



Turn to the experts

Product Bulletin

Date	Subject	Department
07/17/2024	Carrier Smart Thermostat	Product Marketing
Bulletin Number	Product Model Number(s)	Author Name/Email
101-24-48	TSTATCCEWF-01	Janet.Shaw@Carrier.com

Introducing the Carrier Smart Thermostat



The Carrier Smart Thermostat is the latest and most affordable model in our growing portfolio of connected controls. It puts an elegant, modern-looking device on your customers’ walls that is easy to use, works with popular smart home systems, and can keep you connected with your customers through the Connected Portal and Service Technician app. Who says an affordable control can’t be fully featured? We don’t, and that is why we are pleased to announce the introduction of the Carrier Smart Thermostat (TSTATCCEWF-01).

While the Carrier Smart Thermostat has plenty to offer homeowners, it's the dealer-focused benefits you will be excited about the most. Starting with our patent-pending installation design, we’ve taken dealer feedback and created a thermostat that’s easy to install with tool-free wire connection at the staggered terminals. Once the backplate is mounted and wired, align the Smart Thermostat with the push pogo pins and “snap” it into place where mounting magnets hold it securely on the wall. Easily commission, configure, and test the thermostat using the Carrier Service Technician app. Lastly, with your customer’s permission, you can remotely view thermostat data such as temperature, humidity, and system runtime on the Connected Portal and the Service Technician app to provide faster troubleshooting and more efficient service calls.



The Carrier Smart Thermostat is an intuitive, easy-to-use control that covers the basics. Connect it to the internet and homeowners have a programmable thermostat that can be accessed via a smart phone from virtually anywhere thanks to the Carrier Home app. It’s like two thermostats in one – a smart, connected model for the tech-savvy homeowner, and a simple, easy-to-use thermostat for those more comfortable with wall-mounted operation.



Turn to the experts

Product Bulletin

Cool factor: The Carrier Smart Thermostat looks and acts like a higher-end model, starting with the capacitive touch buttons and a color-coded perimeter light. The perimeter light can tell homeowners with a quick glance whether their system is heating or cooling upon operation start. The Smart Thermostat can also integrate with most smart home systems.



Ordering Process

The Carrier Smart Thermostat is available to order through Finished Goods and may be ordered NOW. This model will be priced individually; however, you must order in a full-case quantity of 8. If you place an order, and it is not in a full-case quantity, the SAP ordering system will automatically round up so that you are at a full-case quantity. Please note that we will not round down, as we do not want to short order. First shipments to distributors will release at the end of August.

New Connected Products Warranty

The Carrier Smart Thermostat will come with an automatic 2-year warranty out of the box. The warranty period is extended to 5 years when the thermostat is connected to Wi-Fi, the homeowner grants permissions to data sharing and registers the thermostat within 90 days of installation. Data sharing permissions apply only to system operation data – temperature set points, indoor temperature, humidity, system runtime and similar information. We do not collect or sell personal information, and we don't use data for targeted marketing.

Support Materials

The Carrier Smart Thermostat Dealer Sell Sheet (01-TSTAT-108-01) is available to order now. Visit HVACpartners.com in the upcoming weeks for the release of additional support materials.

Program Support

The Carrier Smart Thermostat will count towards CFAD scorecard credit. It will also be added to the Personal Use Program.

Customer Service

When homeowners have questions regarding the thermostat, they can click the "Let's Chat" link on carrier.com/residential or call 1-800-CARRIER (1-800-227-7437).



Turn to the experts

Product Bulletin

Automatic Link to the Connected Portal

Dealers with existing HVAC Partners IDs will find that the Smart Thermostat is instantly accessible through the Connected Portal – after it is connected to the internet and the homeowner agrees to Carrier terms & conditions, including data sharing privileges.

Through the portal, dealers will be able to see basic system information, operating status, current & set temperatures, and connection status. You can remotely edit advanced system settings and view runtime reports. Equipment model numbers will not automatically populate, but you can add that information manually through the portal.

As part of Carrier's connected strategy of improving the connection between dealers and homeowners, we are excited to launch the new Carrier Smart Thermostat – our most affordable smart thermostat to date. Please contact your regional sales manager with any additional questions. Thank you for your continued support!

Third-party trademarks and logos are the property of their respective owners.