



Turn to the experts

Performance™ Series
Variable-Speed Heat Pump

+

Carrier Smart Thermostat
Featuring IntelliSense™

=

A Winning Combination



Model 27VPA9

IntelliSense™



Model TSTATCCIEWF-01



Contents

3	Introduction Letter
5	27VPA9 Variable-Speed Heat Pump
6	Variable-Speed Performance
7	Meet the Performance 27VPA9 Heat Pump
8	Unlocking Additional Operating Stages
9	Variable-Speed in the Mid-Tier
10	Homeowner Benefits
11	Dealer Benefits
13	Carrier Smart Thermostat featuring IntelliSense
14	Meet the New Carrier Smart Thermostat
15	Installation Made Easy
16	Homeowner Benefits
17	Dealer Benefits
19	IntelliSense and Carrier Digital Tools
20	IntelliSense
21	Digital Tools
22	Connect to Commission
23	Thermostat Setup
25	Additional Information
26	Key Messaging - Heat Pump and Smart Thermostat
28	Selling Tips
30	Frequently Asked Questions
33	Where to Go for More Information

Dear Carrier Expert:



Turn to the experts

INTRODUCING OUR LATEST INNOVATION IN VARIABLE-SPEED TECHNOLOGY – PREMIUM COMFORT AT A NOT-SO-PREMIUM PRICE POINT

History loves a winner. Whether it's Batman and Robin... Superman and Lois Lane... or Michael Jordan and Scottie Pippin, there's something special about dynamic duos that are great individually, but even better together. That's why we are excited about the winning combination of our new Performance 27VPA9 variable-speed heat pump and new Carrier Smart Thermostat both featuring IntelliSense.

The IntelliSense-enabled Performance 27VPA9 heat pump brings true industry-defined variable-speed comfort to the mid-tier level with consistent heating and cooling comfort, quiet operation and enhanced humidity control using any compatible 24V thermostat that can operate a two-stage heat pump. To make the unit even better, you can unlock our new ComfortAdjust™ feature* for your customers when paired with our new IntelliSense-enabled Carrier Smart Thermostat.

The new Carrier Smart Thermostat featuring IntelliSense is a 24V thermostat designed with service technicians and homeowners in mind. Easy to install and set up, and even easier for the homeowner to connect with and use. It's simplistic, attractive, affordable, and smart – all with the enhanced, remote monitoring, troubleshooting, and servicing advantages afforded by IntelliSense.**

Together, these new products make the winning combination that takes mid-tier heating and cooling performance to the next level. It's a more affordable option for homeowners who appreciate home comfort at a manageable price. And it's an opportunity for you to energize your sales with a system that bridges the gap between value and leading-edge technology.

To put the winning combination in play for your customers in 2026 and beyond, this launch kit includes everything you need to get started, including:

- A more detailed overview of Performance Series variable-speed technology
- A broader look at both the Performance Series 27VPA9 variable-speed heat pump and Carrier Smart Thermostat featuring IntelliSense individually
- Exploring the winning combination of pairing these two products together, including over-the-air equipment updates*,**
- An overview of how our digital tools can make installation, troubleshooting and servicing easier
- Key messaging, selling tips and answers to frequently asked questions

The latest addition to our continued leadership, this winning combination represents yet another opportunity to provide your customers with the comfort experience they expect from Carrier.

Thank you for your support!

Michael Carter
Associate Director
Residential Outdoor Platforms

Zach Dickey
Product Manager
Residential Heat Pumps

Dee Dee McCoy
Marketing Manager
Product Launch

Patrick Clarke
Senior Manager
Connected Products &
Homeowner Experience

Janet Shaw
Product Manager
24V Smart Thermostats

AJ Iglesias
Senior Product Manager
Digital Connected Products

* U.S. only, estimated availability in Canada: Q4, 2026

** When connected to the Internet through a Wi-Fi® network



Performance Series
27VPA9 Variable-Speed

Heat Pump



True Variable-Speed Performance, Now Available for Mid-Tier Budgets

Variable-speed technology has many system benefits. Higher efficiency. Reduced energy use. Quieter operation. Outstanding humidity control. Consistent indoor comfort. The list goes on. And for years, those benefits have been reserved for our deluxe-tier systems. Today, that all changes.

With the IntelliSense-enabled Performance 27VPA9 variable-speed heat pump, Carrier offers true, industry-defined variable-speed operation with any 24V thermostat that operates a two-stage heat pump. Or you can offer more precise variable-speed performance when you pair it with the new Carrier Smart Thermostat featuring IntelliSense. Either way, you now can offer your mid-tier customers the many benefits of variable-speed technology, including:

HIGH ENERGY EFFICIENCY

The Performance 27VPA9 variable-speed heat pump varies heating and cooling capacity to match changing conditions. It delivers high-efficiency indoor comfort – up to 19.0 SEER2 cooling, up to 14.0 EER2 cooling, and up to 10.0 HSPF2 heating. The 27VPA9 heat pump also provides up to 2.3 COP at 5° F resulting in more budget-friendly heating efficiency.

ENHANCED DEHUMIDIFICATION

The Performance 27VPA9 variable-speed heat pump can ease the effects of sticky, humid summers with enhanced dehumidification – especially when compared to single- and two-stage systems. When paired with our new Carrier Smart Thermostat featuring IntelliSense, the system will automatically adjust itself depending on the humidity level inside the home without lowering your temperature setpoint.

OPERATION DOWN TO 25% CAPACITY

Under certain operating conditions, select Performance 27VPA9 heat pump models can run at capacities down to 25% to better match changing heating and cooling loads. This reduced-capacity operation helps improve efficiency and enhance summertime humidity control.

LOW-AMBIENT HEATING

The Performance 27VPA9 variable-speed heat pump delivers warm indoor comfort – even during the cold days of winter – with low-ambient heating capability down to -10° F. By adjusting its capacity based on changing indoor and outdoor conditions, it can provide significantly higher heating output compared to single- and two-stage systems.

Meet the Performance 27VPA9 Variable-Speed Heat Pump

On the outside, the Performance 27VPA9 variable-speed heat pump perfectly matches the mid-tier aesthetic with the same look and chassis size as our existing two-stage models. Inside, we've made several changes that take Performance-tier comfort and energy savings to the next level – including variable-speed operation – while reducing the number of unique parts and components from outside sources. All with our service-enhancing IntelliSense built in.

Here's a closer look at the Performance 27VPA9 variable-speed heat pump:

SOUND REDUCING COMPONENTS

The 27VPA9 heat pump is designed to reduce sound from airflow and vibration to provide quiet operation homeowners can appreciate. These components include:

- Aerodynamic top
- Integrated fan motor
- Forward-swept fan blades
- Compressor sound hood
- Compressor vibration isolator plate
- Compressor-matched grommets

PRIMARY CONTROL MODULE

Carrier-branded primary control module (PCM) eliminates relying on separate boards for Defrost, Variable-Frequency Drive (VFD), and IntelliSense. It's like having three boards in one.

WEATHERARMOR™ ULTRA CABINET PROTECTION

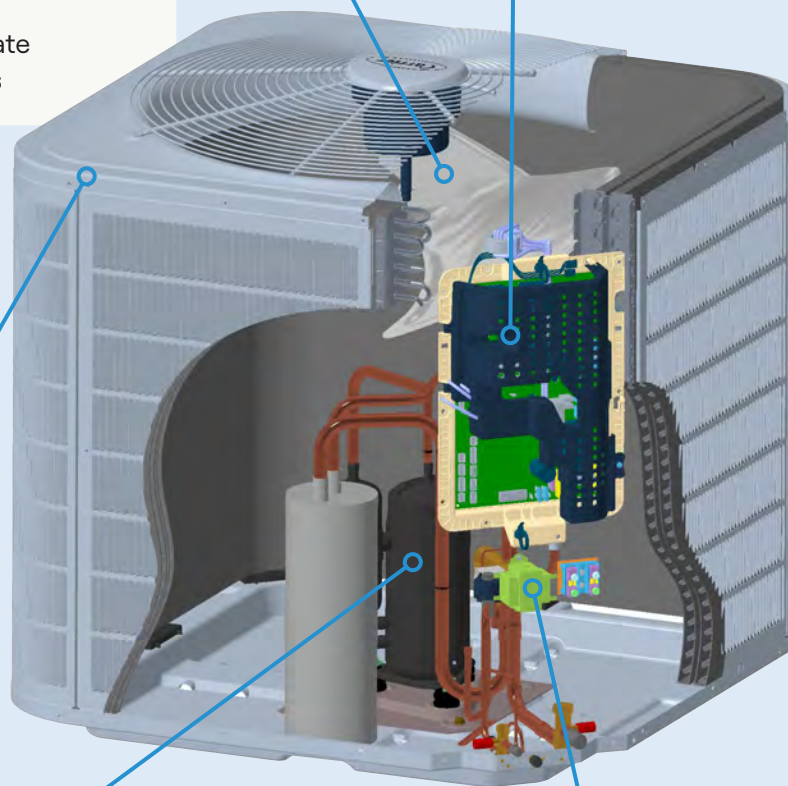
- Galvanized steel cabinet
- Louvered steel coil guard
- Baked-on powder paint

VARIABLE-SPEED ROTARY COMPRESSOR

Designed for variable-speed/variable-capacity operation and for use with Puron Advance refrigerant, this Carrier-branded compressor also gives us better control over quality, reliability and compatibility with our systems.

