

## Installation Guide



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## INTRODUCTION

Welcome and from all of us at Carrier®, thank you for purchasing your new Côt™ thermostat: the heart of a smarter home.

Like everything else about the Côt thermostat, installing it is simple and intuitive. However, if any questions arise during your installation, we're here to help:

- Visit [www.carrier.com/corsupport](http://www.carrier.com/corsupport) for how-to videos, answers to frequently asked questions, and advanced installation instructions
- Technical support is also available by phone or email weekdays from 8 a.m.–5 p.m. EST :
  - 1.800.CARRIER or 1.800.227.7437
  - [contact.carrier@carrier.utc.com](mailto:contact.carrier@carrier.utc.com)
- The Côt thermostat is also supported by the world's greatest network of professional contractors. Find an Expert Carrier Contractor at [www.carrier.com/dealers](http://www.carrier.com/dealers)

Let's get started!

## COMPATIBLE HEATING AND COOLING SYSTEMS

Your Carrier C<sup>o</sup>r thermostat works with most centralized residential heating and cooling systems.

- Heating and Cooling: Up to Two Stages
- Heat Pumps: One or Two Stage + One or Two Stage Auxiliary Heat
- Gas, Oil, Electric
- Dual Fuel Systems – Gas Furnace with a Heat Pump
- Geothermal Systems
- Accessories: Whole Home Humidifier, Dehumidifier or Ventilator
- 802.11 b/g/n Home Wireless Router

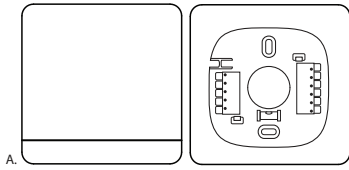
Before beginning installation, check the compatibility of your home comfort system at [www.carrier.com/wirecheck](http://www.carrier.com/wirecheck).

Professional installation is recommended for:

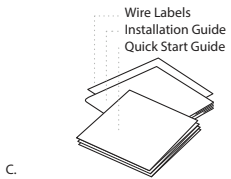
- Systems Without a Common (C) Wire – see page 5
- Variable-Speed Systems
- Find an Expert Carrier<sup>®</sup> Contractor at [www.carrier.com/dealers](http://www.carrier.com/dealers)

## ITEMS INCLUDED IN THE BOX

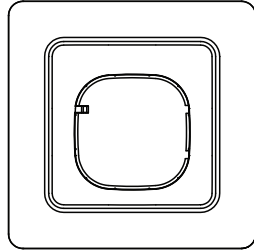
- A. The Cōr™ Thermostat and backplate
- B. Mounting screws and drywall plugs
- C. Installation guide, quick start guide, and wire labels
- D. Large Backplate (optional)



B.



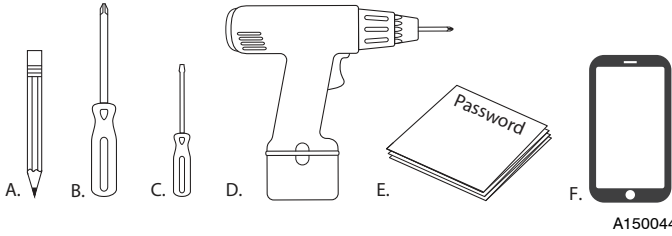
D.



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## ITEMS YOU'LL NEED FOR INSTALLATION

- A. Pencil
- B. Phillips screwdriver
- C. Small flathead screwdriver
- D. Drill with a 3/16" drill bit
- E. Password for your home's wireless network
- F. Internet-connected device, such as a smartphone, tablet or computer



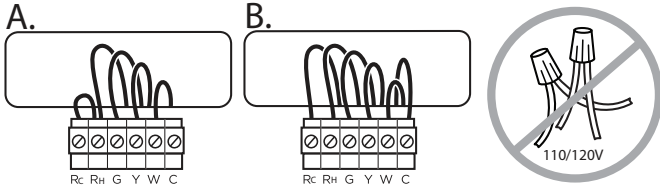
**Tip:** Review all the instructions before you start to help ensure that there are no surprises during installation

## STEP 1. REMOVE THE COVER FROM YOUR OLD THERMOSTAT

Most covers snap off easily but some are attached by screws.

A. If you do not have a wire connected to C, visit [www.carrier.com/corsupport](http://www.carrier.com/corsupport) for Advanced Installation and Configuration Instructions.

