

TECHNICAL INFORMATION COMMUNICATION



Quality and Continuous Improvement

Number: TIC2021-0011

Date: 6/11/2021 rev 5/27/2021

Title: 2021 Infinity Temporary Control Substitution

Product Category: Residential Communicating Control

Situation:

The widespread global commodity shortage, along with a recent fire in the supplier's processor chip factory, have significantly impacted lead times and available quantities of wall controls.

Due to supply constraints, Carrier is offering temporary solutions recommending all 1-Stage, 2-Stage and 5-Stage Infinity® 18/19VS systems with a gas furnace be installed with temporary 24V recommended thermostat until Infinity® control inventory normalizes. **A homeowner's existing 24V thermostat may also be used, if compatible.** These systems will only perform up to their non-UI AHRI ratings until the Infinity system control is swapped.

Any system with the Infinity® 26/24 with Greenspeed® Intelligence OR FE fan coil **MUST** initially be installed with an Infinity system control. FE fan coil ratings and additional rated combinations of systems using a 24V thermostat are being reviewed.

See appendix A for program details.

This document will help explain what type and how to wire a 24V thermostat into a communicating system.

Eligible Model Numbers:

Infinity® System Control	SYSTXCCITC01-B
Infinity® System Control	SYSTXCCWIC01-B

Type of 24v thermostat	Application
1-Stage Heat / 1-Stage Cool **	FE Fan coil must use communicating control or a 1-stage thermostat
1-Stage Heat / 1-Stage Cool **	Gas Furnace

** If outdoor unit is a heat pump, heat pump thermostat is required.

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.

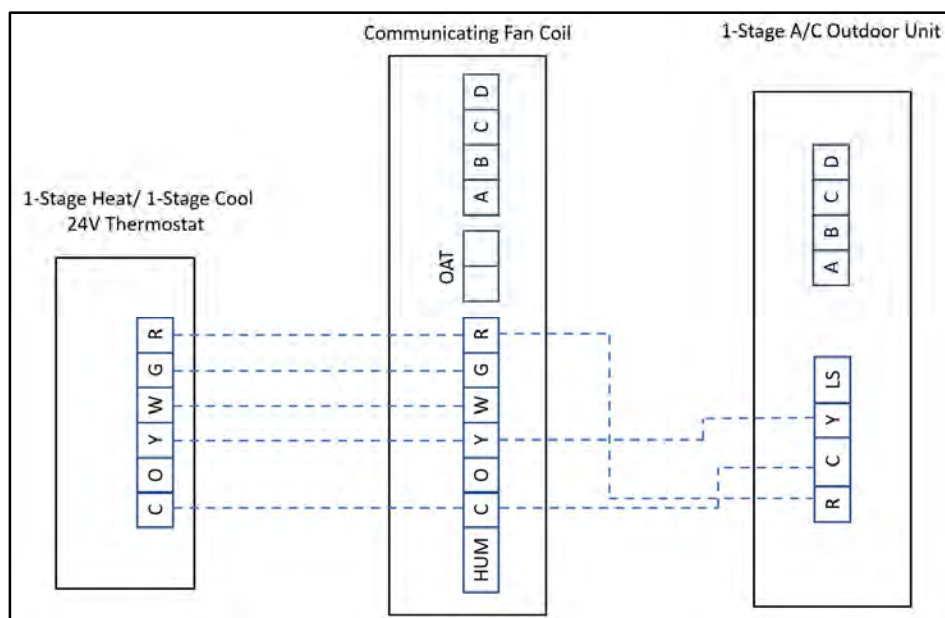
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Solution:

The solutions in this document may vary from the Product Marketing Bulletin. This bulletin is addressing emergency wiring situations as well as temporary wiring installations with limited wires.

