Your Crossover System

Congratulations on the purchase of your new Crossover System. Your system is designed to provide a system that maintains the characteristics of traditional ducted heating and cooling while leveraging elements of ductless technology.

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Regular maintenance of your Crossover System is essential to keep it running efficiently and extending its lifespan. The simple, Do-it-yourself maintenance tips outlined below can help you keep your system running smoothly without interruption. For any significant system adjustments or repairs, we recommend you contact your Carrier dealer for expert service.

CAUTION: Before doing preventative maintenance on the indoor or outdoor unit, always power-down your unit and turn off the HVAC breaker.

Before you call for service, check the following:

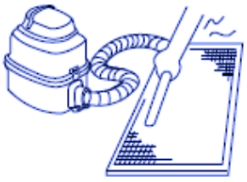
Problem	Possible Cause	Check
Insufficient heating or cooling	a. dirty filter b. air not circulating freely c. outdoor coil impediment	a. clean or replace filter b. check supply registers and return air for blockage c. clear away leaves, debris, or snow
Failure to operate	a. power off b. open circuit breaker c. thermostat malfunction	a. make sure main power switch if ON b. reset circuit breaker c. check settings, adjust/reset thermostat
Auxiliary heat indicator on	When outdoor temperature falls below freezing, intermittent lighting is normal	Monitor light. If it stays on continuously over 32F, call for service
No indoor airflow	Air handler door loose or removed	Close door securely
Unusual Noise	-	Call for service

General Maintenance Tips:

Air Filter Maintenance

The Crossover air handler comes with a factory-installed reusable air filter. To keep your system running efficiently, clean the filter at least once every 90 days. More often if you have pets or seasonal allergies. NOTE: After cleaning your filter, run your indoor unit in "FAN" mode for 15 minutes before starting to heat or cool.

If using water, the inlet side should face down and away from the water stream.



If using a vacuum cleaner, the inlet side should face the vacuum.

Clearing debris from around outdoor unit

Efficient operation of your heat pump depends on the free flow of air over the coil. Keep the area around the unit free from plants, shrubs, or stacked items, and avoid draping anything over it. During fall and winter, check periodically to ensure leaves, snow, or other debris haven't accumulated near it. Obstructions can reduce heating and cooling performance and shorten the life of your system.

Heating Season Tips:

Check the condensate pan for standing water

Inspect the condensate drain pan at the bottom of your air handler. There should be no significant standing water. If you notice water buildup, clear the drain opening and p-trap of any debris to ensure proper drainage and to help prevent potential system issues.

Inspect heat pump for frost or ice accumulation

Inspect the outdoor unit for frost or ice buildup during heating. A thin layer of frost is normal, but heavy ice can reduce efficiency. Your heat pump automatically enters a brief defrost cycle when it detects frost, melting the ice and restoring performance. During this cycle, you may notice the outdoor fan stop or hear a change in sound—this is normal and ensures reliable comfort all winter.

Keeping your indoor unit dust free

Using a soft, dry cloth wipe the outside of the indoor unit clean. Open the blower door and vacuum out any debris that might be at the bottom of the air handler. Do not use a wet cloth to wipe down the inside of the air handler, as moisture can reduce the effectiveness of the insulation.

Cooling Season Tips:

Thermostat Maintenance

Check your thermostat settings to ensure they are in the correct mode. Gently wipe the screen and vents with a soft, dry cloth to remove any dust. Make sure the thermostat isn't blocked by furniture or décor, as this can lead to inaccurate temperature readings.

Check for damaged wires at outdoor and indoor units

At the heat pump and air handler control board, check to see if there is any wire damage. If you see any damaged wires, smell a burning odor, or your breakers trip frequently call your service provider.

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