



IMPORTANT PRODUCT SAFETY NOTICE

Dear Carrier Customer:

Our records show that you purchased a Greenspeed® heat pump which was manufactured between 2011 and October 2014.

Model Number:

Serial Number:

In some instances, an electrical component in the inverter of these heat pumps may overheat causing an internal plastic cover to melt and/or the external sheet metal surface of the heat pump unit to become hot to the touch. **In some cases, the temperature of a certain area of the external sheet metal (see Attachment A with a picture of the unit) may be high enough to cause burns or ignite flammable material that comes in direct contact. No incidents causing injury or fire have been reported.**

To eliminate these potential safety risks, Carrier Corporation, in cooperation with the U.S. Consumer Product Safety Commission and Health Canada, initiated a recall in May 2017 of select heat pumps. The objective of this recall is to replace a circuit board supplied to Carrier by Emerson, which is located in the inverter.

Please contact your local Carrier dealer to schedule a technician to come to your home and complete the service at no cost to you. You can use the dealer locator on www.carrier.com or call 1-844-864-8233 for assistance locating a Carrier dealer in your area.

All heat pump units in the recalled serial number ranges that are still in service are required to be retrofitted. While we realize the inconvenience this may cause, Carrier is initiating this rework to protect all consumers.

Carrier is committed to ensuring the safety and well-being of our customers and consumers of our products. Carrier continually monitors and evaluates the performance of its products in order to ensure its customers are experiencing the quality and safety they expect from a Carrier product. When any situation or condition arises that affects the safe operation of Carrier equipment, immediate action is taken.

Regards,

Ron Butcher
Product Safety Officer

Attachment A



Control box cover may become hot to the touch