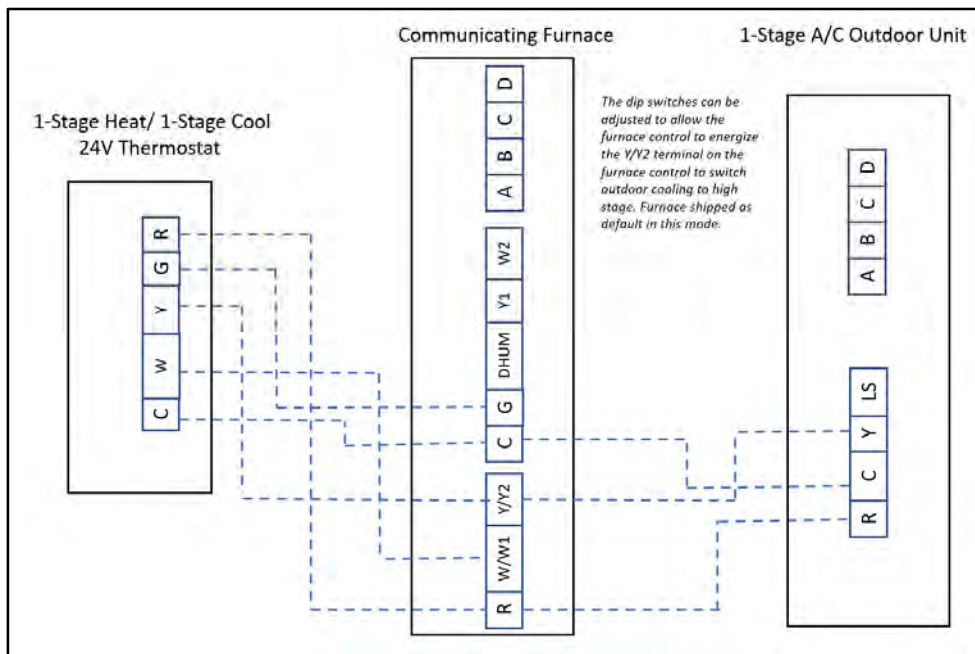
Type of System	Type of 24V Thermostat	Wires Between Indoor Unit & Thermostat	Wires between Indoor Unit & Outdoor Unit	Wire Diagram Figure
1-Stage A/C + Communicating Fan Coil	1-Stage Heat/ 1-Stage Cool	5	3	1
1-Stage A/C + Communicating Furnace	1-Stage Heat/ 1-Stage Cool	5	3	2
2-Stage A/C + Communicating Fan Coil	1-Stage Heat/ 1-Stage Cool	5	3	3
2-Stage A/C + Communicating Furnace	1-Stage Heat/ 1-Stage Cool	5	3	4
2-Stage HP + Communicating Fan Coil	1-Stage Heat/ 1-Stage Cool (Heat Pump)	6	5	5
2-Stage HP + Communicating Furnace	1-Stage Heat/ 1-Stage Cool (Heat Pump)	6	6	6
5-Stage A/C + Communicating Fan Coil	1-Stage Heat/ 1-Stage Cool	5	3	7
5-Stage A/C + Communicating Furnace	1-Stage Heat/ 1-Stage Cool	5	4	8
5-Stage HP + Communicating Fan Coil	1-Stage Heat/ 1-Stage Cool (Heat Pump)	6	5	9
5-Stage HP + Communicating Furnace	1-Stage Heat/ 1-Stage Cool (Heat Pump)	6	6	10
VS A/C ODU + FE4A Fan Coil	1-Stage Heat/ 1-Stage Cool	5	2	11
VS A/C ODU + Furnace	1-Stage Heat/ 1-Stage Cool	5	3	12
VS HP ODU + FE4A Fan Coil	1-Stage Heat/ 1-Stage Cool (Heat Pump)	6	4	13
VS HP ODU + Furnace	1-Stage Heat/ 1-Stage Cool (Heat Pump)	6	5	14
Geothermal + Communicating Fan Coil	1-Stage Heat/ 1-Stage Cool (Heat Pump)	6	4	15



(Figure 1)

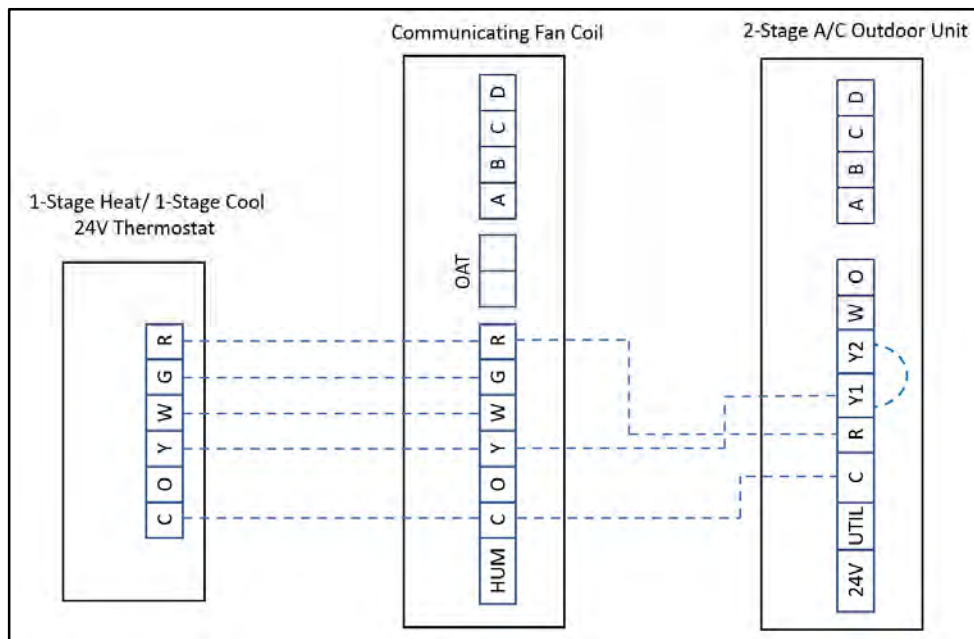
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Additional wiring information and proper airflow setup for temporary 24V thermostat are found in the furnace installation instructions.

