

TECHNICAL INFORMATION COMMUNICATION



**United
Technologies**

Building & Industrial Systems

Quality and Continuous Improvement

Number: TIC2016-0007

Date: 11/18/2016

Title: Closure of HVACPartners support of Legacy Infinity / Evolution Remote access dealer portal

Product Category: Wall Controls

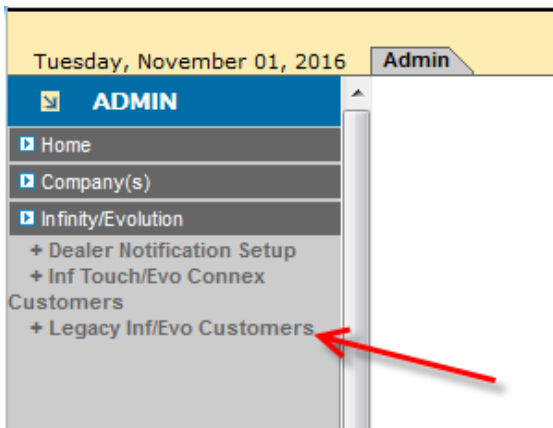
Products Affected

Infinity/Evolution Communicating Systems

Situation

The dealer portal pertaining to the legacy Infinity and Evolution controls (Fig. 1) remote access consumer accounts will no longer be supported and will go offline after 11/18/2016. Support will still be provided by 1-800-CARRIER and post-sale support, but the consumer account information will no longer be accessible via HVACPartners.

The consumer will still have access to their wall control through the consumer web portal.



Note: The current Infinity Touch and Bryant Connex controls (Fig. 2) access will continue to be supported through HVACPartners.

**See figures 1 and 2 on the second page for reference to Infinity and Evolution controls.

Only trained and qualified personnel should design, install, repair and service HVAC systems and equipment. All national standards and safety codes must be followed when designing, installing, repairing and servicing HVAC systems and equipment. It is the responsibility of the Dealer to ensure local codes, standards, and ordinances are met.

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Legacy controls **will not** be accessible via HVACPartners dealer portal

Figure 1



Current Wi-Fi controls **will** be accessible via HVACPartners dealer portal

Figure 2

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