PURON ADVANCE™ ELECTRONIC EXPANSION VALVE (EXV)

Controls refrigerant flow to optimize cooling and heating efficiency.



Unlocking Additional Levels of Comfort with Variable-Speed and ComfortAdjust™

We have been touting the benefits of variable-speed operation for years with our deluxe-tier Infinity® systems. And now, we are bringing variable-speed operation to our Performance Series tier, however, it's a little different. And while the benefits are similar – consistent comfort, quiet operation, potential money-saving efficiency and better humidity control – there are distinct differences in how we get there, starting with your choice of thermostat.



OPTION 1 - 21 ADAPTABLE STAGES

With the Carrier Smart Thermostat featuring IntelliSense...

To unlock our patent-pending ComfortAdjust feature – a more precise variable-speed experience with 21 adaptable stages of heating and cooling – pair the Performance 27VPA9 variable-speed heat pump with the IntelliSense-enabled Carrier Smart Thermostat. This patent-pending technology delivers extra-consistent comfort with minimal variance from the thermostat's setpoint.

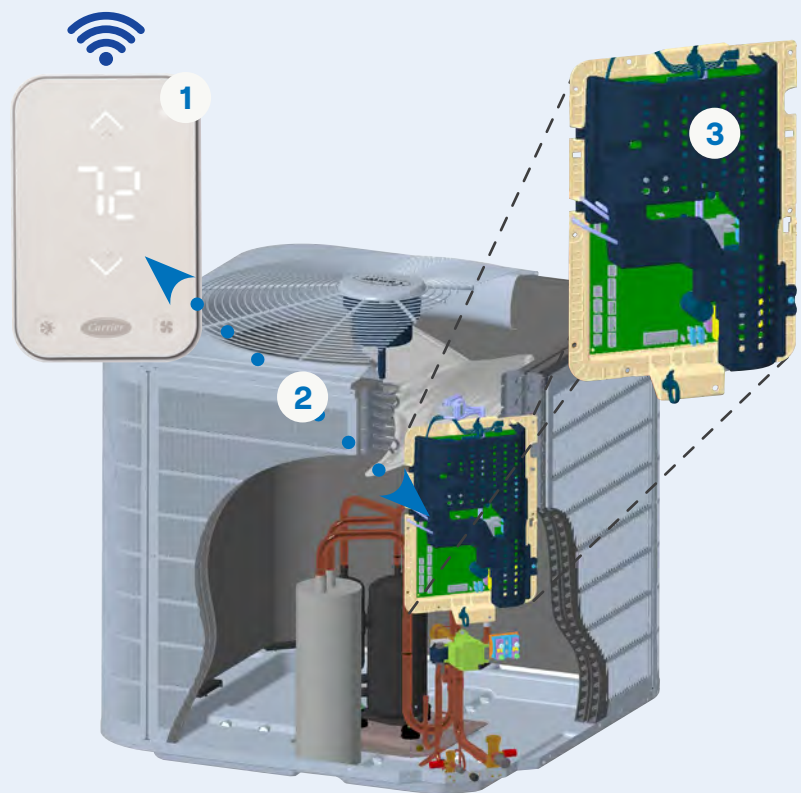
OPTION 2 - FIVE ADAPTABLE STAGES

With any 24V thermostat that can control a two-stage heat pump...

The Performance 27VPA9 variable-speed heat pump includes built-in logic that allows it to operate at five adaptable compressor stages, based on outdoor temperature, using Y1 and Y2 signals with any 24V thermostat that can control a two-stage heat pump. This meets industry-defined standards for what can be called a variable-speed unit.

COMFORTADJUST - HOW IT WORKS

- 1 Establish a secure connection –**
The new Carrier Smart Thermostat featuring IntelliSense establishes a connection with the outdoor unit, including cybersecurity verification to authenticate that it's a Carrier thermostat. This authentication allows the system to "fine tune" operation to control 21 adaptable stages of comfort.
- 2 Current/desired conditions data transmission –**
Every thirty seconds, current temperature, desired temperature, current humidity and desired humidity are sent encrypted from the thermostat to the heat pump's primary control module (PCM) microprocessor.
- 3 Microprocessor-controlled staging –**
The heat pump's PCM microprocessor uses an algorithm to determine optimum staging based on the thermostat's data. It sends a command to the Variable-Frequency Drive (VFD) microprocessor to control compressor motor staging.

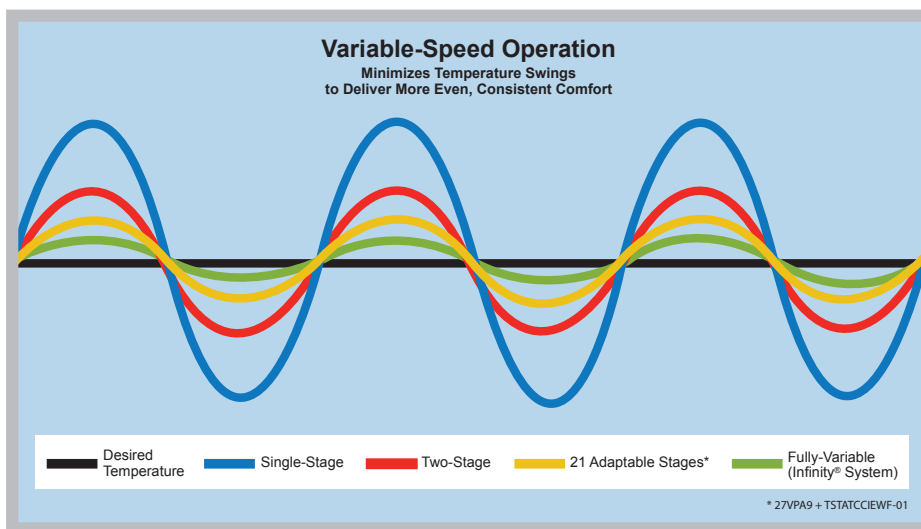


Variable-Speed in the Mid-Tier

With the ability to control staging, our winning combination (27VPA9 + TSTATCCIEWF-01) can potentially keep the indoor temperature within .25° F (+/-) of the thermostat's setpoint.[†] It also improves efficiency by reducing the compressor speed when the humidity setpoint has been achieved. Homeowners can select their desired indoor humidity, up to 60%, and the system will adjust operation to maintain their comfort preference.

And, while you don't get the same fully-variable precision as Infinity systems, our Performance 27VPA9 variable-speed heat pump offers a distinct improvement over our current two-stage products.

[†] When operating in steady state conditions (constant building load line). If the load changes (e.g., due to OAT changes, opening doors, turning on the oven), then this +/- .25° F will not be maintained.



ADAPTABLE SELLING

We call our Performance Series variable-speed technology adaptable staging feature, ComfortAdjust – but for you, it's an opportunity for adaptable selling. Either sell up from an energy-efficient Comfort™ Series system or sell down when an Infinity System is not an affordable option for the homeowner.

Heat Pump Compare	Infinity Series	Performance Series Variable-Speed	Performance Series Two-Stage & Single-Stage	Comfort Series
Compressor Type	Variable-speed rotary and variable-speed scroll compressors available	Variable-speed rotary compressor	Two-stage and single-stage scroll compressors available	Single-stage scroll compressor
Variable-Speed Operation	Fully-variable	Five adaptable stages or 21 adaptable stages ³	–	–
Efficiency	Up to 23.0 SEER2 and up to 12.5 HSPF2 ratings	Up to 19.0 SEER2 and up to 10.0 HSPF2 ratings	Up to 18.5 SEER2 and Up to 8.5 HSPF2 ratings	Up to 16.0 SEER2 and Up to 8.1 HSPF2 ratings
Advanced Defrost	Yes	Yes	No	No
Diagnostic Technology	Infinity fully communicating system	InteliSense connected system	InteliSense connected system	–
Durability	WeatherArmor™ Ultra cabinet protection	WeatherArmor Ultra cabinet protection	WeatherArmor Ultra cabinet protection	WeatherArmor cabinet protection
Sound	Silencer System II™ dBA as low as 54 Quiet Mode feature	dBA as low as 57	dBA as low as 65	dBA as low as 70
Recommended Control ¹	Infinity System Control	Carrier Smart Thermostat featuring InteliSense	Carrier Smart Thermostat featuring InteliSense	Carrier Smart Thermostat
Limited Warranty	10-year parts ² 10-year unit replacement (27VNA3, 27VNA1 compressor failure only) ²	10-year parts ²	10-year parts ²	10-year parts ²

¹ Control sold separately, other options available.

