



#MDMFullSteamAhead



INTELISENSE & CONNECTED DEALER PORTAL

MIKE HERRINGTON BRYANT SALES MANAGER

FEBUARY 29th 2024





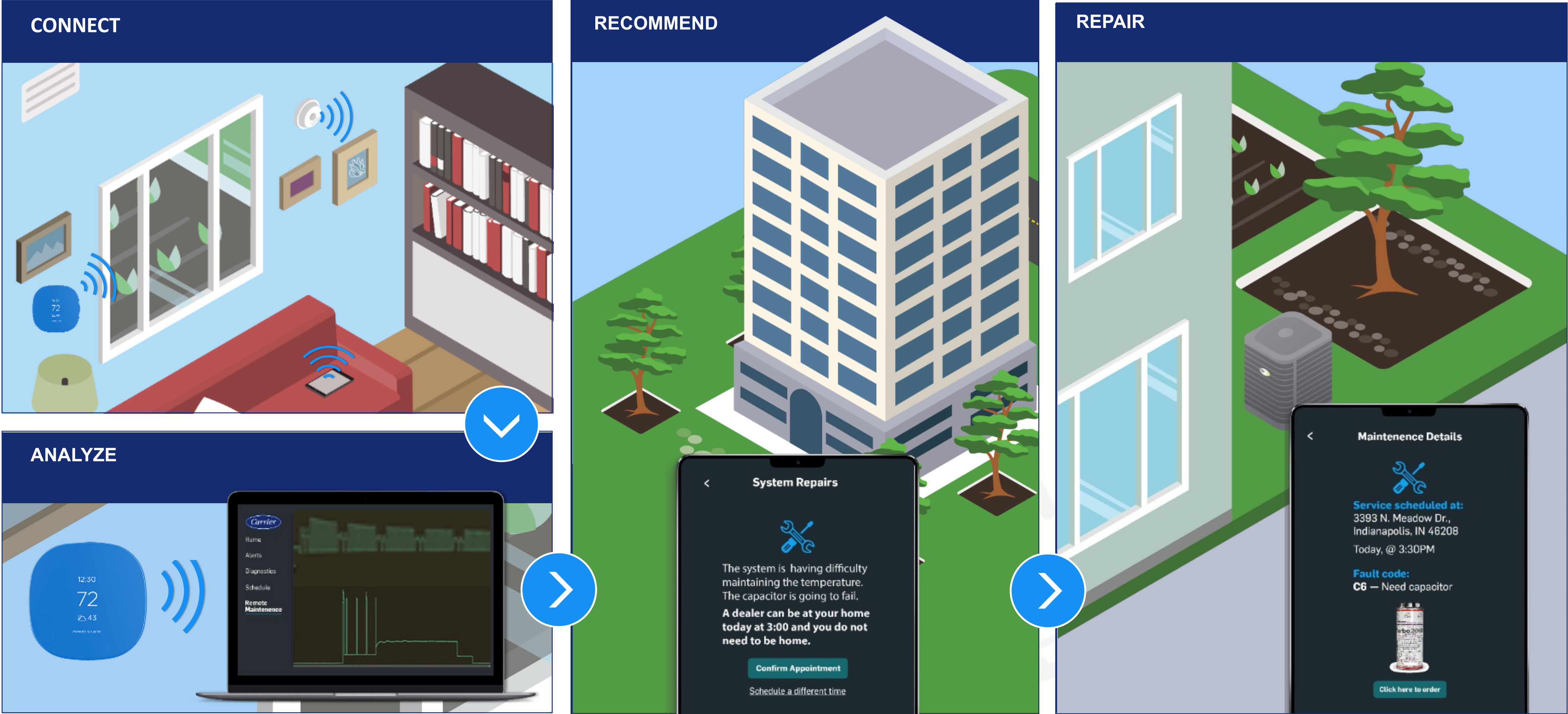
InteliSense™
TECHNOLOGY

OUR MISSION

Provide **homeowners** peace of mind.

Give **contractors** the information they need to know before they go.

