings and thermostat testing – is through the Service Technician app. Here's how:

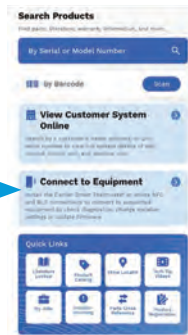


### MAKE THE CONNECTION

- 1 If you haven't done so already, download the Service Technician app from the App Store or Google Play.



- 2 Open the app and either log in with your HVACpartners credentials or continue as guest.

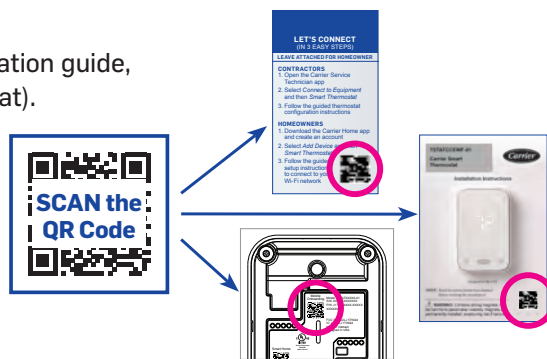


- 3 Select *Connect to Equipment* on the screen.

- 4 Select *Smart Thermostat* from the list of available equipment.



- 5 Locate the QR code (on the front of your installation guide, on the hang tag, or on the back of the thermostat).



- 6 Scan the QR code and follow the instructions to connect to the thermostat and complete the setup process.



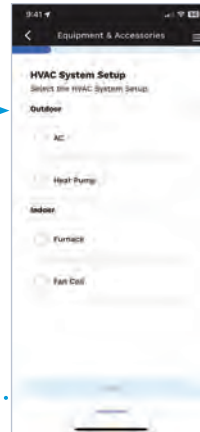
**EXPERT TIP:** Stand within two feet of the thermostat when scanning the QR code and it should automatically connect. If you have trouble connecting the thermostat with the mobile on-boarding QR code, simply tap the *I don't have a QR Code link* to continue pairing.

# Complete the Setup in Four Main Steps

Once you are connected through the Service Technician app, you can complete the system setup in four easy steps by following the instructions in the app.

## 1 SYSTEM CONFIGURATION

Select the indoor and/or outdoor equipment installed, choose single- or two-stage operation, auxiliary heat source, set up IAQ accessories, and confirm that wiring is correct.



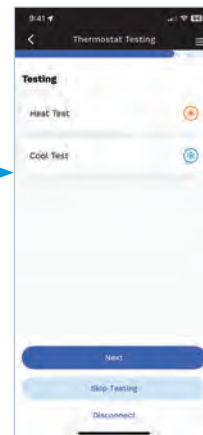
## 2 CUSTOMIZE SYSTEM SETTINGS

Accept the factory default settings, or customize system settings to optimize airflow, heating/cooling stages, overcool setpoints, lockout, deadband, and more. Available settings will populate based upon the installed HVAC equipment.



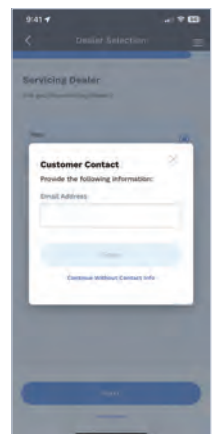
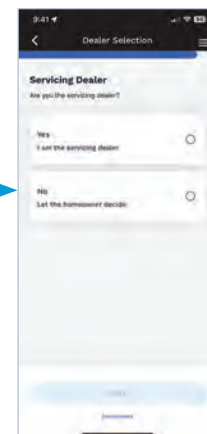
## 3 TESTING

Once settings are finalized, the app can conveniently guide you through your heating, auxiliary heat and cooling tests. You will still have to check supply vent temperatures to confirm proper operation. Troubleshooting help is available through the app if needed.



