TECHNICAL INFORMATION COMMUNICATION

Carrier

Quality and Continuous Improvement

Number: TIC2024-0018   **Date:** 05/22/2024

Title: Entry Tier Wi-Fi Thermostat

Product Category: Residential Thermostats

Products Affected

<u>Carrier</u>

TSTATCCEWF-01

Situation

Carrier dealers attending the CFAD meeting were given a pre-production sample of the entry level Wi-Fi™ thermostats for personal use. Thermostat commissioning must be performed either manually or via the Service Technician app Prior to and before Wi-Fi™ mobile onboarding via the Carrier or Bryant Home app can be completed. You must use the email you provided during your CFAD registration to create your Carrier Home app account. Please contact your distributor with questions.
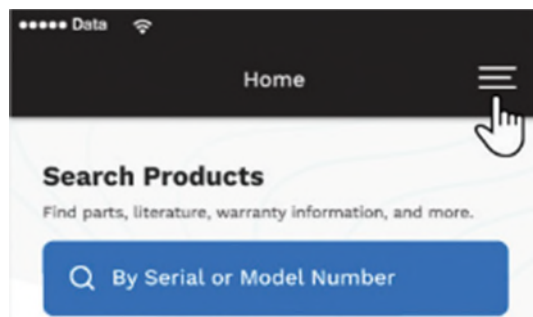
Note: These controls do not have a warranty.
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Service Tech app quick start

1. Get the App: Download the latest version of the Carrier Service Technician app from the Play Store (Android) or App Store (iOS).
2. Open the app and use your existing HVACpartners log-in credentials to log into the Service Technician app.
* Please note you will need to use your HVAC Partners Username and Password
3. You will need to enable the Beta Version of the app by selecting the menu icon on the top right corner. Scroll to the bottom ad select Version details. There you will see the Beta Version selecting this will prompt you for a password. Enter the passcode Smart2024 to toggle on the beta version.

4. Navigate to the home screen and select connect to equipment, then select Smart Thermostat (Bluetooth™). This starts the onboarding and install process. Follow the prompts.

With the install process is completed you will then switch to the Home app to complete the installation. The Home app be downloaded from the Play Store (Android) or App Store (iOS). Be sure to download or update to the latest version of the app.

Home app Quick Start

1. Set Up Your Account: Open the app and choose to either register for a new account or log in if you're an existing user. Use the email address you used to register when attending the FAD meeting.
2. Add Your Device: New Users: Include your Carrier Smart Thermostat device information during the registration process.
3. Existing Users: Go to the menu on the right side then select Edit Add and Manage Devices and add your device there.

Control Engineering has created a quick video to help explaining the steps.

https://bcove.video/4bi0CZW