² Upon timely registration. The warranty period is five years if not registered within 90 days of installation except in jurisdictions where warranty benefits cannot be conditioned upon registration. See limited warranty certificate for complete details and restrictions.

³ When paired with the Carrier Smart Thermostat featuring InteliSense, model TSTATCCIEWF-01.

Performance 27VPA9 Variable-Speed Heat Pump Benefits

Homeowner Benefits

SUMMERTIME COMFORT

- Eases the effects of sticky, humid summers with enhanced dehumidification when compared to single- and two-stage systems.
- Selectable humidity control, up to 60%, gives the homeowner greater command over their comfort with the ability to “dial it back” for more energy savings.

COLD CLIMATE PERFORMANCE

- Low-ambient heating capability down to -10° F allows the 27VPA9 heat pump to deliver cozy heating comfort during the coldest days of winter.
- Provides efficient year-round operation homeowners can count on, even in colder than average areas.

QUIET, RELAXING COMFORT

- Variable-speed operation helps ensure quiet, relaxing comfort with sound output as low as 57 dBA.
- Extra-long, 250 ft lineset length provides for strategic placement - out of sight, out of mind, and out of earshot.

HIGH-EFFICIENCY SAVINGS

- Up to 19.0 SEER2 cooling, up to 14.0 EER2 cooling, and up to 10.0 HSPF2 heating, the 27VPA9 heat pump can provide potential savings on a homeowner’s energy bill.
- The 27VPA9 heat pump may qualify for efficiency-based rebates, where available.

ENHANCED PEACE OF MIND

- The 27VPA9 heat pump, when paired with the new Carrier Smart Thermostat, both with IntelliSense provides a smarter, faster, and more efficient service experience.
- When paired with the IntelliSense-enabled Carrier Smart Thermostat, the 27VPA9 heat pump is capable of over-the-air equipment updates to ensure top performance and potentially fewer service calls.

Performance 27VPA9 Variable-Speed Heat Pump Benefits

Dealer Benefits

VARIABLE-SPEED OPERATION

- The 27VPA9 heat pump delivers five adaptable stages of variable-speed comfort with any compatible 24V thermostat that controls a two-stage heat pump.
- To unlock the 27VPA9 heat pump's ComfortAdjust feature, pair it with the IntelliSense-enabled Carrier Smart Thermostat. This winning combination delivers 21 adaptable stages resulting in potential money-saving energy efficiency, quieter operation and more consistent indoor temperatures for your customers.

PURON ADVANCE REFRIGERANT

- Our Performance 27VPA9 variable-speed heat pump ensures regulatory compliance by including Puron Advance refrigerant.
- Puron Advance refrigerant helps deliver a 75% reduction in global warming potential compared to R-410A with original Puron's non-ozone depleting properties.
- To meet new UL requirements and support our commitment to safety, pair the Performance 27VPA9 heat pump with Puron Advance with a Carrier indoor unit that includes a factory-installed leak dissipation system.

WARMER INDOOR AIR DELIVERY

- The 27VPA9 heat pump's Advanced Defrost feature, now "built in," uses the latest heat pump sensor technology to run only when needed and stop as soon as the coil is free of frost.
- Advanced Defrost allows for warmer indoor air delivery for longer periods of time and potentially eliminating "cold blow."

BEST-IN-CLASS DIGITAL TOOLS

- Improve business efficiency and create stronger customer relationships using our best-in-class digital tools.
- The Connected Portal offers an improved user experience and fault code history.
- The Service Tech app provides improved functionality and performance.
- More than 125 diagnostic codes make troubleshooting faster.

REDUCED NUMBER OF SERVICE PARTS

- The 27VPA9 heat pump makes the technician's job a little easier by reducing the number of unique service parts.
- We have incorporated IntelliSense, VFD and Defrost into the unit's main circuit board – it's like having three boards in one.



Carrier Smart Thermostat

Featuring IntelliSense

Meet the New Carrier Smart Thermostat Featuring IntelliSense

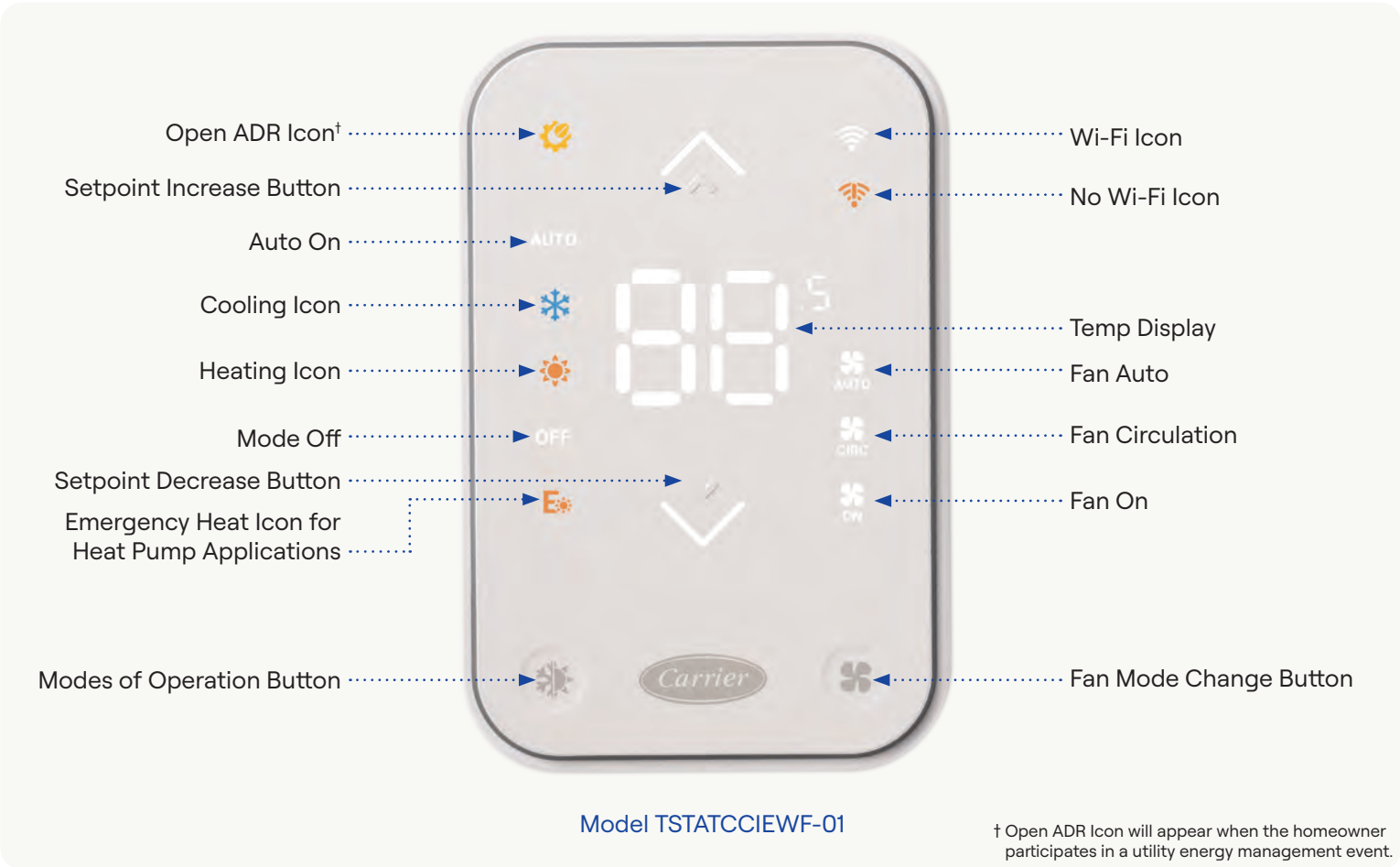
The Carrier Smart Thermostat featuring IntelliSense includes all the physical features and functionality of the original Smart Thermostat. What makes it shine is what's inside. When paired with the Performance 27VPA9 variable-speed heat pump, this new smart thermostat is capable of:

Initiating the heat pump's patent-pending ComfortAdjust feature, taking it from five adaptable stages to 21 adaptable stages.

Over-the-air equipment updates to itself and the 27VPA9 variable-speed heat pump.