## 4 SERVICING DEALER INFORMATION

To help remind your customer who to call for service and maintenance, you can add your company's information here. You will also want to guide the homeowner on how to grant permissions to data sharing via the Carrier Home app, which will allow you to access system operation data through the dealer Connected Portal or Service Technician app.



By completing the system setup through the Service Technician app, you can ensure optimum system operation for improved customer comfort and satisfaction.

### DATA SHARING THROUGH THE CONNECTED PORTAL

The Carrier Smart Thermostat can keep you connected with your customer through the Connected Portal, when the customer allows data sharing. While the available data is not as comprehensive as it is through the Infinity System Control or with IntelliSense technology, it can help speed up troubleshooting in advance of a service call.

Through the portal, you can: .....

- View current operating status
- View current programmed settings
- Remotely adjust advanced system settings
- View runtime reports including equipment activity history, humidity, indoor and outdoor temperatures and setpoints

# Carrier Home App: Key to Connecting for the Homeowner



To extend their Carrier Smart Thermostat's two-year limited warranty to a full five years of limited warranty protection, homeowners are required to:

- ✓ Connect their thermostat to their Wi-Fi® network
- ✓ Accept the terms and conditions to allow their dealer to view your system status information
- ✓ Register their thermostat at [Carrier.com/residential](http://Carrier.com/residential)

## 1 CONNECT to Wi-Fi

BEFORE STARTING, INSTRUCT THE HOMEOWNER TO:



Download and install the Carrier Home app from Google Play or the App Store on their smart device.



Find the mobile onboarding QR code on the hang tag on the front of their thermostat, back of their thermostat or the front cover of the installation manual.

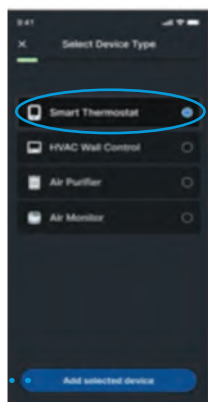


Make sure their Wi-Fi has a dedicated 2.4 GHz network with a unique name.

TO CONNECT THE SMART THERMOSTAT TO THE HOMEOWNER'S WI-FI, INSTRUCT THEM TO:

A. Open the Carrier Home app on their smart device. If this is their first time using the app, create an account, then follow the prompts to add their home location.

B. When prompted to add a device, select **Smart Thermostat**, then hit the **Add selected device** button.



C. Read the setup requirements screens, then establish a Bluetooth® connection between their smart device and the thermostat, using the QR code. Select **Scan QR code** and scan their thermostat's QR code.

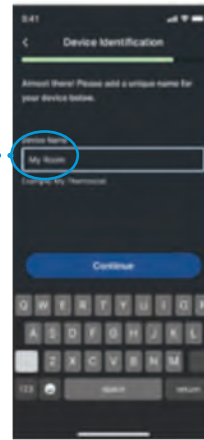
**NOTE:** If they can't find their QR code, simply tap the **I don't have a QR Code** link to continue.





# 1 CONNECT to Wi-Fi con't

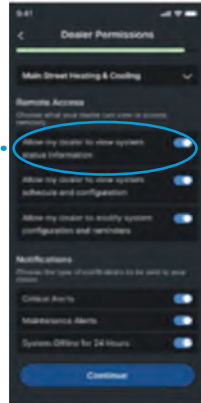
D. Once the Smart Thermostat is connected, they will be prompted to give it a unique name. ....



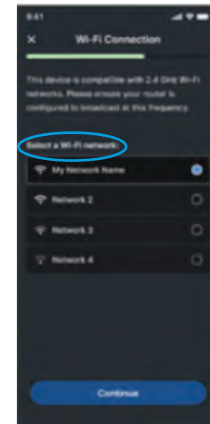
# 2 GRANT Dealer Permissions and Continue to CONNECT to Wi-Fi

Continue to the dealer permissions screen and make their selections.

