

Up To Date

2024 Dealer Meeting

Save the date! The 2024 Dealer Meeting will be February 2-3 in Napa.

Best HVAC Company

Forbes has announced their list of "Best HVAC Companies of 2023" and Carrier is #1. To read the whole article, check out bit.ly/45w4q6l.

Sigler Club

The popular parts and supplies pre-season program continues through December 31.

Fall Training

There are four more classes on the calendar. Registration is online at SiglerNorCal.com/training.

Inventory Closures

Two more to go! Sigler Wholesale Distributors will be closed on the following dates for inventory:

- San Jose
Friday, November 3
- South San Francisco
Friday, November 10



What's New on *SiglerTV*

Installation Best Practices

(4 videos)

Ductless Install/Troubleshooting

(3 videos)

The updated Carrier Home app

Carrier Connected Portal

Carrier has refreshed their Connected Portal which makes it easier to use. You can remotely view model numbers, serial numbers and firmware version of the equipment installed at a home and easily access the appropriate literature.

If a homeowner grants you permission to view or edit their configuration, then this becomes a very valuable tool for you and your service department. Here are some of the possibilities:

1. View current temperature, humidity, equipment status, program setpoints, and outdoor temperature.
2. View system notifications and alerts along with relevant diagnostic support documents.
3. View and modify the thermostat configuration and comfort settings.
4. View run time and cycle counts.
5. Configure an email address to automatically receive alerts from connected homeowners.

With this information, you may be able to identify issues before they become problems, or troubleshoot the system

remotely and avoid a service call. When a service call is required, you use the information to determine which tech is most appropriate for the job and they can arrive prepared with the right tools or parts.

Carrier does not sell customer data to third parties and occupancy information is never accessible to anyone else through the portal. Homeowners can change their permission settings by logging in at www.MyInfinityTouch.com. They would then click on Edit System Preferences and scroll down to the Dealer Contact section. Even if permission is only granted for a few days while there are problems with the system, it will save everyone a lot of time.

With Carrier's IntelliSense enabled equipment coming soon, you may want to add the new ecobee EB-STATE6ICR-01 or EB-STATE3LTICR-01 thermostats into the system as well. Once in the Connected Portal, click on Account Settings to see your ecobee PIN. Simply input that number when prompted in the setup screen of your next installation.

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Technical Support

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Featured Products



The iO HVAC Control's Wireless Relay is the perfect solution when you can't run new wire or existing wires have been cut or damaged. The Wireless Relay communicates wirelessly up to 100 feet between two devices via a 915MHz radio frequency.

The base module sends three signals and receives one, while the satellite module receives three and sends one. Note that this tool only mimics a 24 volt signal and won't work for Infinity or VRF communication.



IO-WR



When you need more airflow, be sure to use Shoemaker bar-type or egg crate products. At the same velocity, the airflow through a bar-type register can be more than double that through a stamped face register. It's similar on the return side as well. An egg crate grille can move more than 40% more air than a stamped face grille at the same velocity.

When it has to look great, eight designer colors are available in addition to the standard soft white or driftwood tan. Regardless of the color, it will be a textured polyester powder coat paint that resists scratching, peeling, cracking, chipping or fading.

When you need it quick, Shoemaker offers red tag service with shipment in five days from their factory in Cle Elum, Washington.

During the month of November, ask for 10% off your first order of any bar-type, egg crate, custom color or red tag order.

Technical Tips

Q: What do the two dashes mean on this mini split fan coil?

With the end of summer approaching, this is a great reminder because shoulder seasons can raise uncommon operational questions from a homeowner. Due to the potential for a heat and cool demand in the same day, a common callback is about the double dashes displayed on some of Carrier's indoor ductless products.

Double dashes signify a mode conflict actively present with a multi-zone ductless system. In short, one indoor unit is calling for heat and one indoor unit is calling for cooling. These multi-zone systems are awesome, but they can't heat and cool at the same time. The programming defaults to let the

heat win. This means all other indoor units calling for cooling will have to wait for the heating zone to satisfy.

If you can catch it before it's installed a lot of conflict can be avoided by installing multi zone indoor units in the same thermal zone and same floor elevation. Think about the difference in load pattern between a workout room and a nursery. Think about how heat rises which affects load patterns. After it's installed, you can potentially avoid a warranty callback by educating your homeowner to keep all remotes/wall controls in the same mode and never use "auto" mode in a multi-zone system.