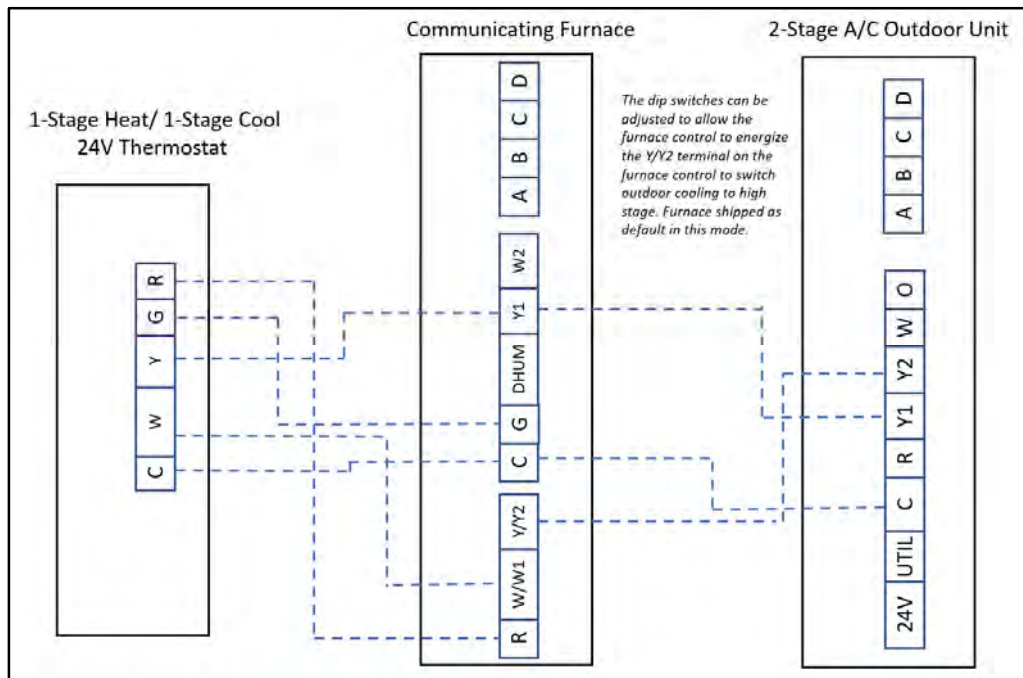
(Figure 2)



(Figure 3)