**IMPORTANT!** – At minimum, they **MUST** select **Allow my dealer to view system status information** to extend their two-year limited warranty to the full five years. ....



The Smart Thermostat will then scan for Wi-Fi networks. Select their 2.4 GHz Wi-Fi network from the list. Enter their Wi-Fi password when prompted.



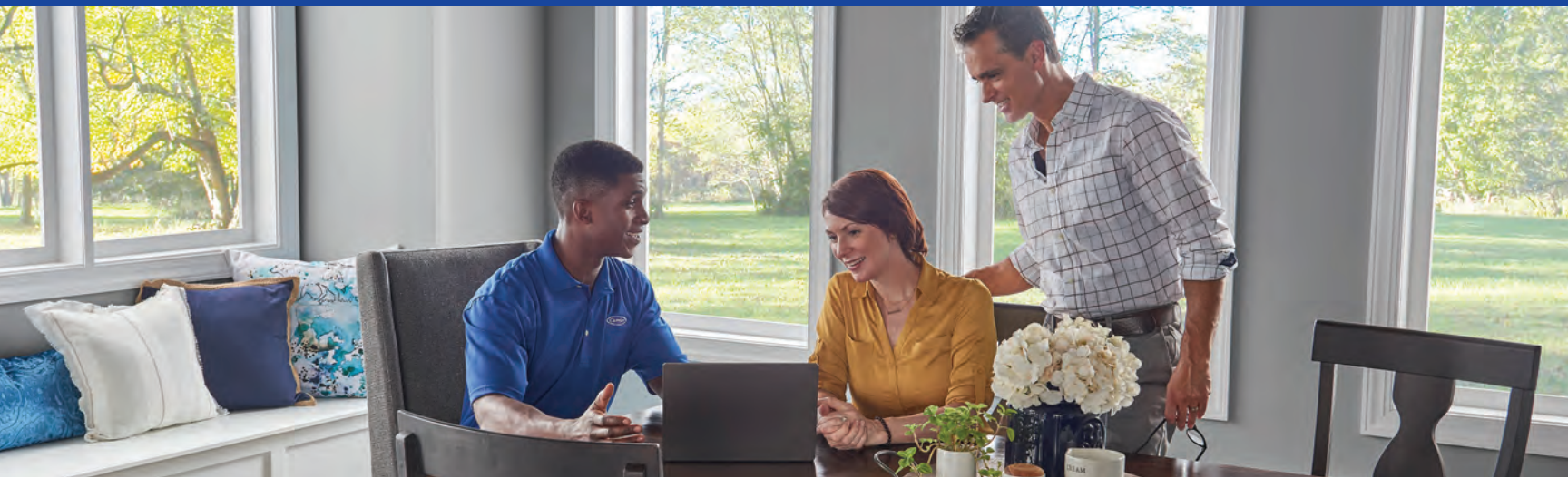
# 3 REGISTER Their Smart Thermostat

On their computer, smartphone or tablet, go to [productregistration.carrier.com](http://productregistration.carrier.com) and select **I'm a homeowner**.

Complete the product registration form, making sure to click **Submit** on the last screen.