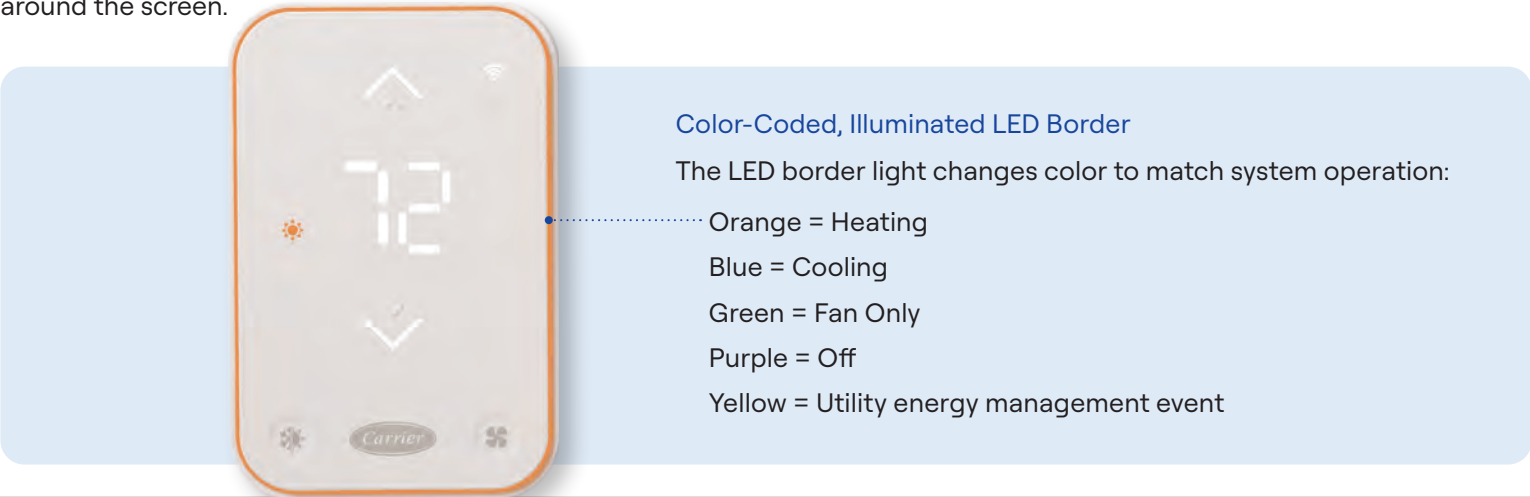
Allowing IntelliSense data from itself and the 27VPA9 variable-speed heat pump to be accessed on the Connected Portal and Service Tech app.

The image below depicts each icon's placement during system operation.



VISUAL CUE AT STARTUP

Confirm system startup with just a glance – heating, cooling and fan operation are signaled by an illuminated LED border around the screen.



Getting Started

Installation Made Easy

The Carrier Smart Thermostat featuring IntelliSense is a 24VAC control designed to make installation and commissioning fast and easy. Right out of the box, you'll find most of what you need for installation:

- 1 Thermostat and Hang Tag
- 2 Anchors and screws
- 3 Warranty card
- 4 Installation instructions
- 5 Optional wall plate



Optional Accessories:

IntelliSense-Capable C-Wire Adapter:
P/N TSTATXXZAW-01

Oversized Wall Plate:
P/N TSTATXXZOW-01

POWER REQUIREMENTS

The Smart Thermostat requires 24VAC connections to the Rh/Rc terminals and the C-terminal for proper operation. It will not operate without these connections. A pre-installed **shunt jumper** connects the Rh and Rc terminals, but can be removed for applications using two 24VAC transformers.



STAGGERED, TOOL-FREE CONNECTIONS

Details matter, and Carrier knows that modest design tweaks can go a long way towards making a technician's day a little better. The Smart Thermostat's staggered, tool-free wiring terminals speed up the process so you can more quickly move on to setup and startup.



Carrier Smart Thermostat Featuring IntelliSense Benefits

Homeowner Benefits

VARIABLE-SPEED COMFORT AND EFFICIENCY

- To unlock more precise variable-speed operation (ComfortAdjust), pair the new Carrier Smart Thermostat with the Performance 27VPA9 variable-speed heat pump, both featuring IntelliSense.
- This combination helps deliver potential money-saving energy efficiency and more consistent temperatures in the home.

OVER-THE-AIR EQUIPMENT UPDATES

- The Carrier Smart Thermostat featuring IntelliSense is capable of updating itself and the Performance 27VPA9 variable-speed heat pump.
- When a new firmware version is made available, it's simply pushed out to the homeowner's thermostat.

CONNECTED CONVENIENCE WITH INTELISENSE

- The Carrier SmartHome app with guided setup makes a fast and easy connection to the thermostat. Using the app, homeowners can set personalized, daily or weekly comfort schedules, and adjust temperatures from anywhere.
- Granting permissions to data sharing allows a dealer to connect to their customer's system and gives them added peace of mind from servicing done smarter with IntelliSense.

INTUITIVE DISPLAY

- A simple touch clearly displays current system settings, such as temperature set point.
- Color-coded perimeter lighting around the screen shows at-a-glance whether the system is in heating, cooling, or fan only mode.

SMART HOME READY

- The new Carrier Smart Thermostat works seamlessly with most third-party smart home systems. Homeowners will simply scan the Smart Home QR code on the back of the smart thermostat to connect when instructed to do so in the Carrier SmartHome app.

INDOOR AIR QUALITY ACCESSORY SUPPORT

- Creating your ideal home environment is more than just controlling the temperature. It's also managing humidity and ventilation, which can dramatically impact your comfort. The new Carrier Smart Thermostat will power a dehumidifier, a humidifier or a ventilator.

Carrier Smart Thermostat Featuring IntelliSense Benefits

Dealer Benefits

COMPLETING THE SYSTEM SALE

- The Carrier Smart Thermostat featuring IntelliSense gives you another tool in your belt for selling complete, Carrier-branded systems. It takes mid-tier comfort and makes it feel like an up-to-date, premium product supporting 21 adaptable stages of operation when paired with the Performance 27VPA9 variable-speed heat pump.
- Modern homeowners expect smart, comfortable home environments, and Carrier delivers with the Smart Thermostat featuring IntelliSense.

OVER-THE-AIR EQUIPMENT UPDATES

- When paired with the Performance 27VPA9 variable-speed heat pump, the thermostat has the ability to send over-the-air equipment updates.
- Keeping the homeowner's system software up-to-date helps ensure top performance.

SERVICING DONE SMARTER

- The Carrier Smart Thermostat featuring IntelliSense helps facilitate servicing done smarter.
- With your customer's permission, you can view critical data from their thermostat, the IntelliSense-enabled indoor unit, and the IntelliSense-enabled outdoor unit to provide faster troubleshooting and more efficient service calls.

FLEXIBLE SETUP AND COMMISSIONING

- The Carrier Service Tech app can be used for full-system setup, including HVAC configuration, advanced settings and thermostat testing via Bluetooth®.
- Declare your dealership as the servicing dealer to continue monitoring the system post-install through Carrier's digital tools.
- Basic setup and commissioning using factory settings can be done at the thermostat itself.

PATENT-PENDING INSTALLATION DESIGN

- Tool-free wire connections, staggered terminal blocks and patent-pending magnet with push POGO Pin design make installation fast and easy.
- Once the backplate is mounted and wired, snap the new Carrier Smart Thermostat into place. For servicing, it snaps off just as easily.