B. If you have wires connected to Rh, Rc, and C, You'll use two breakers or switches to disconnect power in Step 2.



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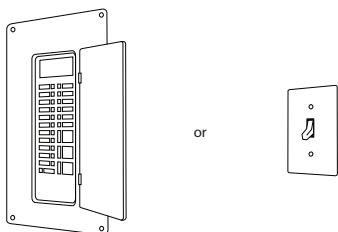


**Warning!** If your old thermostat is labeled 110V or 120V, or is connected by thick wires and wire nuts, it is a high voltage system and is not compatible

## STEP 2. POWER OFF YOUR HEATING AND COOLING SYSTEM

Turn off the power to your heating and cooling system. You can do this either at your circuit breaker box or a switch at your indoor furnace or fan coil. Most systems have one switch, but systems with Rh, Rc, and C wires noted in Step 1 will have two switches.

Make sure your system is without power by using your old thermostat to adjust the temperature. Your system should not turn on.



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**Warning!** Electrical operation hazard. Failure to follow this warning could result in injury, death, or equipment damage

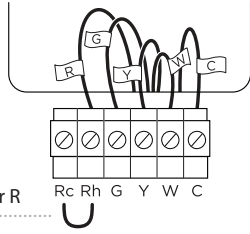


### STEP 3. REMOVE YOUR OLD THERMOSTAT

Using your old thermostat as a guide, use the provided wire labels to identify each wire. Don't worry about any non-connected wires.

Disconnect each wire. Most thermostats' wires are connected using screws; simply loosen each screw with a screwdriver.

Remove your old thermostat base by unscrewing it from the wall. Be careful not to let any wire labels fall off or wires fall back into the wall.



Discard any jumper wires  
or brackets between R<sub>h</sub>, R<sub>c</sub>, or R

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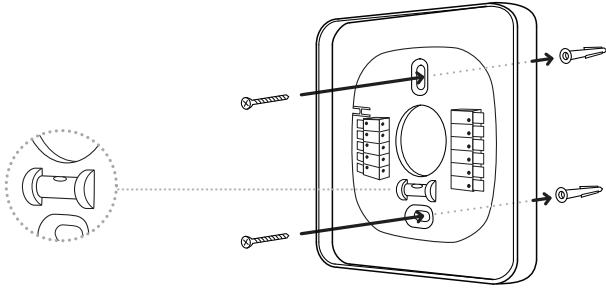


**Tip:** Take a photo of your old thermostat wiring with your smartphone for reference later

#### STEP 4. INSTALL THE CÔR™ THERMOSTAT

Gently pull the wires through the hole in the back plate. Center the wires in the back plate. Mark the mounting holes on the wall with a pencil.

Drill mounting holes on the pencil marks with a 3/16" drill bit. Insert the plastic drywall anchors into the wall. Use the screws provided to secure the back plate to the wall.



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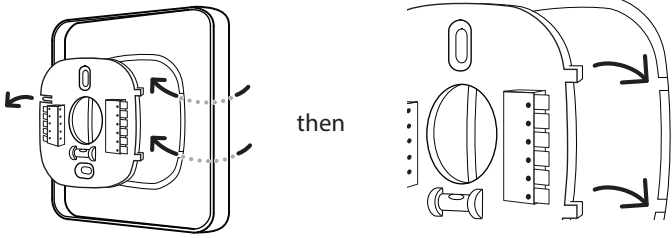
**Tip:** Check the built-in bubble level to ensure your thermostat is straight.

### OPTIONAL - USING THE LARGE BACKPLATE

If the small backplate does not cover the marks left by your old thermostat, you can use the large backplate instead.

Remove the terminal blocks from the small backplate by squeezing the tab on the front, left side while gently pushing the back toward you.

Insert the terminal blocks into the large backplate using the tabs on the right as a guide. It will snap into place when correctly inserted.



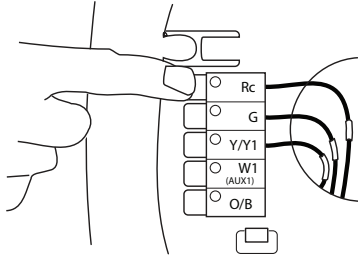
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## STEP 5. CONNECTING THE WIRES

Using the wire labels as a guide, insert each labelled wire into its matching connector block. Insert only one wire in each connector.

When installed correctly, the release lever of the terminal block will lower to indicate a complete connection. Gently tug on the wire to ensure it's fully connected.

When all the wires are connected, gently push any excess wire back into the wall.



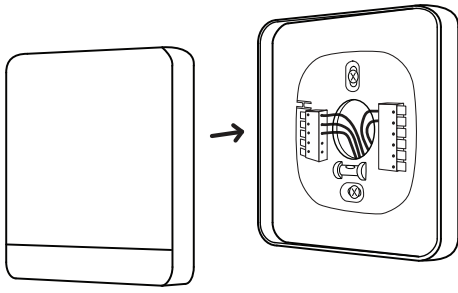
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**Tip:** If you need additional help with the wiring, refer to the wiring diagrams at [www.carrier.com/corsupport](http://www.carrier.com/corsupport)

## STEP 6. CONNECTING THE DISPLAY

With the Carrier logo positioned at the bottom, gently push the display to the backplate until you hear it snap into place.