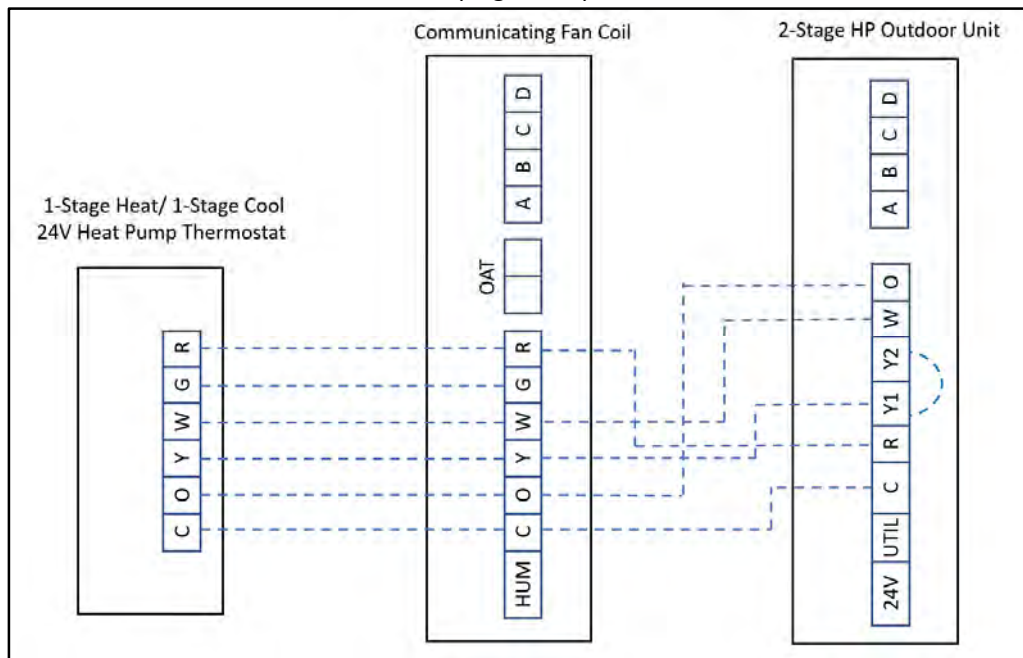
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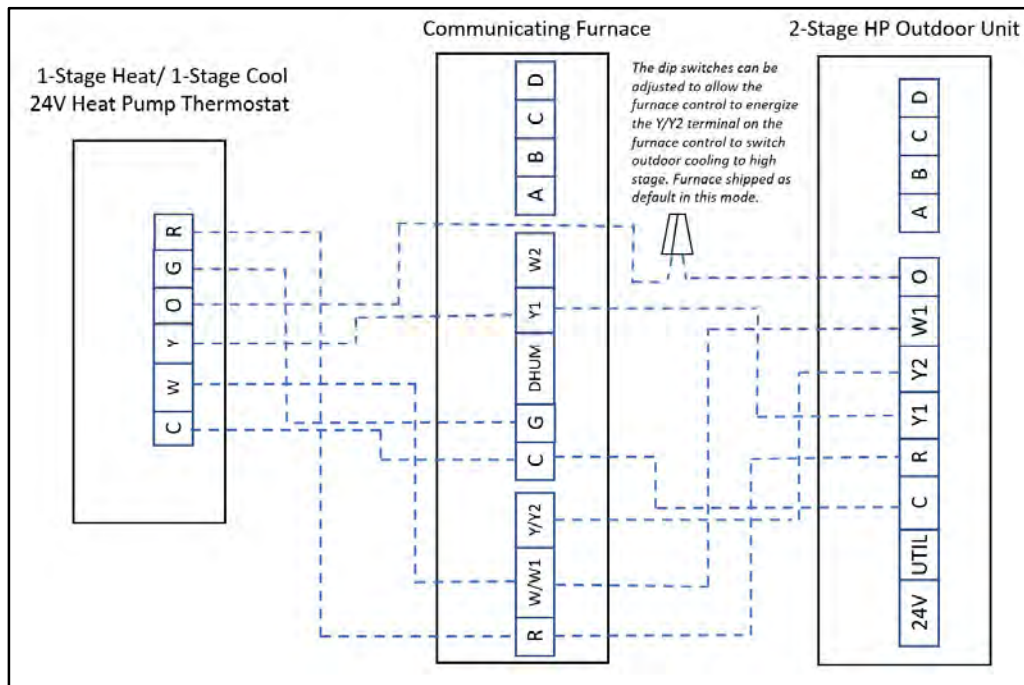
(Figure 4)



(Figure 5)

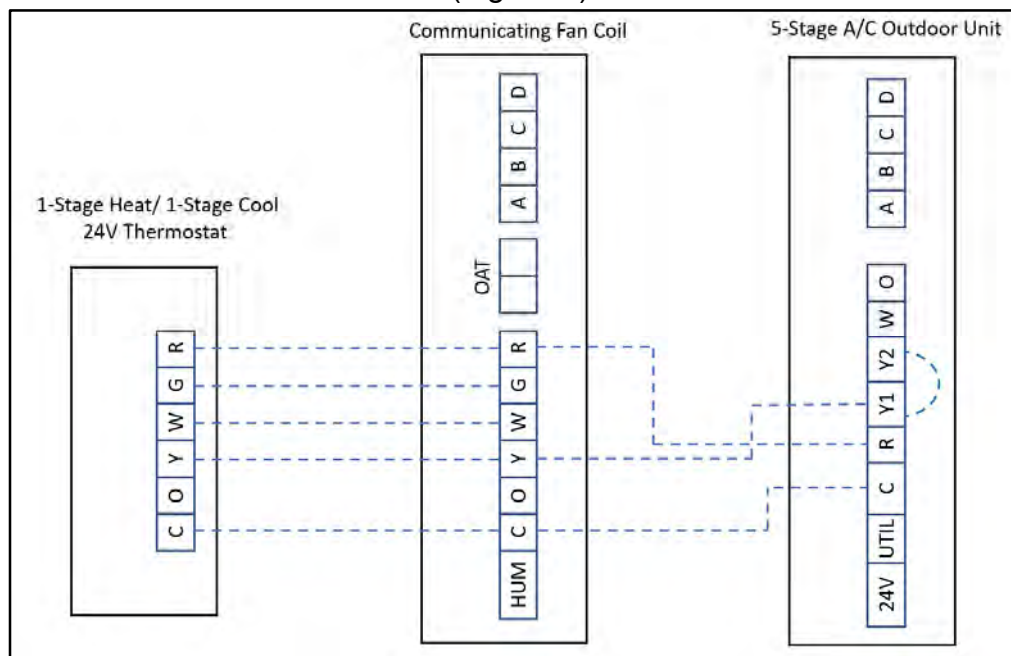
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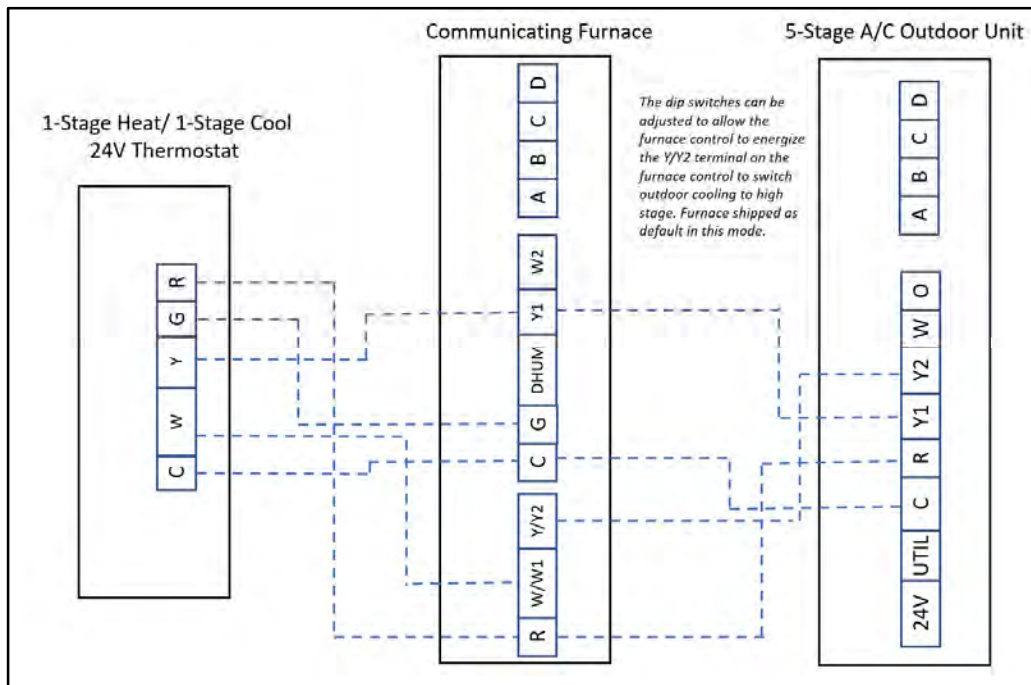
(Figure 6)