IAQ ACCESSORY OUTPUT AND CONNECTIONS

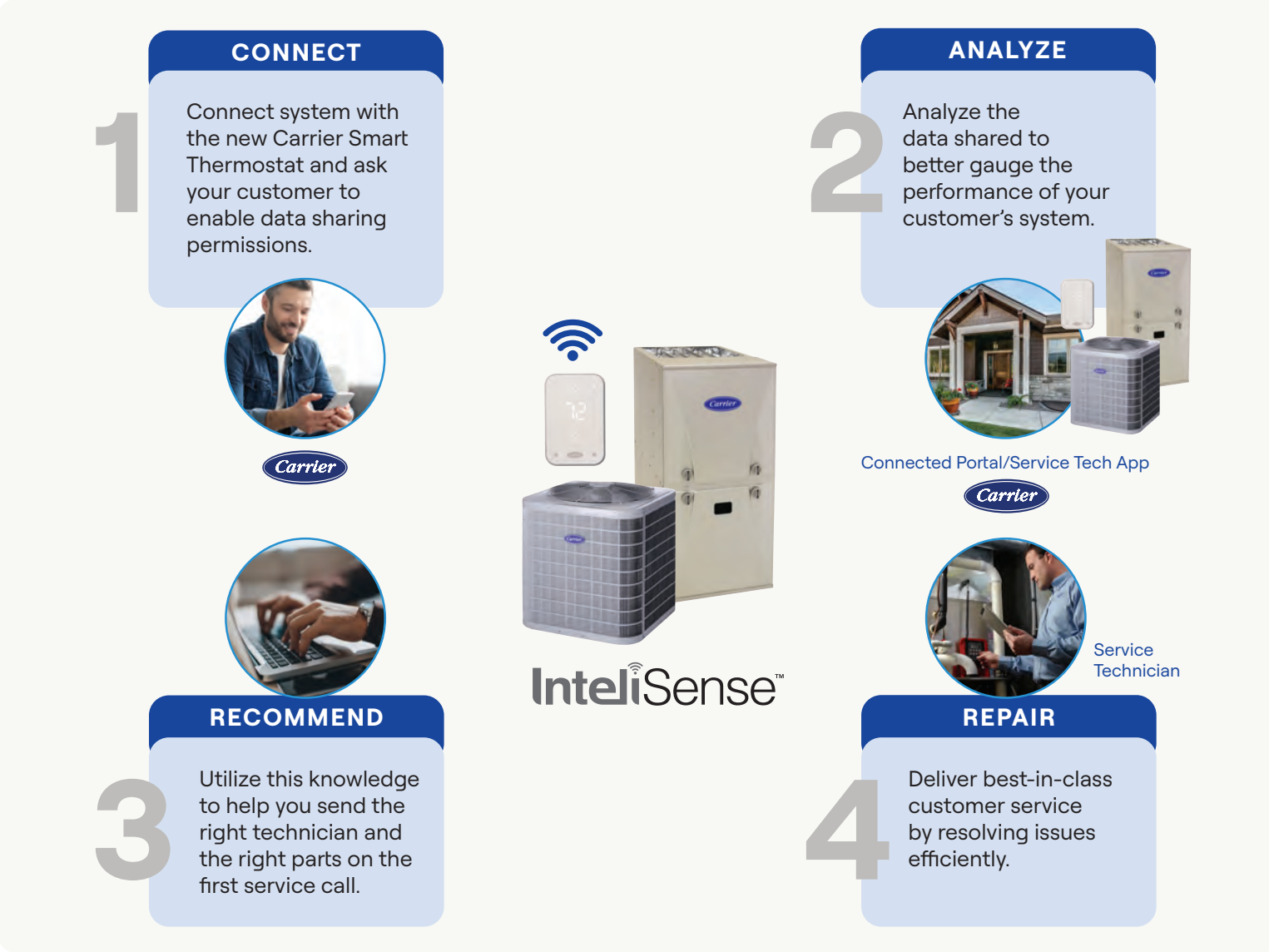
- The new Carrier Smart Thermostat is equipped with a dry contact output to support the addition and management of a humidifier, a dehumidifier or ventilator. The dry contact output must be properly configured to manage these IAQ accessories.



InteliSense and Carrier Digital Tools

InteliSense – The Smarter Way to Service

We are excited to add the Performance 27VPA9 variable-speed heat pump and the Carrier Smart Thermostat, both featuring InteliSense, to our growing family of connected products. We first introduced InteliSense in our Performance two-stage heat pumps in 2023 and single-stage heat pumps in 2024. This allowed us to build on our master strategy of improving the connection between you and your customers using equipment data and comfort settings. This strategy includes four main pillars:



DATA COLLECTION OVERVIEW

We have added new sensors to the Performance 27VPA9 variable-speed heat pump and will collect new readings from the unit as well. The chart to the right shows the differences between our Performance Series heat pump sensor data that can be collected by model. Assessing this data before a service call will allow you to arrive at your customer's home ready to fix their issue with the correct part and the right technician.

Sensors and Readings	Performance Series Heat Pumps		
	27VPA9	27TPA8	27SPA6
Liquid Line Pressure	✓	✓	✓
Liquid Line Temp	✓	✓	✓
Suction Line Pressure	✓	✓	✓
Suction Line Temp	✓	✓	✓
Outdoor Air Temp	✓	✓	✓
Outdoor Coil Temp	✓		
Compressor Discharge Line Temp	✓		
Compressor Discharge Line Pressure	✓		
Compressor RPM	✓		
Outdoor Fan RPM	✓		
EXV Position	✓		
Line Voltage	✓		

Enhanced and Expanded Digital Tools

The Performance 27VPA9 variable-speed heat pump and the Carrier Smart Thermostat, both featuring IntelliSense, make a great combination. But the keys to unlocking the full power of IntelliSense lie with our enhanced and expanded digital tools – the Carrier Connected Portal and the Service Tech app.

THE CONNECTED PORTAL

The Carrier Connected Portal provides a direct link between your smartphone, tablet or computer and the homeowner's HVAC system. Remote access to your customer's system gives you three major advantages, including:

Know Before You Go

Access the information you need so you can send the right technician... with the right parts... to get the job done right the first time... to reduce callbacks and increase profitability.

Best-in-Class Customer Service

Real-time, remote troubleshooting helps you provide best-in-class customer service and, ultimately, gain homeowner loyalty.

Real Business Outcomes

Take your business to the next level with actionable insights and revenue-generating service leads.

With the Connected Portal, the Performance 27VPA9 variable-speed heat pump and Carrier Smart Thermostat, both with IntelliSense, you can perform remote service diagnostics with a real-time view of key operating parameters. You will also be able to quickly view system alerts, homeowner account information, dashboards and opportunity reports as well as complete equipment profiles.

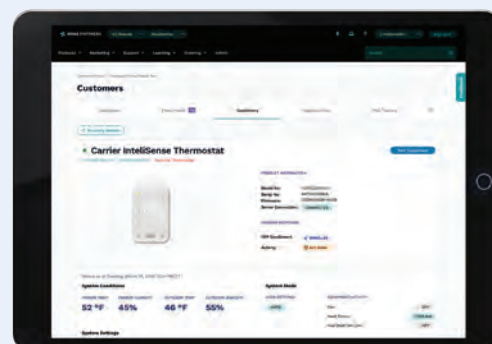
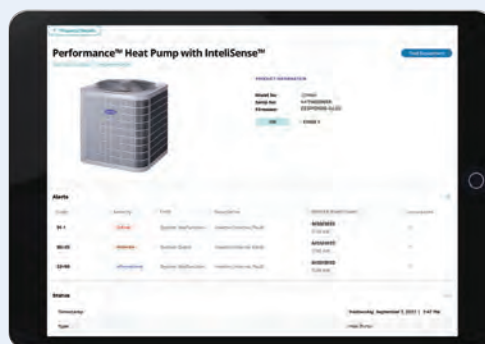
KEY FEATURES

Two of the key features collected from the Performance 27VPA9 variable-speed heat pump are as follows:

- Operating performance and fault codes history
- Perform remote service diagnostics with a real-time view of sensor data and readings (see chart on page 20)

Some of the key features and data you can collect from the IntelliSense-enabled Carrier Smart Thermostat are as follows:

- View and update thermostat settings with edit config feature
- Indoor temperature and indoor relative humidity
- Outdoor temperature
- Real-time equipment diagnostic testing
- Cool to and heat to system settings
- Equipment activity
- View mode of operation, serial number, firmware version and server connection



SERVICE TECH APP

The Carrier Service Tech app puts a powerful tool in the palm of your hand, on a smartphone, or tablet. It evens the playing field for less experienced technicians while giving all techs the ability to more quickly assess and troubleshoot HVAC systems, both on-site and remotely. The Service Tech app is poised to:

Transform the Industry

The Service Tech app provides the next generation of service technicians with the digital tools and resources that can be truly transformative to the HVAC service industry.

Make Installation and Service Easier

It leverages connectivity and best-in-class digital tools to make our products easier to install and service than ever before.

NEW Smarter Field Operations with AI

Carrier's new AI-powered assistant equips service technicians with the tools they need to radically improve installation and service quality.

Connect to Commission with the Service Tech App

Service technicians can view all the same information that is available on the Connected Portal from the Service Tech app. In addition, they can view and update thermostat settings and enter into test mode making it easier than ever to identify the source of equipment failures. Lastly, they will use the Service Tech app for system setup.

FULL SYSTEM SETUP WITH THE SERVICE TECH APP

Installing dealers will use the Service Tech app for system setup, including HVAC configuration, advanced settings and thermostat testing.

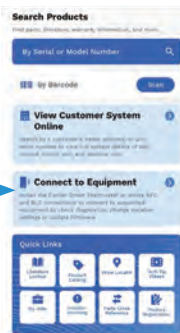
MAKE THE CONNECTION

- 1 If you haven't done so already, download the Service Tech app from the App Store or Google Play.



- 2 Open the app and either log in with your HVACpartners credentials or continue as guest.

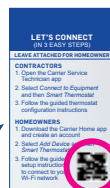
- 3 Select **Connect to Equipment** on the screen.



- 4 Select **Smart Thermostat** from the list of available equipment.



- 5 Locate the QR code (on the front of your installation guide, on the hang tag, or on the back of the thermostat).



- 6 Scan the QR code and follow the instructions to connect to the thermostat and complete the setup process.



EXPERT TIP: Stand within two feet of the thermostat when scanning the QR code and it should automatically connect. If you have trouble connecting the thermostat with the mobile on-boarding QR code, simply tap the **I can't find my QR code** link to continue pairing.