**Tip:** They'll need the model and serial number from the back of the thermostat to complete the registration form.





## Key Messaging

### Distributor/Dealer

- Introducing Carrier's new Smart Thermostat for the entry-tier – this thermostat allows Carrier to deliver quality thermostats at any price point.
- Dealers will be able to collect and analyze data from the thermostat so they can be better prepared on service calls – data including set-point information, temperature, humidity, and system run-time.
- The Carrier Home app establishes a stronger dealer-homeowner connection. Specifically, homeowners can select and grant permissions to their servicing dealer, allowing them to analyze thermostat data via the Connected Portal or Service Tech app. Dealers can increase loyalty with improved, reliable service.
- The Carrier Smart Thermostat has a clean, contemporary design which fits seamlessly with any home décor. With a simple touch, it clearly displays system mode, current temperature, fan mode setting, and set-point temperature.
- The Smart Thermostat features intuitive LED lighting which temporarily communicates the current operation mode: blue = cooling, orange = heating, green = fan only.
- The Carrier Smart thermostat allows homeowners to use Wi-Fi in communication with the homeowner app to easily change mode, set-point temperature manually or on a timed schedule, and set fan run-times.
- The Carrier Smart Thermostat carries a five-year connected warranty with timely registration, Wi-Fi connection, and granting permissions to data.
- The Carrier Smart Thermostat's unique, patent-pending installation design includes push POGO pins and magnets to easily secure the thermostat to the backplate – for easy removal/access to the control. With this Smart Thermostat, dealers will experience quick and easy installation via the tool-free wire connection method and staggered terminal connectors.
- Dealers will find QR codes included inside the thermostat packaging and on the back side of the thermostat for quick and easy access to system provisioning via the Service Technician app.

### Homeowner

- Introducing Carrier's new Smart Thermostat – where connected comfort is just a touch away.
- The Carrier Smart Thermostat allows for a stronger dealer-homeowner connection – with permissions to data sharing a dealer can provide improved, reliable service.
- The Carrier Smart Thermostat has a clean, contemporary design which fits seamlessly with any home décor. With a simple touch, it clearly displays system mode, current temperature, fan mode setting, and set-point temperature.
- The Carrier Smart Thermostat features intuitive LED lighting which temporarily communicates the current operation mode: blue = cooling, orange = heating, green = fan only.
- The Carrier Smart thermostat allows homeowners to use Wi-Fi in communication with the homeowner app to easily change mode, set-point temperature manually or on a timed schedule, and set fan run-times.
- The Carrier Smart Thermostat carries a five-year connected warranty with timely registration, Wi-Fi connection and granting permissions to data - delivering peace of mind to homeowners.\*

\* The Carrier Smart Thermostat is covered by a two-year parts limited warranty. The warranty period is extended to five years when the thermostat is registered within 90 days of installation, connected to Wi-Fi, and homeowner grants permission to data sharing except in jurisdictions where warranty benefits cannot be conditioned upon registration.

# Selling Tips: Making the Most of Every Connection

## FOCUS YOUR PITCH

Most homeowners appreciate the value of convenience, and when it comes to comfort, that means having a Wi-Fi®-enabled thermostat. Most homeowners also appreciate the value of affordability, and that's the Carrier Smart Thermostat. The Carrier Smart Thermostat combines ease of use, connected convenience and the Carrier name that is synonymous with trusted comfort, all with a budget-friendly price tag. That's why offering the Carrier Smart Thermostat should be a part of every estimate for a complete Comfort Series system, or any time you sense that your customer is focused on bottom-line cost.

Of course, whenever you are selling a new system, be sure to assess your potential customer's "hot buttons" and focus your pitch on the advantages of making the comfort connection with a Carrier Smart Thermostat:

- A world-class comfort experience with the easy to setup and use, aesthetically pleasing Carrier Smart Thermostat
- The convenience of wireless connectivity and remote access through the Carrier Home app
- Compatibility with most smart home systems
- Dealer-installed for the peace of mind that comes with proper installation and setup as well as maximum performance and operation
- The Carrier Connected Portal keeps dealers connected and homeowners covered. Educate the homeowner to "share" data so you can provide more efficient service
- Five-year connected limited warranty when the thermostat is connected to Wi-Fi, customer agrees to terms and conditions with data sharing and registered within 90 days of installation\*

\* The Carrier Smart Thermostat is covered by a two-year parts limited warranty. The warranty period is extended to five years when the thermostat is registered within 90 days of installation, connected to Wi-Fi, and homeowner grants permission to data sharing except in jurisdictions where warranty benefits cannot be conditioned upon registration.