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Now you can turn the power back on to your heating and cooling system. Return to your circuit breaker or on/off switch and restore the power to your system.

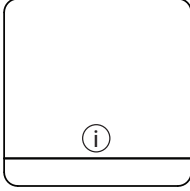
The C r thermostat will automatically power on. In about one minute, its guided software setup will be ready to help you complete your installation.

## STEP 7. GUIDED SETUP

Now that your C r thermostat is activated, guided setup will walk you through:

1. Equipment configuration
2. Customizing your preferences
3. Connecting to your home's wireless network
4. Registering your thermostat online

The information icon at bottom of the screen will provide helpful explanations and tips for each step in the process.



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**Tip:** To save time, we recommend having your home wireless network password and an Internet-connected device close at hand before you begin

## STEP 7. GUIDED SETUP

### EQUIPMENT CONFIGURATION

a) The C r thermostat needs to know how many transformers are connected to the thermostat.

- o If you connected the Rh and Rc and C wires, select two
- o Otherwise, select one

b) The C r thermostat automatically detects the wires you've connected and will ask a few questions to configure your system based on these connections.

c) If you have a connected accessory such as a whole home humidifier, dehumidifier or ventilation device, you'll also configure it here.



**Tip:** Use the photo you took of your old thermostat's wiring for confirmation.

## **STEP 7. GUIDED SETUP**

### **CUSTOMIZING PREFERENCES**

Now that you've configured your system, it's time to customize your C r thermostat.

- a) Name your thermostat by selecting a name from the list or by entering your own custom name.
- b) Tell the C r thermostat whether you prefer the temperature to display in Fahrenheit or Celsius.
- c) Then, adjust your home comfort temperature for the heating and cooling seasons.



## **STEP 7. GUIDED SETUP**

### **WIRELESS NETWORK CONNECTION**

The C r thermostat provides you the most features and energy savings when it's connected to your home's wireless network and your personal web portal.

- a) The C r thermostat automatically detects nearby wireless networks.
- b) Select your network from the list and enter your network password.

## STEP 7. GUIDED SETUP

### ACCOUNT REGISTRATION

Once connected to your wireless network, it's time to finalize installation by registering the C r thermostat.

- a) On your Android or Apple smart device, download the Carrier C r thermostat app from the app store.
- b) Open the app and touch register on the login screen
- c) Enter the four-digit code generated from your thermostat and follow the onscreen prompts to complete your registration.
- d) Return to your thermostat and accept your registration.



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**Tip:** You can also register using your tablet or computer at [www.carrier.com/myhome](http://www.carrier.com/myhome)

## TROUBLESHOOTING

If your thermostat does not power on, please check the following:

1. Turn off the power to your system. Check that all wires are properly inserted into the terminal blocks at the thermostat. Tug lightly on the wires to ensure they are not loose.
2. Ensure you turned the power back on to the equipment either at the switch at the indoor equipment or the electrical panel (where you originally turned off the equipment).
3. If your device still doesn't power on check the AC voltage between Rc and C or Rh and C using a multi-meter to ensure it is 24V AC.
4. If your device still does not power on, please contact:
  - o Technical support at 1.800.CARRIER or contact [contact.carrier@carrier.utc.com](mailto:contact.carrier@carrier.utc.com)
  - o Find an Expert Carrier Contractor at [carrier.com/dealers](http://carrier.com/dealers)



**Tip:** Visit [www.carrier.com/corsupport](http://www.carrier.com/corsupport) for how-to videos, answers to frequently asked questions, and advanced installation instructions

## Approvals

This product was designed and built in accordance to RoHS directive 2002/95/EC and contains no hazardous substances as defined by this directive.

### FCC Compliance Commission (FCC)

#### Compliance Statement:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help. This device complies with part 15 of FCC rules. Operation is subject to the following two conditions:
  1. This device may not cause harmful interference.
  2. This device must accept any interference received, including interference that may cause undesired operation.

Change or modifications that are not expressly approved by the manufacturer could void the user's authority to operate the equipment.

#### RF Exposure Information

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20cm during normal operation.

#### Industry Canada (IC)

##### Compliance Notice:

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

1. this device may not cause interference, and
2. this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicable aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. l'appareil ne doit pas produire de brouillage, et
2. l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

#### Industry Canada (IC)

##### Radiation Exposure Statement:

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

## Limited Warranty for C<sup>o</sup>r™ Thermostats

### FOR WARRANTY SERVICE OR REPAIR:

For Warranty Service or Repair: Visit [www.carrier.com/corsupport](http://www.carrier.com/corsupport) or contact Carrier Corporation Customer Relations at 1-800-227-7437 for instructions.