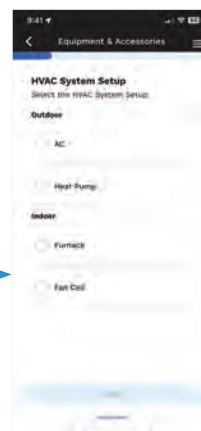
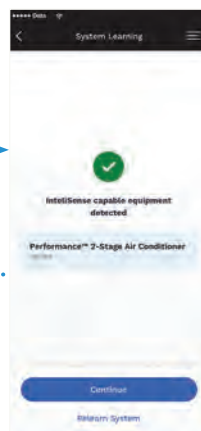
Setup in Four Main Steps

Once you are connected through the Service Tech app, you can complete the system setup in four easy steps by following the instructions in the app.

1 SYSTEM CONFIGURATION

If IntelliSense equipment has been detected (learned by the thermostat), system configuration will automatically populate.

For non-IntelliSense systems, select the indoor and/or outdoor equipment installed, choose single- or two-stage operation, auxiliary heat source, set up IAQ accessories, and confirm that wiring is correct.

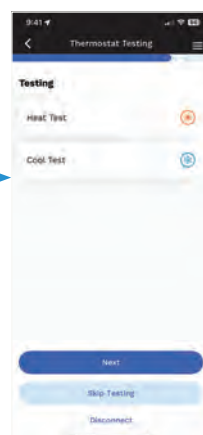


2 CUSTOMIZE SYSTEM SETTINGS

Accept the factory default settings, or customize system settings to optimize airflow, heating/cooling stages, overcool setpoints, lockout, deadband, and more. Available settings will populate based upon the installed HVAC equipment.

3 OPTIONAL TESTING

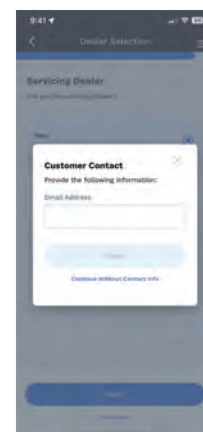
Once settings are finalized, the app can conveniently guide you through your heating, auxiliary heat and cooling tests. You will still have to check supply vent temperatures to confirm proper operation. Troubleshooting help is available through the app if needed.



4 SERVICING DEALER INFORMATION & THE CARRIER SMARTHOME APP



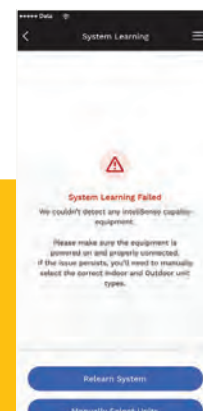
Take advantage of the digital capabilities by associating yourself with the Smart Thermostat. At that point, you will want to guide the homeowner on how to grant permissions to data sharing via the Carrier SmartHome app, which will allow you to access system operation data through the Connected Portal and Service Tech app.



By completing the system setup through the Service Tech app, you can ensure optimum system operation for improved customer comfort and satisfaction.

THE INTELISENSE EQUIPMENT LEARNING PROCESS

If IntelliSense equipment is present, follow the instructions in the Service Tech app for learning the equipment so the IntelliSense data can be viewed on the digital tools. If installed IntelliSense equipment is not found and not displayed on the Service Tech app during the Bluetooth provisioning flow, press the "Relearn System" button. **NOTE:** If a "Relearn System" is required after the initial installation, a factory reset (FR) will need to be performed.





Additional Information

Key Messaging - Consumer

PREMIUM COMFORT AT A LESS-THAN PREMIUM PRICE POINT

- For premium comfort at a less-than premium price point, the Performance 27VPA9 heat pump can deliver true industry-defined variable-speed performance resulting in energy-efficient comfort with any compatible 24V thermostat that controls a two-stage heat pump.
 - To unlock more precise variable-speed operation (ComfortAdjust), pair the Performance 27VPA9 heat pump with our new IntelliSense-enabled Carrier Smart Thermostat (model TSTATCCIEWF-01). It is a winning combination that helps deliver potential money-saving energy efficiency, quieter operation, and more consistent temperatures in the home.
 - Controlling the humidity in your home can improve your comfort dramatically. Pair the Performance 27VPA9 variable-speed heat pump with our new IntelliSense-enabled Carrier Smart Thermostat (model TSTATCCIEWF-01) to deliver exceptional home comfort. The system will automatically adjust itself depending on the humidity level inside the home without lowering your temperature setpoint.
- With low-ambient heating capability down to -10° F, the Performance Series variable-speed heat pump delivers warm indoor comfort even during the cold days of winter. That's because the system adjusts its capacity based on changing indoor and outdoor conditions. The result is significantly higher heating output, compared to single- and two-stage systems, even in the cold climates.
- The Performance Series variable-speed heat pump's Advanced Defrost feature uses the latest heat pump sensor technology to only run when needed and to stop defrost as soon as the coil is free of frost. The result is warmer indoor air delivery for longer periods of time and potentially eliminating "cold blow."
- Carrier's Performance 27VPA9 variable-speed heat pump features Puron Advance. With Puron Advance, Carrier proudly continues our century plus commitment to environmental stewardship. It's a refrigerant that helps deliver a 75% reduction in GWP (global warming potential) compared to R-410A while maintaining original Puron's non-ozone depleting properties.

ENJOY RELAXING, QUIET COMFORT

- **Quiet Performance:** The Performance Series variable-speed heat pump operates at a lower capacity most of the time to deliver quiet, consistent comfort with sound levels as low as 57 dBA. It shouldn't intrude on a peaceful night's sleep or drown out conversations in your outdoor living space.
- **Ideal Install:** Extra-long, 250 ft lineset length provides the flexibility for strategic placement of the Performance Series variable-speed heat pump. Now you can have it installed where it works for you – out of sight, out of mind, and out of earshot – instead of simply placing it where the old unit was.

SAVE MONEY WITH HIGH EFFICIENCY AND POTENTIAL REBATES

- **Efficiency:** The Performance Series variable-speed heat pump matches heating and cooling output to meet changing conditions for high-efficiency indoor comfort – up to 19.0 SEER2 cooling, up to 14.0 EER2 cooling, and up to 10.0 HSPF2 heating.
- **Energy Savings:** With its high energy efficiency ratings, the Performance Series variable-speed heat pump can potentially cut costs on your monthly energy bill and allow you to take advantage of local and federal rebates, where available. To learn more visit <https://www.carrier.com/us/en/residential/homeowner-resources/rebates/>.

ENHANCED PEACE OF MIND – SERVICING DONE SMARTER

- **Service:** With data permissions granted, our patent-pending IntelliSense allows your Carrier dealer to remotely monitor and better maintain your system. It's servicing done smarter so you can enjoy improved home comfort, a more efficient system, potential energy cost savings, and less downtime due to unexpected repairs.
- **Quality:** Carrier maintains one of the toughest reliability testing standards in the industry. The Performance Series variable-speed heat pump is tested to failure which allows us to gain insights on ways to improve product quality before finalizing our designs.
- **System Updates:** When paired with our new IntelliSense-enabled Carrier Smart Thermostat (model TSTATCCIEWF-01), the Performance Series variable-speed heat pump can receive over-the-air software updates. Keeping your system software up-to-date helps ensure top performance and may potentially minimize service calls.
- **Warranty:** The Performance Series variable-speed heat pump comes with a limited warranty you can appreciate, including a 10-year parts warranty, upon timely registration. See the warranty certificate for complete details.

Key Messaging - Dealer

A WINNING COMBINATION – VARIABLE-SPEED OPERATION AT A MID-TIER PRICE POINT

- For premium homeowner comfort at a less-than premium price point, the Performance 27VPA9 heat pump can deliver true industry-defined variable-speed performance resulting in energy-efficient comfort with any compatible 24V thermostat that controls a two-stage heat pump.
 - > To unlock more precise, adaptable stages, pair the Performance 27VPA9 heat pump with our new IntelliSense-enabled Carrier Smart Thermostat (model TSTATCCIEWF-01). It is a winning combination that helps deliver to homeowners potential money-saving energy-efficiency, quieter operation and more consistent indoor temperatures.
- The Performance Series variable-speed heat pump with IntelliSense can deliver 21 adaptable stages of variable-speed performance at a mid-tier price point when paired with our new IntelliSense-enabled Carrier Smart Thermostat (model TSTATCCIEWF-01). It's a product you can win sales with, offering premium comfort at a less-than premium price point.
- The Performance Series variable-speed heat pump's Advanced Defrost feature uses the latest heat pump sensor technology to only run when needed and to stop defrost as soon as the coil is free of frost. The result is warmer indoor air delivery for longer periods of time and potentially eliminating "cold blow."
- Carrier's Performance 27VPA9 variable-speed heat pump features Puron Advance refrigerant. It's a refrigerant that helps deliver a 75% reduction in global warming potential compared to R-410A while maintaining original Puron's non-ozone depleting properties. To meet new UL requirements and support our commitment to safety, pair the Performance 27VPA9 heat pump with Puron Advance with a Carrier indoor unit that includes a factory-installed leak dissipation system.