## HERE'S THE APPROACH

The Carrier Smart Thermostat offers an exciting addition to a complete Carrier indoor comfort system, and your selling approach will largely remain the same. Build your focused pitch with these familiar tips to bring in the sale:

- Every homeowner and every home is unique – so take time upfront to learn about their home, their heating and cooling issues, and their specific home comfort needs
- Ask about hot and cold spots, humidity issues, allergies/asthma issues, dust and pet dander issues, zoning needs, etc.
- Connect these home issues and comfort needs to the Carrier equipment you are recommending in your proposal – point out how the features of the products can improve their overall comfort and air quality and can help solve their heating and cooling issues
- Be prepared to offer financing
- Demonstrate your company's advantages, your commitment to your community, your years in business and the importance you put on overall customer satisfaction
- Educate your customers about the Carrier difference – Carrier is the inventor of modern air conditioning and a world leader in high-technology heating and cooling solutions
- Carrier Factory Authorized Dealers can offer the additional benefit of Carrier's 100% Satisfaction Guarantee – providing confidence and peace of mind to the consumer

## LOOKING AHEAD

We are planning for another exceptional year with our network of outstanding dealers. And with the Carrier Smart Thermostat, you'll have a real difference-maker in your arsenal for selling complete, Carrier-branded indoor comfort systems. Your expertise in sales and service, the renowned reliability and performance of Carrier products, and the universal consumer appeal of affordability should combine to produce a successful launch and continuing success. We hope this guide is a helpful resource for you and that the materials within it allow you to capitalize on new opportunities and continue to find success making sales now and beyond.



# Frequently Asked Questions

## General Product

What app does the Carrier Smart Thermostat use?

For the homeowner, the Carrier Smart Thermostat can be controlled using the Carrier Home app. This app is the only way the homeowner can mobile onboard their thermostat to Wi-Fi, take advantage of the programmable scheduling capabilities, and receive alerts from the Smart Thermostat.

For dealers, full system commissioning, advanced configuration, and testing are achieved using the Service Technician app. System commissioning must occur first before the homeowner can use the Carrier Home app to connect to Wi-Fi.

What if my customer doesn't want to use the app?

The Smart Thermostat will operate like a basic, simple thermostat. Your customers will be able to set and change the temperature, select heat, cool or auto mode and set fan operation directly with the thermostat at the wall.

Will IAQ accessories be compatible with the Smart Thermostat?

Yes. The Smart Thermostat can be used to power a humidifier, a dehumidifier or an HRV/ERV.

Does the Smart Thermostat support two-stage heating and cooling?

Yes. Your customers can enjoy the comfort and efficiency advantages of two-stage heating and two-stage cooling with the Carrier Smart Thermostat.

## Training and Product Information

Are you developing training for these products?

Yes. There will be online coursework offered as well as classroom materials created for distributor use. Check [MLCTraining.com](http://MLCTraining.com) for the latest offerings.

Where can I find support materials for Carrier Smart Thermostats?

[HVACpartners.com](http://HVACpartners.com) will have a product spec sheet, sales presentation, installation video, and a consumer brochure in addition to all the materials found in this launch kit.

[Carrier.com/residential](http://Carrier.com/residential) includes basic product data and features for all Carrier branded products, including the Smart Thermostat.

How can I continue to receive product information and updates for the Carrier Smart Thermostat in the future?

To stay up to date on all Carrier products and programs, be sure to "opt-in" for receiving email communication on your [HVACpartners.com](http://HVACpartners.com) account. Carrier sends bi-monthly email communications to help keep you up to date on product improvements, enhancements, and new product launches as well as information about programs and upcoming events.

## Consumer Portal and Dealer Connected Portal

How does my homeowner create an account?

After downloading the Carrier Home app, your homeowner will be prompted during setup to sign in or create a new account. The homeowner will have access to their system via the app and consumer web portal once the account is created and the Smart Thermostat is onboarded.

When a homeowner is trying to register for an account, what do they do if it says their email is already in use?