(Figure 7)

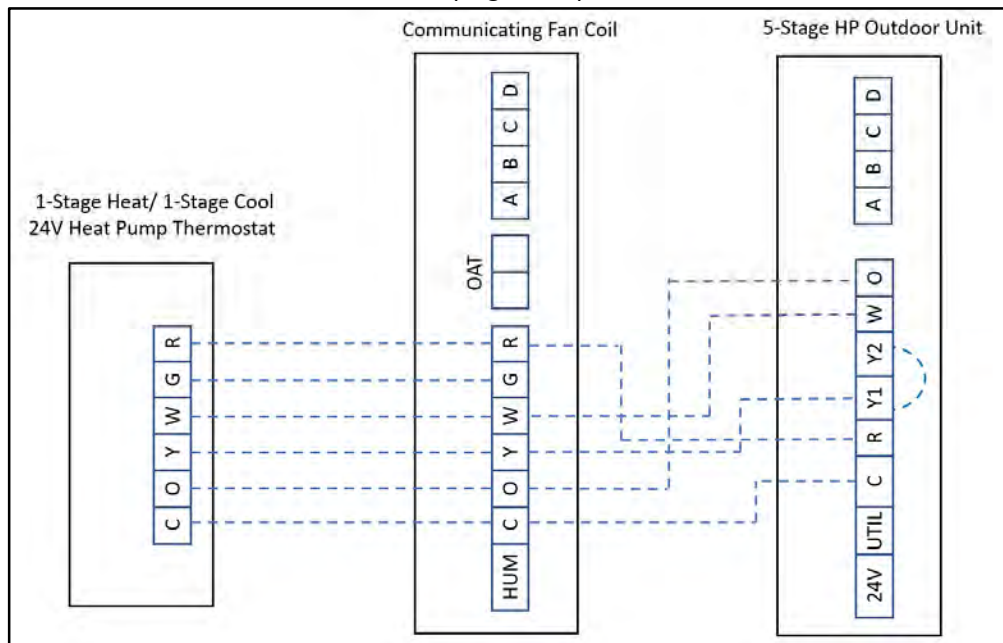
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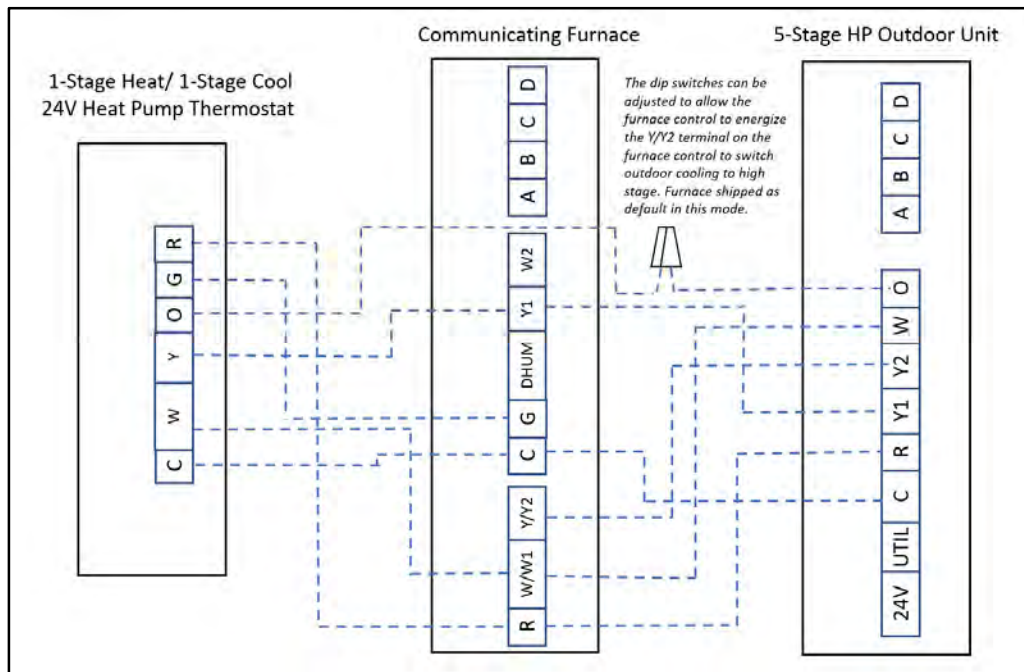
(Figure 8)