NUMBERS YOUR HOMEOWNERS WILL APPRECIATE:

- **Efficiency:** Variable-speed operation helps the Performance 27VPA9 heat pump match comfort output to changing conditions and deliver highly efficient indoor comfort – up to 19.0 SEER2 cooling, up to 14.0 EER2 cooling, and up to 10.0 HSPF2 heating. The 27VPA9 heat pump also provides up to 2.3 COP at 5° F resulting in more budget-friendly heating efficiency.
- **Quiet Operation:** The Performance Series variable-speed heat pump delivers quiet, consistent comfort sound levels as low as 57 dBA. It shouldn't intrude on your homeowner's peaceful night's sleep or drown out conversations in their outdoor living space.
- **Heating Comfort:** With low ambient heating capability down to -10° F, the Performance Series variable-speed heat pump delivers warm indoor comfort even during the cold days of winter. That's because the system adjusts its capacity based on changing indoor and outdoor conditions. The result is significantly higher heating output, compared to single and two-stage systems, even in the cold climates.
- **Controls Verification Procedure (CVP):** The Performance 27VPA9 heat pump passes the DOE's Controls Verification Procedure which proves its variable-speed operation with any 24V 2H/2C thermostat. Visit <https://www.federalregister.gov/documents/2025/05/29/2025-09591/energy-conservation-program-test-procedure-for-central-air-conditioners-and-heat-pumps> to learn more.
- **Warranty:** The Performance Series variable-speed heat pump comes with warranty protection your homeowners can appreciate, including a 10-year parts warranty upon timely registration.

A SMARTER WAY TO SERVICE:

- Unlock the benefits of Carrier's patent-pending IntelliSense by pairing the Performance Series variable-speed heat pump with the IntelliSense-enabled Carrier Smart Thermostat. It's a winning combination that enables a smarter, faster, and more efficient service experience for your homeowners.
- With your homeowner's opt-in permission to both remote system diagnostics and remote thermostat access, IntelliSense provides the data you need to troubleshoot, diagnose, and possibly correct an issue without even stepping foot inside their home.
- IntelliSense provides game-changing customer service. When combined with our best-in-class digital tools, it can help you improve business efficiency and create stronger customer relationships.
 - > **Connected Portal:** Improved user experience and fault code history mean accurate trouble-shooting so you can have the right parts on the truck before you go to the site.
 - > **Service Tech app:** Improved functionality and performance: expanded fault code history, access to technical specs, replacement parts, on-site equipment connectivity and more.
 - > **More than 125 diagnostic codes:** These codes make system assessments faster and more efficient to help save time and money on service calls. Using the Service Tech app, your service technicians can quickly zero in on the exact service required.
- The Performance Series variable-speed heat pump has the ability to have its firmware updated via a USB stick directly on the control board.
 - > When paired with our new IntelliSense-enabled Carrier Smart Thermostat (model TSTATCCIEWF-01), the Performance Series variable-speed heat pump can receive over-the-air software updates. Keeping your homeowner's system software up-to-date helps ensure top performance and may potentially minimize on-site service calls.
- The Performance Series variable-speed heat pump utilizes one control board for IntelliSense, Defrost, and Variable-Frequency Drive (VFD) instead of three separate boards to provide dealers with easier troubleshooting and less parts that need to be stocked.

Selling Tips: Win the Sale with the Winning Combination

FOCUS YOUR PITCH

For well over a century, homeowners have turned to Carrier for innovative indoor comfort. Many of these same individuals also enjoy a great value. Put those two together and you have a winning combination. That's why we are so excited about a winning combination of our own – the Performance Series 27VPA9 variable-speed heat pump and our new Carrier Smart Thermostat (model TSTATCCIEWF-01), both with IntelliSense. This dynamic duo takes a five adaptable-stage heat pump and turns it into a 21 adaptable-stage, variable-speed comfort machine. It's a product pairing you can win sales with, offering premium comfort at a less-than premium price point.

Of course, whenever you are selling a new system, be sure to assess your potential customer's "hot buttons" and focus your pitch on the advantages of the winning combination.

CARRIER SMART THERMOSTAT FEATURING INTELISENSE



- A world-class comfort experience with the easy to setup and use, aesthetically pleasing Carrier Smart Thermostat with IntelliSense.
- The convenience of wireless connectivity and remote access through the Carrier SmartHome app.
- Compatibility with most third-party smart home systems.
- Dealer-installed for the peace of mind that comes with proper installation and setup as well as maximum performance and operation.
- With data permissions granted, our patent-pending IntelliSense keeps you connected, and your homeowners covered. It's servicing done smarter, allowing you to remotely monitor, maintain and troubleshoot the system through the Connected Portal.
- Five-year connected limited warranty when the thermostat is connected to Wi-Fi, customer agrees to terms and conditions with data sharing and registered within 90 days of installation.[†]

[†] The Carrier Smart Thermostat featuring IntelliSense (model TSTATCCIEWF-01) is covered by a two-year parts limited warranty. The warranty period is extended to five years when the thermostat is registered within 90 days of installation, connected to Wi-Fi, and homeowner grants permission to data sharing except in jurisdictions where warranty benefits cannot be conditioned upon registration.

PERFORMANCE 27VPA9 VARIABLE-SPEED HEAT PUMP FEATURING INTELISENSE



- The Performance 27VPA9 variable-speed heat pump matches heating and cooling output to meet changing conditions with 21 adaptable stages when paired with the new Carrier Smart Thermostat with IntelliSense. We call it ComfortAdjust, and it helps deliver high-efficiency indoor comfort – up to 19.0 SEER2 cooling, up to 14.0 EER2 cooling, and up to 10.0 HSPF2 heating.
- With the winning combination, homeowners have the potential to enjoy monthly energy bill savings and the potential to earn efficiency-based rebates, where available.
- Inverter-controlled variable compressor operation allows the system to operate at lower capacity and lower sound levels most of the time – as low as 57 dBA – for peace and quiet.
- Under certain operating conditions, select Performance 27VPA9 heat pump models deliver enhanced comfort with outstanding summertime dehumidification. Operating at capacities down to 25%, they provide effective moisture control without overcooling.
- Homeowners interested in environmental stewardship will appreciate that not only does the 27VPA9 heat pump save energy, it does so with a reduction in global warming potential thanks to our Puron Advance refrigerant.
- When paired with our IntelliSense-enabled Carrier Smart Thermostat, the 27VPA variable-speed heat pump can receive over-the-air system software updates. Keeping system software up to date can help reduce service calls while ensuring top system performance.

Selling Tips: Continued

HERE'S THE APPROACH

The winning combination gives you an enticing option to offer budget-minded homeowners with deluxe comfort aspirations. It's a brilliant addition to our best, better, good strategy for selling complete Carrier indoor comfort systems. As such, your selling approach will largely remain the same, with subtle changes based on your assessment of each individual homeowner. Build your focused pitch with these familiar tips to bring in the sale:

- Every homeowner and every home are unique – so take time upfront to learn about their home, their heating and cooling issues, and their specific home comfort needs
- Ask about hot and cold spots, humidity issues, allergies/asthma issues, dust and pet dander issues, zoning needs, etc.
- Connect these home issues and comfort needs to the Carrier equipment you are recommending in your proposal – point out how the features of the products can improve their overall comfort and air quality and can help solve their heating and cooling issues
- Be prepared to offer financing
- Demonstrate your company's advantages, your commitment to your community, your years in business and the importance you put on overall customer satisfaction
- Educate your customers about the Carrier difference – Carrier is the inventor of modern air conditioning and a world leader in high-technology heating and cooling solutions

LOOKING AHEAD

We are planning for another exceptional year with our network of outstanding dealers. And with the winning combination of the Performance 27VPA9 variable-speed heat pump and new Carrier Smart Thermostat, both featuring IntelliSense, you'll have a real difference-maker in your arsenal for selling complete, Carrier-branded indoor comfort systems. Your expertise in sales and service, the renowned reliability and performance of Carrier products, and the universal consumer appeal of affordability should combine to produce a successful launch and continuing success.



Frequently Asked Questions

PERFORMANCE 27VPA9 VARIABLE-SPEED HEAT PUMP

- 1** Does the Performance 27VPA9 variable-speed heat pump require the new IntelliSense-enabled Carrier Smart Thermostat to operate?

The Performance 27VPA9 variable-speed heat pump works with any 24V thermostat that can operate a two-stage heat pump. However, to truly take advantage of its variable-speed nature, pair it with the new IntelliSense-enabled Carrier Smart Thermostat. While competitive thermostats allow for variable-speed operation, they are limited to five adaptable stages. When paired with the new IntelliSense-enabled Carrier Smart Thermostat, the Performance 27VPA9 heat pump is capable of 21 adaptable stages to meet building capacity and comfort with much greater precision. It also gives you the ability to remotely view system health using the Connected Portal or the Service Tech app when data sharing permissions are granted by the homeowner.
- 2** Will the Performance 27VPA9 variable-speed heat pump be less expensive than other Carrier variable-speed heat pumps?