If the homeowner's email is already in use, it is likely that they have already setup an account using a different Carrier connected product. Simply have the homeowner login to their Carrier account using those credentials and add the new thermostat. If they no longer know the password, they can select the option to reset the password. A password reset email will be sent to the email address linked to the registered thermostat via [noreply@myhome.carrier.com](mailto:noreply@myhome.carrier.com).

What is the easiest way to add the Carrier Smart Thermostat to the Carrier Connected Portal?

Installing technicians can claim their dealership as the "servicing dealer" during install through the Carrier Service Technician app. If they're already logged in then simply select "Yes, I am the servicing dealer." during the last step of installation. This will link the thermostat to their dealership. If they are installing as a guest then they will be prompted to login when they select "Yes, I am the servicing dealer." This will add the thermostat to their dealership for viewing in the Connected Portal once the homeowner has completed onboarding.

**Please Note:** You will use your [HVACpartners.com](http://HVACpartners.com) credentials when prompted to login on the Carrier Service Technician app to claim your dealership as the servicing dealer.

Once a Carrier Smart Thermostat is linked to the Carrier Connected Portal, can I see my homeowner's system data?

The homeowner must agree to data sharing for you to see their system data. This can be easily done during homeowner registration using the Carrier Home app. The homeowner **MUST** select "Allow my dealer to view system status information" for you to access their system through the Connected Portal.

Once a Carrier Smart Thermostat is linked to the Connected Portal, will the indoor and outdoor unit model information be available?

No, but you can enter indoor and outdoor unit model numbers and serial numbers manually on the customer details page on the Connected Portal.

Can I troubleshoot a system through the Connected Portal?

You **WILL** be able to see operating status, fan settings, current temperature, programmed settings, and internet connection status. You can remotely edit some basic settings and all advanced system settings as well. However, you **WILL NOT** be able to see fault code history.

## Warranty and Programs

What is the warranty process for this product?

These products will come with an automatic two-year limited warranty, out of the box. Homeowners can increase the warranty to five years when they connect their thermostat to Wi-Fi, grant their servicing dealer permissions to data sharing and register their thermostat within 90 days of install. See the warranty card for complete details.

To file a warranty claim, you will use Service Bench.

What programs will these count towards?

Carrier Smart Thermostats will count towards Carrier Factory Authorized Dealer (FAD) scorecard credit.

## Ordering

How can I order the Carrier Smart Thermostat?

The Carrier Smart Thermostat will be orderable through Finished Goods. These products will be priced “as each”, however you must order in full-case quantities. If you place an order, and it is not in full-case quantity, the ordering system will automatically round up so that you are at a full case quantity. We will not round down, as we do not want to short orders. A case carton contains eight thermostats.

Returns on unopened, full-case quantities will be accepted through the RMA process. Returns of open boxes, individual thermostats, or less than full-case quantities will not be accepted.

## Technical Questions

Is the Carrier Smart Thermostat compatible with zone boards?

The Carrier Smart Thermostat is compatible with most 24V zone board models – no special setup is required, and you don’t need to set up a zone controller as an accessory. Just follow the guided setup as if you don’t have zone controllers.

How many wires do I need to install a Carrier Smart Thermostat?

The number of wires required will vary based upon the type of heating/cooling system and additional factors such as the number of heating/cooling stages. For example, a heat only or cool only system may only require four wires, while a two-stage heat pump with an auxiliary heat source would require seven wires.

The most common need for additional wiring when installing a Carrier Smart Thermostat comes from the lack of a C-wire. A C- wire is required to install the Carrier Smart Thermostat.

## Dehumidification

Can Carrier Smart Thermostats use the system to dehumidify the home?

Yes. The Carrier Smart Thermostat can overcool to dehumidify. To do so, you will need to enable “Overcool to dehumidify” in the home app settings:

1. Choose your target humidity percentage.
2. Choose your maximum degree(s) you wish to overcool by, then select save.

If the humidity level goes above the desired set point, the system will overcool until it reaches the desired humidity level or the overcool threshold, whichever comes first.



