TP–WEM01–A
Carrier® Côr™ Thermostat
AC/HP Wi-Fi® Thermostat
Performance™ Series

Carrier
turn to the experts

Installation Guide

INTRODUCTION

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

Like everything else about the Côr 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 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
- The Côr thermostat is also supported by the world's greatest network of professional contractors. Find an Expert Carrier Contractor at www.carrier.com/dealers

Let's get started!

COMPATIBLE HEATING AND COOLING SYSTEMS

Your Carrier Côr 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

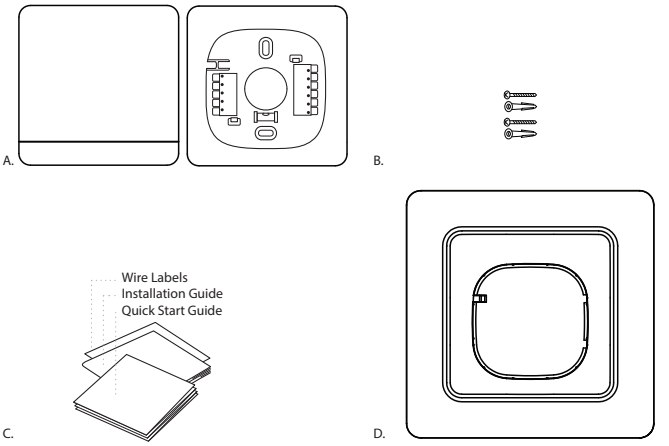
Before beginning installation, check the compatibility of your home comfort system at www.carrier.com/wirecheck.

Professional installation is recommended for:

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

ITEMS INCLUDED IN THE BOX

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



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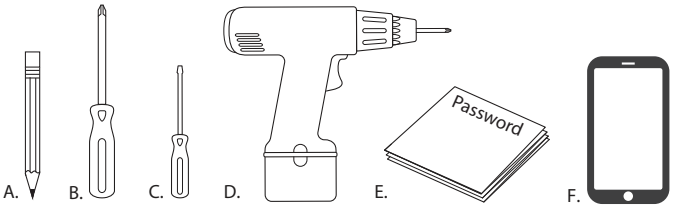
ITEMS YOU'LL NEED FOR INSTALLATION

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



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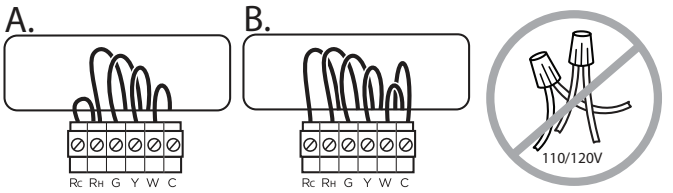
Tip: Review all the instructions before you start to help ensure that there are no surprises during installation

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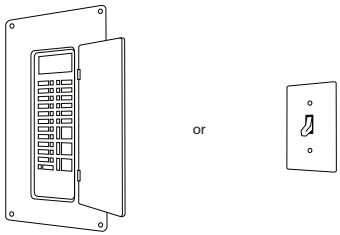
Warning! If your old thermostat is labeled 110V or 120V, or is connected by thick wires and wire nuts, it is a high voltage system and is not compatible

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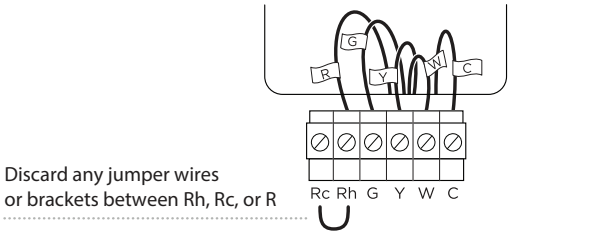
Warning! Electrical operation hazard. Failure to follow this warning could result in injury, death, or equipment damage

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.



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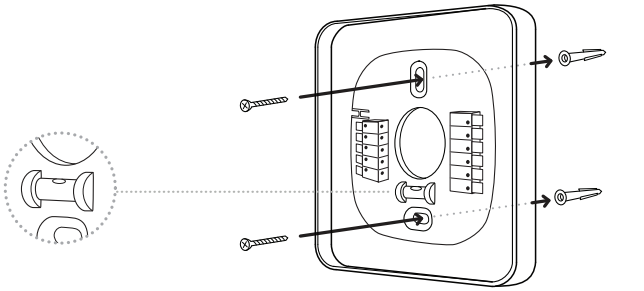
Tip: Take a photo of your old thermostat wiring with your smartphone for reference later

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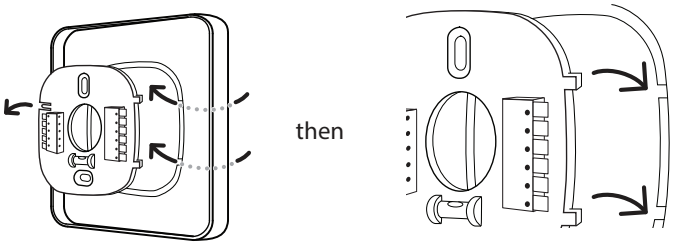
Tip: Check the built-in bubble level to ensure your thermostat is straight.

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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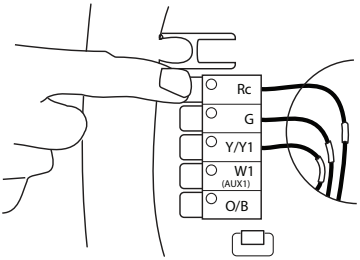
STEP 5. CONNECTING THE WIRES

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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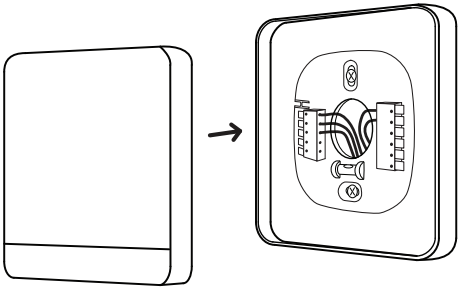
Tip: If you need additional help with the wiring, refer to the wiring diagrams at www.carrier.com/corsupport

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.

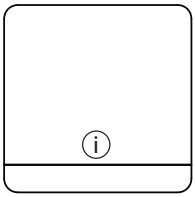
The Côr thermostat will automatically power on. In about one minute, its guided software setup will be ready to help you complete your installation.

STEP 7. GUIDED SETUP

Now that your Côr 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 Côr thermostat needs to know how many transformers are connected to the thermostat.

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

b) The Côr 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 Côr thermostat.

a) Name your thermostat by selecting a name from the list or by entering your own custom name.

b) Tell the Côr 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 Côr 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 Côr 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 Côr thermostat.

a) On your Android or Apple smart device, download the Carrier Côr 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

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:

- Technical support at 1.800.CARRIER or contact contact.carrier@carrier.utc.com
- Find an Expert Carrier Contractor at carrier.com/dealers

Tip: Visit 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.

NOTES:

www.Carrier.com/myhome • 1-800-CARRIER

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

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