**PRODUCT REGISTRATION:** You can register your product online at [www.carrier.com](http://www.carrier.com).

Model Number \_\_\_\_\_ Serial Number \_\_\_\_\_  
Date of Installation \_\_\_\_\_ Installed by \_\_\_\_\_  
Name of Owner \_\_\_\_\_ Address of Installation \_\_\_\_\_

Carrier Corporation (hereinafter "Company") warrants this product against failure due to defect in materials or workmanship under normal use and maintenance as follows. All warranty periods begin on the date of purchase. If a part fails due to defect during the applicable warranty period Company will provide a new or remanufactured part, at Company's option, to replace the failed defective part at no charge for the part. Alternatively, and at its option, the Company will provide a credit in the amount of the then factory selling price for a new equivalent part toward the retail purchase price of a new Company product. Except as otherwise stated herein, those are Company's exclusive obligations under this warranty for a product failure. This limited warranty is subject to all provisions, conditions, limitations and exclusions listed below and on the reverse (if any) of this document.

## Limited Warranty for Côr™ Thermostats (Cont.)

### RESIDENTIAL APPLICATIONS

This warranty is to the original owner and subsequent owners only to the extent and as stated in the Warranty Conditions and below. The limited warranty period in years, depending on the part and the claimant, is as shown in the table below.

Product	Limited Warranty (Years)	
	Original Owner	Subsequent Owner
TP-WEM01 Thermostat	5* (or 3)	3

\* If properly registered within 90 days of purchase, otherwise 3 years (except in California and Quebec and other jurisdictions that prohibit warranty benefits conditioned on registration). See Warranty Conditions below.

### OTHER APPLICATIONS

The warranty period is one (1) year on all such applications. The warranty is to the original owner only and is not available for subsequent owners.

**LEGAL REMEDIES:** The owner **must** notify the Company in writing, by certified or registered letter to Carrier Corporation, Warranty Claims, P.O. Box 4808, Syracuse, New York 13221, of any defect or complaint with the product, stating the defect or complaint and a specific request for repair, replacement, or other correction of the product under warranty, mailed at least thirty (30) days before pursuing any legal rights or remedies.

## Limited Warranty for Cōr™ Thermostats (Cont.)

### WARRANTY CONDITIONS:

1. To obtain the longer warranty period as shown in the table under original owner, the product must be properly registered at [www.carrier.com](http://www.carrier.com) within ninety (90) days of original purchase. In jurisdictions where warranty benefits conditioned on registration are prohibited by law, registration is not required and the longer warranty period shown will apply.
2. Where a product is installed in a newly constructed home, the date of purchase is the date the homeowner purchased the home from the builder.
3. If the date of original purchase cannot be verified, then the warranty period begins ninety (90) days from the date of product manufacture (as indicated by the model and serial number). Proof of purchase may be required at time of service.
4. The limited parts warranty period as shown in the table under subsequent owners does not require registration.
5. The warranty applies only to products remaining in their original installation location.
6. Installation, use, care, and maintenance must be normal and in accordance with instructions contained in the Installation Instructions, Owner's Manual and Company's service information.
7. Defective parts must be returned to the distributor through a registered servicing dealer for credit.



## Limited Warranty for Cōr™ Thermostats (Cont.)

LIMITATIONS OF WARRANTIES: ALL IMPLIED WARRANTIES AND/OR CONDITIONS (INCLUDING IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE) ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES OR PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS. SO THE ABOVE MAY NOT APPLY TO YOU. THE EXPRESS WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON, WHATSOEVER.

### **THIS WARRANTY DOES NOT COVER:**

1. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, or replacement parts, or new units.
2. Any product not installed pursuant to applicable regional efficiency standards issued by the Department of Energy.
3. Normal maintenance as outlined in the installation and servicing instructions or Owner's Manual.
4. Failure, damage or repairs due to faulty installation, misapplication, abuse, improper servicing, unauthorized alteration or improper operation.
5. Failure to start or damages due to voltage conditions, blown fuses, open circuit breakers, the inadequacy, unavailability or interruption of electrical, Internet service provider, or mobile device carrier service or your home network.

**Limited Warranty for C r™ Thermostats (Cont.)**

- 6. Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments (rust, etc) or other conditions beyond the control of Company.
- 7. Parts not supplied or designated by Company, or damages resulting from their use.
- 8. Products installed outside the U.S.A. and Canada.
- 9. Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
- 10. Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant.

11. **ANY SPECIAL, INDIRECT OR CONSEQUENTIAL PROPERTY OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER.**

Some states or provinces do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.



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**Catalog No: TP-WEM-04SI**

**Manufacturer reserves the right to change, at any time, specifications  
and designs without notice and without obligations.**

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