The Performance 27VPA9 variable-speed heat pump was developed to deliver premium comfort at a less than premium price point and is launching with a cost comparable to Carrier's current Performance two-stage heat pump. Meaning, the Performance variable-speed heat pump will be priced lower than a Carrier Infinity System heat pump.
- 3** Does the Performance 27VPA9 variable-speed heat pump replace other heat pumps offered?

The Performance 27VPA9 variable-speed heat pump will be a new addition to Carrier's existing mid-tier heat pump lineup. While Carrier is always evaluating product offerings to ensure we provide a concise lineup with solutions for any application, the Performance 27VPA9 variable-speed heat pump will not replace any current heat pump model at launch.
- 4** How does the Performance 27VPA9 variable-speed heat pump help the homeowner save money?

The Performance 27VPA9 variable-speed heat pump can potentially help reduce homeowner operating costs in multiple ways. First, by providing up to 19.0 SEER2 / 14.0 EER2 / 10.0 HPSF2, the homeowner will see better efficiencies than with single- or two-stage equipment in both cooling and heating.* Additionally, variable-speed operation allows for a higher heating capacity in colder environments. The Performance 27VPA9 variable-speed heat pump can run comfortably at longer periods of time in the winter months, reducing the reliance on electric strip heating.
- 5** How does the Performance 27VPA9 variable-speed heat pump benefit technicians?

The Performance 27VPA9 variable-speed heat pump simplifies servicing for field technicians. Thanks to various sensors and the addition of IntelliSense, the heat pump can collect data for diagnosing and troubleshooting via the Connected Portal and Service Tech app. Additionally, the heat pump uses a single board for Defrost, IntelliSense, and VFD, reducing the number of unique service parts. Its design ensures straightforward piping and wiring and helps eliminate guesswork.
- 6** Does the Performance 27VPA9 variable-speed heat pump include Advanced Defrost?

Yes. Advanced Defrost monitors the outdoor coil temperature to detect frost build-up on the coil. As long as the coil remains frost-free, heating cycles will continue normally. When frost is detected, the Advanced Defrost cycle is triggered to start. The compressor will run at defrost speed until the frost melts. If frost remains on the coil as the defrost cycle approaches the time limit, the system kicks into "turbo mode." Turbo mode increases the compressor speed to fully defrost the coil within the cycle time. The defrost cycle ends when the coil temperature indicates that the frost has melted. After allowing time for the coil to drain, normal heating operation will resume.
- 7** Is the warranty for the Performance 27VPA9 variable-speed heat pump the same as Performance two-stage and single-stage heat pumps?

Yes. The warranty period for the Performance 27VPA9 variable-speed heat pump is the same as current mid-tier models. Warranty coverage includes a 10-year parts limited warranty with registration except where restricted by jurisdiction. Homeowners may also elect a five-year parts, plus a three-year labor limited warranty as part of Carrier's Consumer Choice program. See warranty certificate for complete details.
- 8** Will the Performance 27VPA9 variable-speed heat pump qualify for financing and local rebate programs?

Yes, it qualifies for FAD Advantage Financing and Cool Cash.

CARRIER SMART THERMOSTAT FEATURING INTELISENSE

- 9** What app does the new Carrier Smart Thermostat featuring IntelliSense use?
- For the homeowner, the new IntelliSense-enabled Carrier Smart Thermostat can be controlled using the existing Carrier SmartHome app. This app is the only way the homeowner can use a mobile device to onboard their thermostat to Wi-Fi, take advantage of the programmable scheduling capabilities, and receive alerts from the thermostat.
- For dealers, full-system commissioning, advanced configuration, and testing are achieved using the Service Tech app. System commissioning must occur before the homeowner can use the Carrier SmartHome app to connect to Wi-Fi.
- 10** What if my customer doesn't want to use the SmartHome app?
- The Smart Thermostat will operate like a basic, simple thermostat. Your customers will be able to set and change the temperature, select heat, cool or auto mode and set fan operation directly with the thermostat at the wall.
- 11** Will IAQ accessories be compatible with the new Smart Thermostat?
- Yes. The new Smart Thermostat can be used to power a humidifier, a dehumidifier or ventilator.
- 12** Does the new Smart Thermostat support conventional two-stage heating and cooling?
- Yes. The new Carrier Smart Thermostat featuring IntelliSense will support any conventional 2H/2C heating and cooling system as well as any conventional 3H/2C heat pump and auxiliary heat system.
- 13** What is the easiest way to add the Carrier Smart Thermostat featuring IntelliSense to the Carrier Connected Portal?
- Installing technicians can claim their dealership as the "servicing dealer" during installation through the Carrier Service Tech app. If they're already logged in then they simply select "Yes, I am the servicing dealer" during the last step of installation. This will link the thermostat to their dealership. If they are installing as a guest, they will be prompted to login when they select "Yes, I am the servicing dealer." This will add the thermostat to their dealership for viewing in the Connected Portal once the homeowner has completed onboarding. *Please Note: To claim your dealership as the servicing dealer, use your HVACpartners.com credentials when prompted to login to the Carrier Service Tech app.*
- 14** Once a Carrier Smart Thermostat featuring IntelliSense is linked to the Carrier Connected Portal, can I see my homeowner's system data?
- Once the homeowner grants permissions for data sharing, system information will appear on the Connected Portal.
- 15** How many wires do I need to install the Carrier Smart Thermostat featuring IntelliSense?
- The number of wires required will vary based upon the type of heating/cooling system and additional factors such as the number of heating/cooling stages. For example, a heat only or cool only system may only require four wires, while a two-stage heat pump with an auxiliary heat source would require seven wires. The most common need for additional wiring when installing the Carrier Smart Thermostat featuring IntelliSense comes from the lack of a C-wire. A C-wire is required to install the Carrier Smart Thermostat featuring IntelliSense. Carrier's new C-wire adapter, TSTATXXZAW-01, works with IntelliSense systems and will give you the flexibility to "create" an additional wire.

TECHNOLOGY

- 16** What is IntelliSense?
- IntelliSense is servicing done smarter. It expands on Carrier's mission of improving the connection between you and your customers through the utilization of select Performance Series equipment data and comfort settings. It begins by adding sensors to the equipment to collect system data. The data is sent from the equipment to the IntelliSense-enabled Carrier Smart Thermostat, and then to the Cloud. Once in the Cloud, it is made available to dealers via the Connected Portal and Service Tech app for remote troubleshooting and system analysis.
- 17** Will the new Carrier Smart Thermostat featuring IntelliSense work with Comfort Series products or competitive products?
- Yes. The new Smart Thermostat will work as a standard 24V thermostat when attached to non-IntelliSense-enabled equipment. However, system data collection is not possible with non-IntelliSense or competitor equipment.
- 18** If a sensor fails will the equipment still run properly?
- Yes. The equipment will still run properly if a sensor fails. A fault code will be sent if a faulty sensor is detected.
- 19** Are zoning applications possible with IntelliSense-enabled equipment?
- No. Zoning is not supported by the IntelliSense system. Data will not appear in the Connected Portal or Service Tech app for systems that have zoning.

TRAINING AND PRODUCT INFORMATION

- 20** Are you developing training for these products?
- Yes. There will be online coursework offered as well as classroom materials created for distributor use. Check MLCtraining.com for the latest offerings.
- 21** Where can I find support materials for the Performance 27VPA9 variable-speed heat pump and the IntelliSense-enabled Carrier Smart Thermostat?
- HVACpartners.com* will have a product spec sheet, sales presentation, videos, and a consumer brochure, in addition to all the materials found in this launch kit. *Carrier.com* includes basic product data and features for all Carrier branded products.
- 22** How can I continue to receive product information and updates for the Performance 27VPA9 variable-speed heat pump and the new IntelliSense-enabled Carrier Smart Thermostat in the future?
- To stay up to date on all Carrier products and programs, be sure to "opt-in" for receiving email communication on your *HVACpartners.com* account. Carrier sends bi-monthly email communications to help keep you up to date on product improvements, enhancements, and new product launches as well as information about programs and upcoming events.

Where to Go for More Information



HVAC PARTNERS

LAUNCH MATERIALS

Visit HVACpartners.com for access to the Performance Series variable-speed heat pump and Carrier Smart Thermostat featuring IntelliSense launch page where you will find a link to order more of these kits as well as links to additional marketing support materials.



Go to: *HVACpartners > Marketing > Sales Tools > Marketing Launch Support > A Winning Combination*

CONTENT INCLUDES:

- Launch Kit PDF
- Brochures
- Videos



TRAINING

Visit MLCtraining.com and search for the Performance 27VPA9 variable-speed heat pump and Carrier Smart Thermostat featuring IntelliSense, model TSTATCCIEWF-01, in the Online course catalog and video section to access available training.

Notes

Notes



Turn to the experts

[carrier.com](https://www.carrier.com) 1-800-CARRIER

©2026 Carrier. All Rights Reserved.

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

Third-party trademarks and logos are the property of their respective owners.

01-825-124-01