(Figure 9)

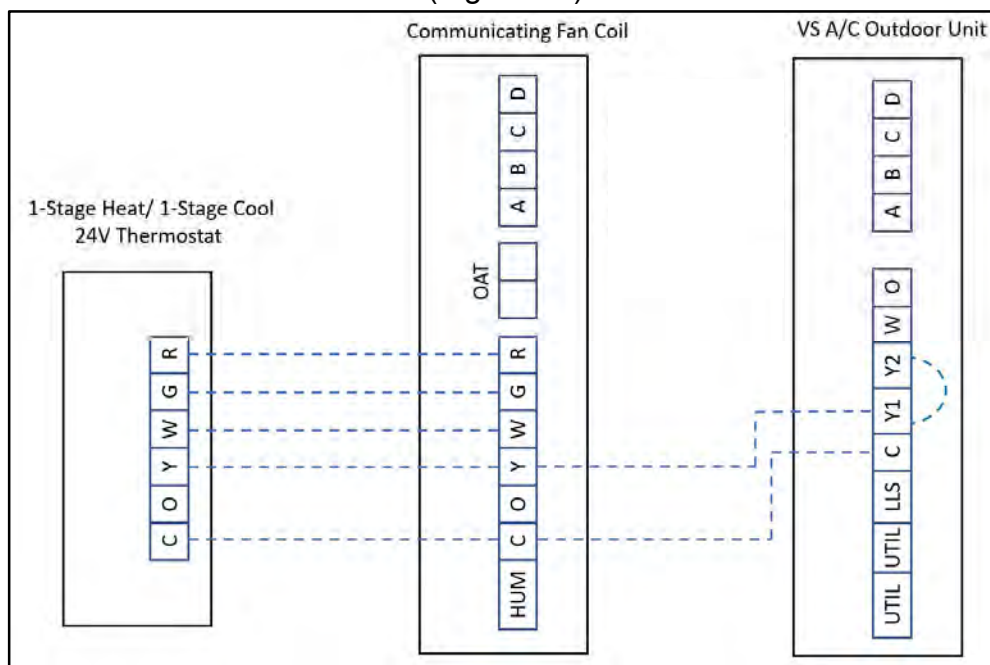
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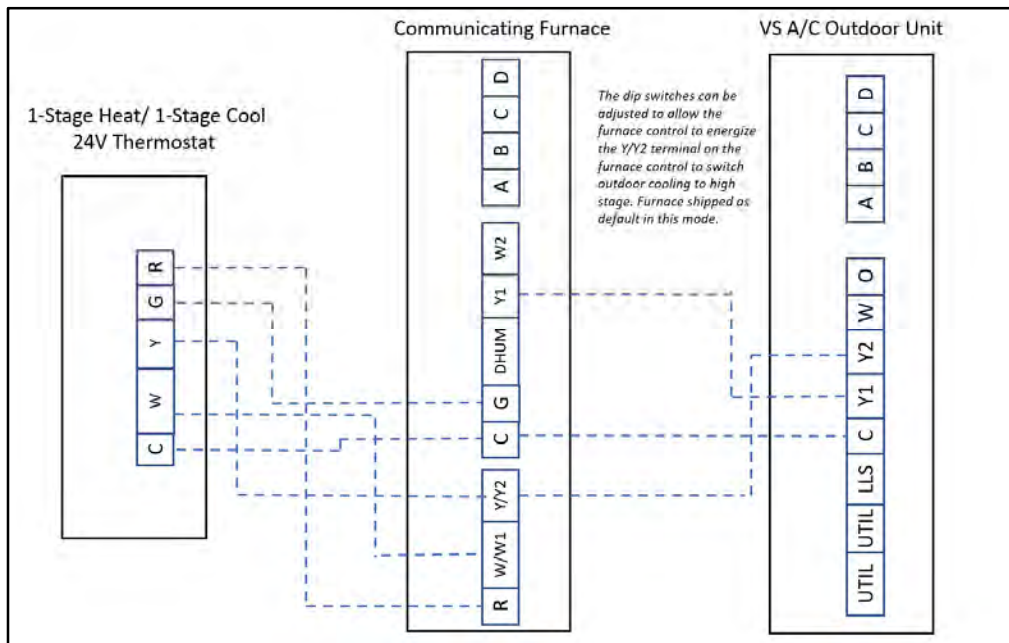
(Figure 10)



