

# Service Tech App



Turn to the experts

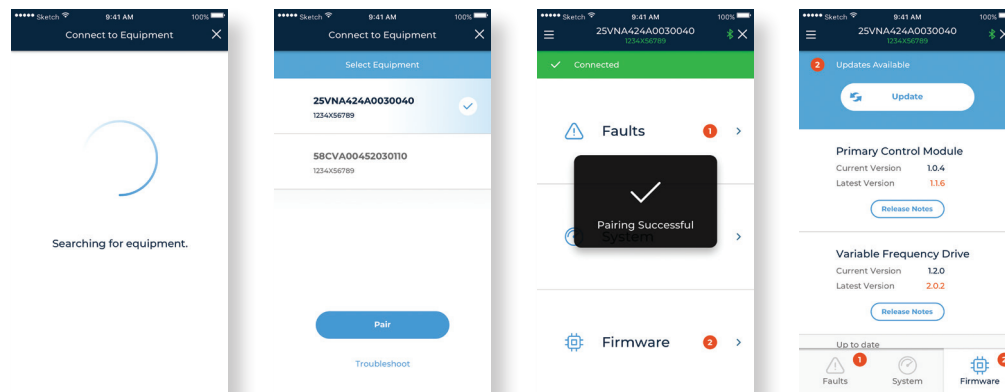
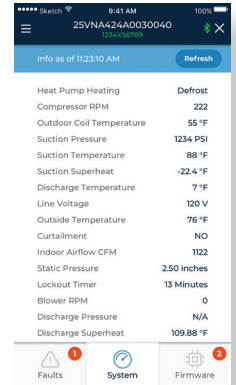
With all of this technology, you might be apprehensive about working with these units. That's why we've gone to great lengths to improve the field and service experiences. These enhancements should save time and money on troubleshooting and service, leading to better results and more satisfied customers.

## Over-the-Air Software Updates

Your customers can benefit from the latest performance enhancements. The Infinity® 26/24 units can receive over-the-air software updates, facilitated through the Wi-Fi®-connected Infinity® System Control. The homeowner will receive a message on the wall control and can initiate the update, with no technician, no truck roll, and no expensive board switch out.

## Bluetooth® Pairing

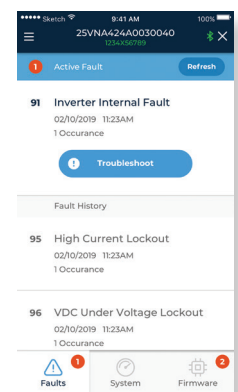
The Infinity 26/24 are the first outdoor units to offer unit pairing via Bluetooth *without* requiring access to the indoor unit to establish a connection.<sup>3</sup> That means a technician can troubleshoot, service and even “push” software/firmware updates to the outdoor unit with fewer, if any, trips into the home. And, in some cases, the homeowner doesn't even need to be home. That's a game changer!



## Advanced Diagnostics and Interactive Troubleshooting

The Infinity® Greenspeed® models now include over 130 specific-source diagnostic codes. That's a significant improvement from our previous models with 35 general codes that could be attributed to multiple sources. The new codes are accessed conveniently through the app or through the wall control in the home. And, with specific-source codes you'll have less guessing and less “parts changing.”

Our new app also includes detailed “fault trees” for interactive troubleshooting assistance. These new troubleshooting trees can help guide even the least experienced technician, step by step, to a specific issue and resolution.



## Service App Upgrades



Available from Google Play® or the App Store®, our greatly enhanced Carrier Service Technician app will guide you through processes such as troubleshooting, Bluetooth pairing and even over-the-air software updates. It provides access to outdoor unit parameters such as system pressure, voltage for the system, compressor RPM and temperature. Using the app, your least experienced tech can feel confident in successfully troubleshooting and servicing these units.