## Wi-Fi®, Connectivity and Smart Home

Can I set up the Carrier Smart Thermostat without Wi-Fi?

The short answer is yes. Even without a Wi-Fi connection, a Carrier Smart Thermostat will still function as a traditional 24V thermostat. It will engage the equipment as needed and maintain the homeowner's comfort set points. System setup during installation will be limited to factory default settings only.

How secure is homeowner privacy when their new Carrier Smart Thermostat is connected to Wi-Fi?

Very. Carrier is fully committed to protecting customer privacy.

What is Matter?

Matter is an open-source smart home protocol used by several smart home devices, such as Alexa, Google Assistant, Apple HomeKit and Samsung SmartThings.

Why does the Carrier Smart Thermostat support Matter?

The thermostat is compatible with Matter specification v1.1 to enable the use of other smart home platforms.

Can I control the Carrier Smart Thermostat through both the Carrier Home app and the 3rd party Smart Home app?

The thermostat can be controlled by both applications. However, 3rd party Smart Home apps (Alexa, Google Assistant, Apple HomeKit, and Samsung SmartThings) may not support the full set of functions that are available in the Carrier Home app.

How do I connect to a smart home platform?

Make sure your thermostat is on and connected to a power source. Download the Carrier Home app on your mobile phone. Launch the app and register an account. Once you've created an account, tap on "Add a Device" on your app home screen. Follow the instructions in the app to either pair your thermostat device to the app via Bluetooth or by manually entering the QR code.

What should I do if I have issues connecting to the 3rd party smart home platform?

Homeowners should contact their 3rd party Smart Home assistant directly.

Does the Carrier Smart Thermostat work with *Alarm.com*?

The Carrier Smart Thermostat does work with *Alarm.com*. The thermostat needs to be connected to the Carrier Home app first then follow the *Alarm.com* onboarding process. Once connected to Alarm.com, either app can be used to control the thermostat.

## Wi-Fi®, Connectivity and Smart Home con't

I moved into a home with the Carrier Smart Thermostat. How do I connect it to the Carrier Home app?

Make sure your thermostat is on and connected to a power source. Download the Carrier Home app on your mobile phone. Launch the app and register an account. Once you've created an account, tap on "Add a Device" on your app home screen. Follow the instructions in the app to either pair your thermostat device to the app via Bluetooth or by scanning the QR code.

I changed my router; how do I connect the thermostat?

With a new router, you will need to create a new Wi-Fi network and password. Once you have done so, you will need to reconnect the Carrier Home app to your new Wi-Fi network.

The thermostat is no longer connected, what should I do?

In the Carrier Home app, touch the gear beside the thermostat name. Next, select Device Information. On this screen, you can select Reset beside the Wi-Fi information to reconnect your thermostat to your Wi-Fi network. Follow the steps in the app to reconnect your thermostat.

# Where to Go for More Information



## LAUNCH MATERIALS

Visit [HVACpartners.com](https://HVACpartners.com) for access to the Smart Thermostat launch page where you will find a link to order more of these kits as well as links to additional marketing support materials.



Go to: [HVACpartners](#) > [Marketing](#) > [Sales Tools](#) > [Marketing Launch Support](#) > [Carrier Smart Thermostat](#)

## CONTENT INCLUDES:

- Launch Kit PDF
- Brochures
- Product Photography
- Product Presentations
- Videos

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## MERCHANDISING MATERIALS

Visit HVACpartners to access Carrier Smart Thermostat merchandising material.



Go to: [HVACpartners](#) > [Marketing](#) > [Marketing Your Business](#) > [Marketing Merchandise](#)

## CONTENT INCLUDES:

- Banner Stands



## TRAINING

Visit [MLCTraining.com](https://MLCTraining.com) and search Smart Thermostat in the Online course catalog and video section to access available training.



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