(Figure 11)

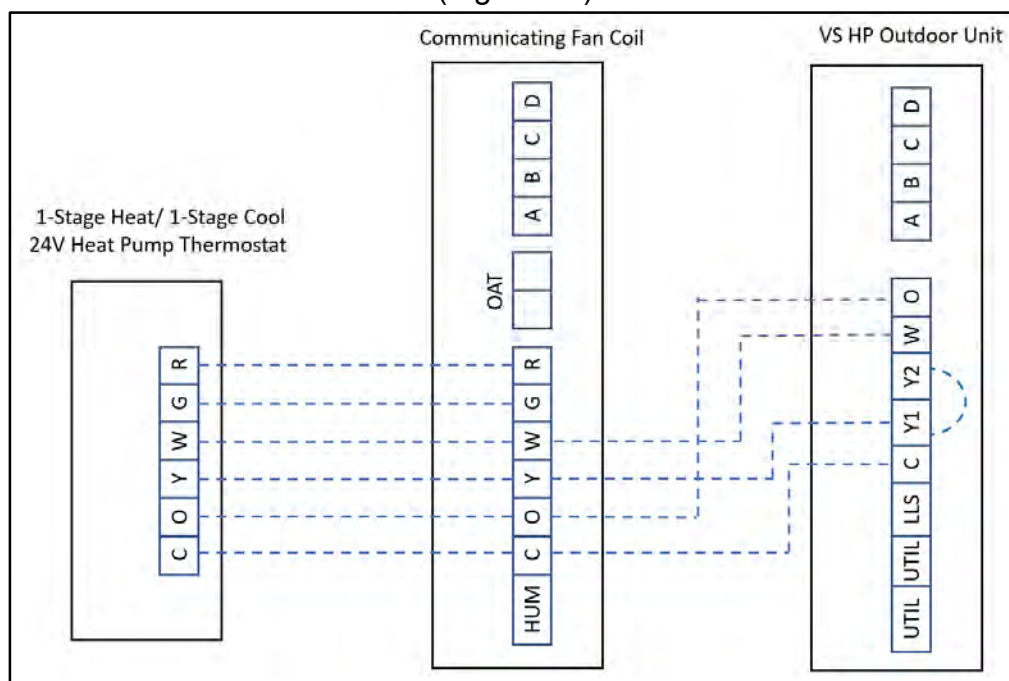
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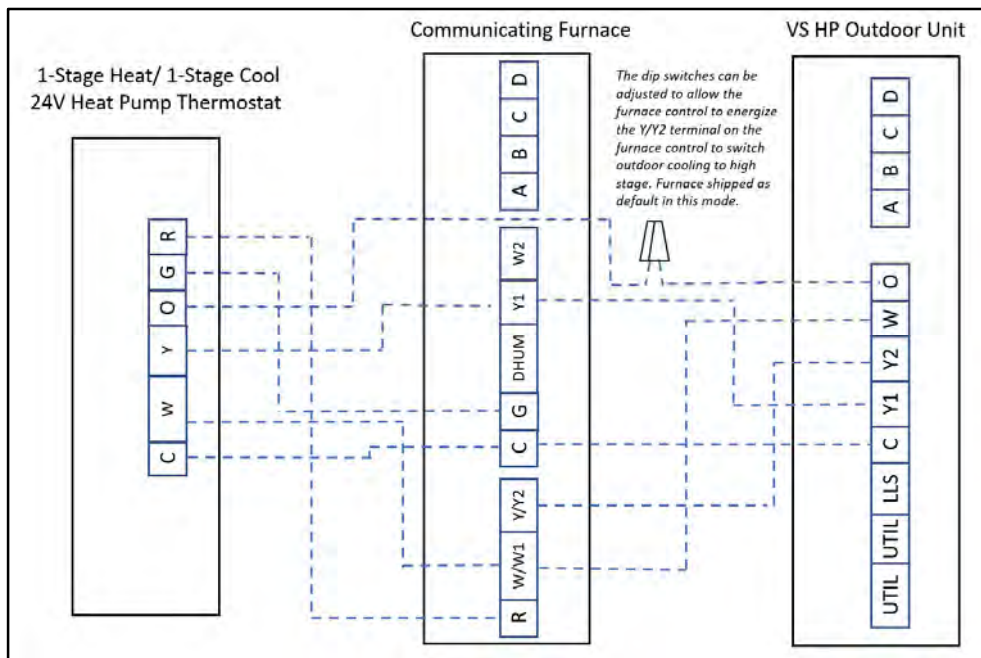
(Figure 12)



