

Carrier Ductless Heat Pump FAQ

As a Carrier dealer, we want you to be comfortable with your new Carrier Ductless system. Here are the 10 most commonly asked questions to help you understand how the system is helping you stay cool or warm throughout the year. (A hand held remote diagram is on the back.)

1. My Carrier indoor head seems to run constantly

Ductless units must sample the indoor air temperature by running the fan nearly continuously. Don't worry, the highly efficient Carrier motor draws less than 80 watts, similar to that of a standard light bulb. *(if you would like to upgrade to Wi-Fi control, please call our office)*

2. How often should I clean the filter

The factory recommends the user clean the Carrier filter at least once each month. A dirty filter causes the fan to work harder, potentially causing severe damage by restricting airflow and putting pressure on the motor. Neglecting to clean your filter may affect your warranty. *(if you are interested in having us do a maintenance, please call us)*

3. My Carrier ductless head is not working and has a " - - " on the face of the high wall head:

This is called "mode conflict". Ensure that all heads are in the same mode, i.e. heating or cooling.

4. My unit was very quiet in the spring and fall but now it's a little bit louder and makes a different sound:

This is normal. Ductless systems are equipped with an inverter compressor that ramps up or down depending on the heating or cooling load of the house, similar to how a gas pedal functions in a car. When the compressor needs to go faster, the engine will work harder to keep you at the desired temperature.

5. I see water draining from underneath the outdoor unit. Is that ok:

Yes. The unit may remove water from ice buildup or may drip when humidity is high. This is completely normal.

6. How do I know my hand held remote is working:

The indoor unit will beep when it has received a command from the hand held remote control.

7. What does the button on the side of the indoor head do:

The button on the side of the indoor head was designed for the scenario that the user loses, breaks or do not have a hand-held remote. The button will hold temperature at 76°F in heating or cooling (auto mode). If this button is pressed with a home that has more than one indoor head, you may place the unit in lock out. This is a safety feature so that you are not without heating and cooling until you find or replace the remote.

8. Is the number displayed on the head unit a temperature:

Not exactly. Think of it as a "comfort set point". Raise the comfort set point up if you are cold and lower it if you are hot. The unit works best when it is constantly running, so let it run.

9. How do I use the "Follow Me" feature:

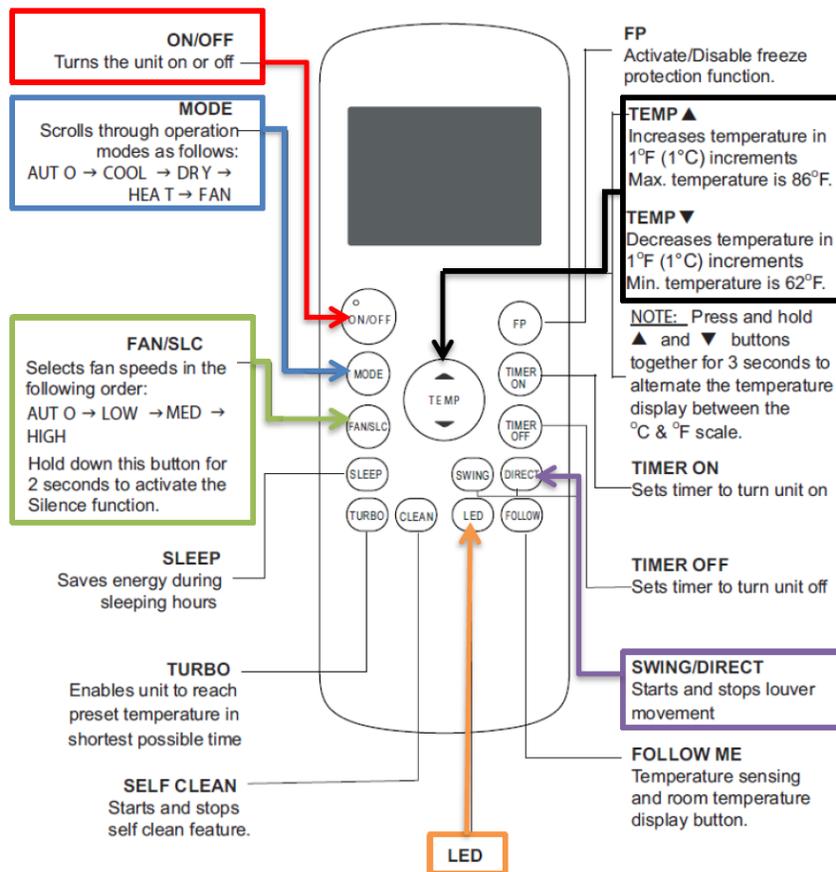
Follow Me® will turn your Carrier hand-held remote into a thermostat sensor, allowing for the indoor head to try and achieve set point at the actual control. To use this feature, keep the remote directly pointed at the head and maintain line of site toward the indoor unit. If the remote is turned away or loses line of sight, the "follow me" feature will stop working. To re-start the feature, turn the "follow me" feature off and then on again with the remote. *(if you would like to purchase a remote location thermostat, please call our office for an estimate)*

10. My system seems to act differently from day to day:

Carrier ductless systems are incredibly smart. They are constantly ramping up or down to satisfy your home's heating or cooling needs, based on the level of comfort that you have selected.



turn to the experts™



High Wall Ductless Functions and Typical Operation

On/Off Button: Turns Unit off and will stop fan and close louver. No Cooling or Heating will occur until unit is turned back on.

Mode Button: Changes operating state of High Wall unit. Recommended to set for mode of comfort (heat or cool) and avoid use of Auto mode.

Fan/SLC Button: Allows adjustment of High Wall units fan speed. Recommended to set at Auto mode (only fan blade shown on controller).

Temp Up/Down Button: Adjusts target heating or cooling set point.

Swing/Direct Button: Allows adjustment of High Wall unit's louver position. Pressing Swing will illuminate "on" briefly on unit LED and start louver oscillation. Pressing Direct will stop louver swing and move louver 6 degrees for each subsequent press throughout entire range.

LED: Enables or Disables High Wall Units front display lights.

***Note; all functions require line of site between controller and High Wall Head. When LED is active, head will confirm commands with audible beep each time a command is received.**