(Figure 13)

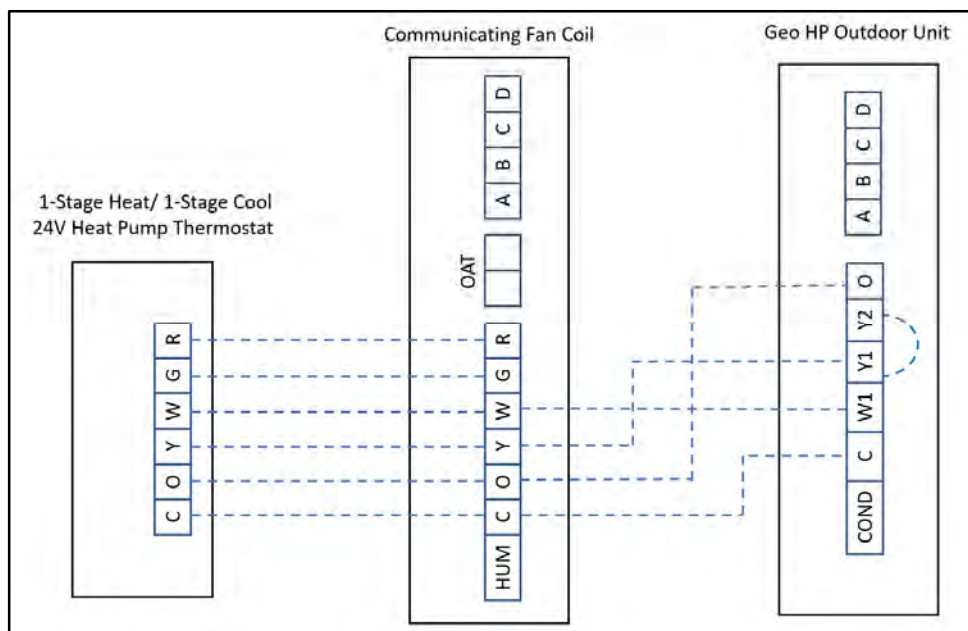
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(Figure 14)



(Figure 15)

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Infinity® System Control Shortage

Appendix A:

Program Details: June 1 through October 31, Carrier will fund a \$120 temporary control labor rebate to dealers once the Infinity system control has been swapped out. Carrier will continue to evaluate the program for need as stock of controllers normalizes. [Dealers must submit a claim](#) within 45 days from date of 24V thermostat replacement through Carrier Incentives website at <https://www.carrierincentives.com>. Consumers shall not be subject to the 100% satisfaction guarantee if the issue is a result of the temporary control but will be once the Infinity system control is installed. Please contact your local Sigler Residential Technical Support Manager for full program details.

Sales Dates: 6/1/2021 – 10/31/2021

Claiming Dates: 6/1/2021 – 12/15/2021

Temporary Control Labor Rebate: \$120

Requirements:

- Infinity unit / system
 - Model Number
 - Serial Number
- Infinity system control (once available)
 - Model Number
 - Serial Number

Warranty Information: While inventory is impacted, warranty replacements will not be provided by the factory. Instead, existing Infinity system controls requiring warranty replacement will be exchange with a temporary recommended 24v thermostat.

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Additional Resources:

- [Talking Points for Homeowners](#)
- [Semiconductor Equipment Maker at Center of Global Chip Shortage](#)

Model Numbers:

Air Conditioner	Heat Pump	Furnace	Fan Coil	Geothermal
24VNA0	25VNA0	58TN0	FE	GC
24VNA6	25VNA4	58TN1		
24VNA9	25VNA8	59MN7		
24ANB1	25HNB6	59TN6		
24ANB7				
24ANB6				

Some features affected when using a temporary 24V thermostat to control an Infinity system:

- No operation of Infinity® zoning equipment (all dampers must be fully opened)
- Humidity control reduced to a single speed or 2-stage system capability
- Temperature control reduced to a single speed or 2-stage system capability
- Energy tracking not available and history will not be saved for new control
- Last 10 faults will be empty when the new control is connected
- The unit will not show up on the dealer portal

Please contact your local Sigler Residential Technical Support Manager for any questions.