BENEFITS OF CONNECTIVITY



EVOLUTION SYSTEM



2023

IntelⁱSenseTM
TECHNOLOGY

PerformanceTM SERIES

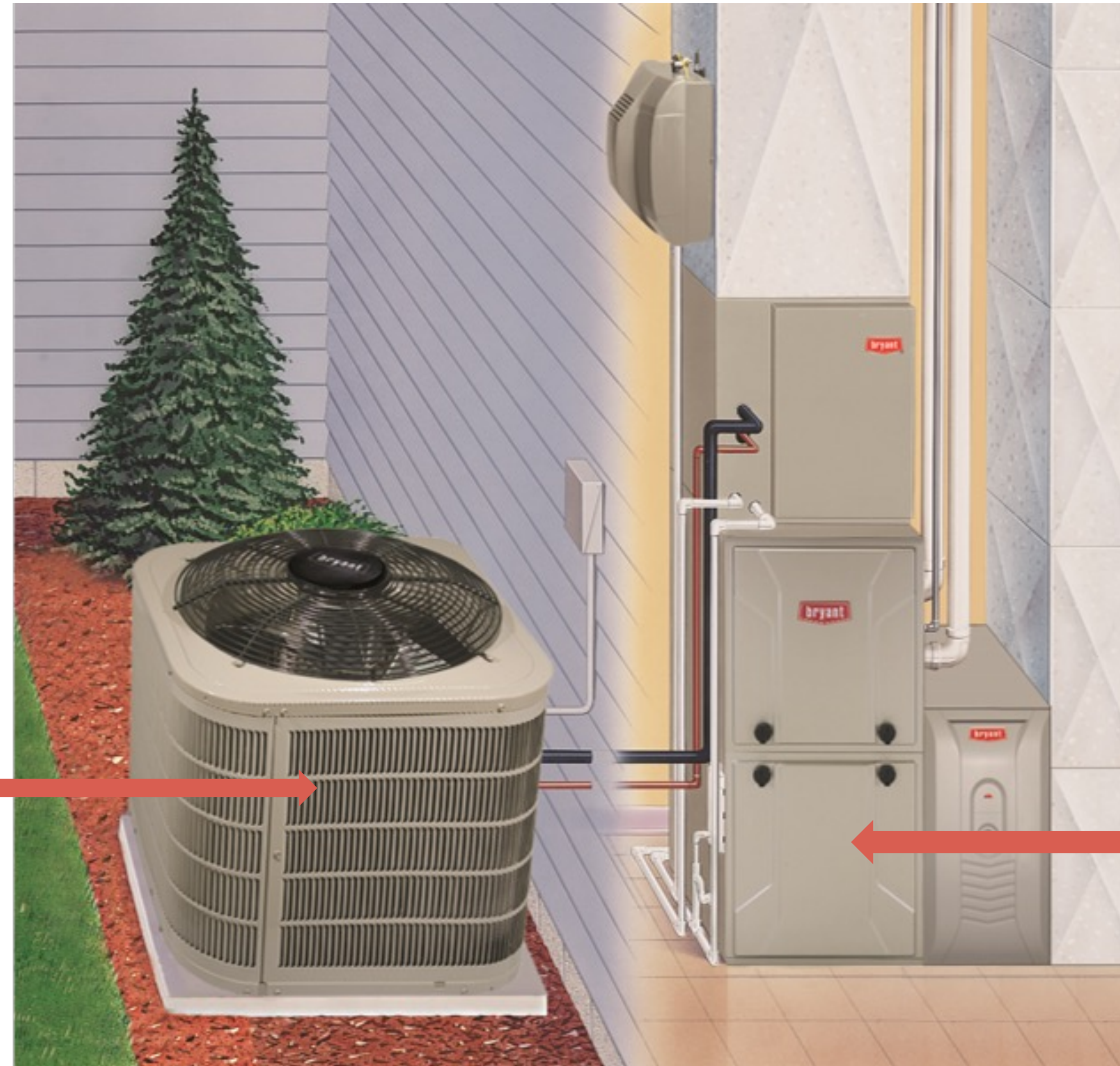


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SENSORS & READINGS

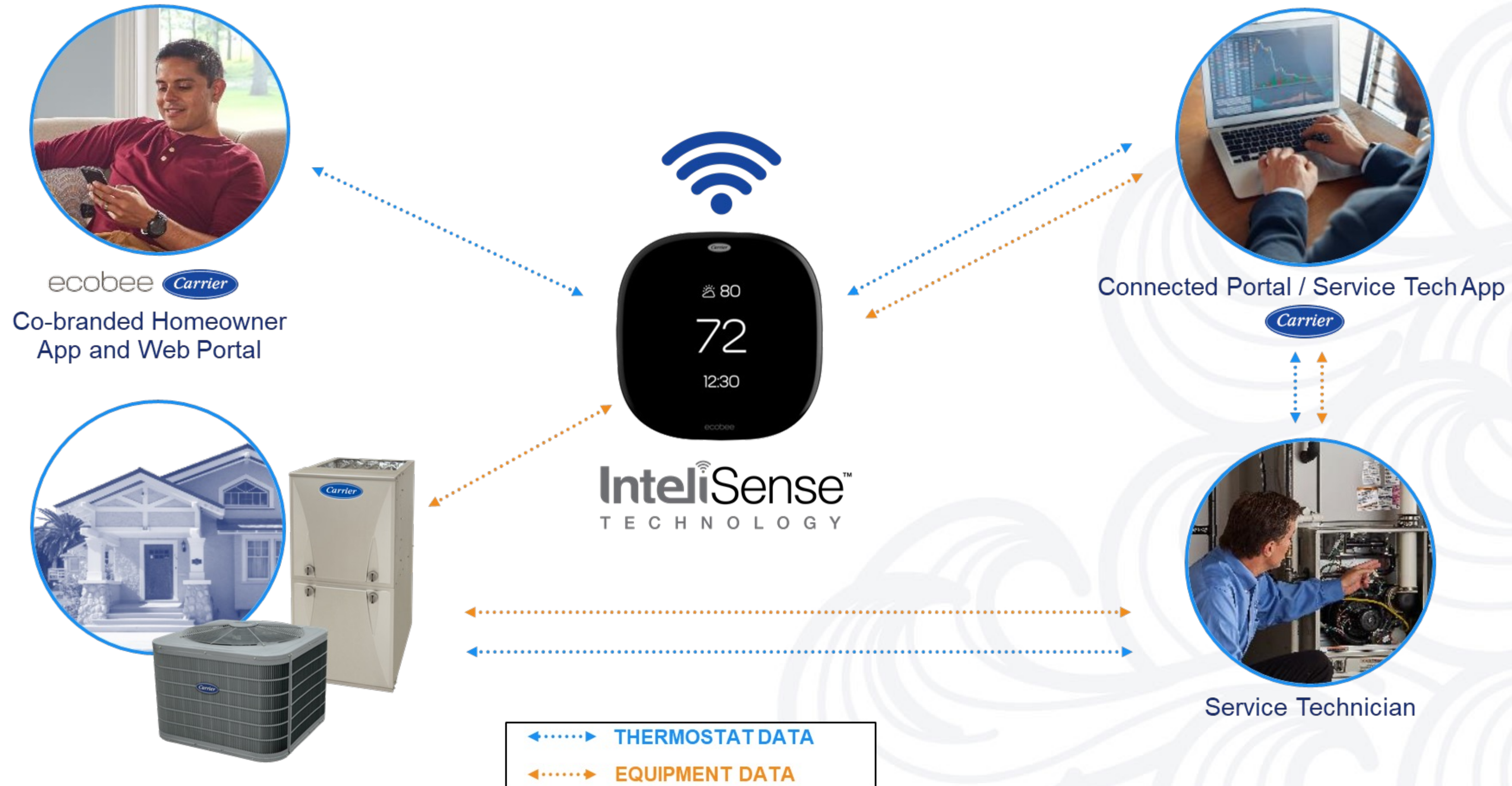
PREFERRED™
SERIES

Liquid Line Pressure & Temp
Suction Line Pressure & Temp
Outdoor Air Temp



Fault Codes
Supply Air Temp
Return Air Temp
Blower Motor RPM

TECHNOLOGY & ARCHITECTURE



HOW IT WORKS



SYSTEM COMMISSIONING



On power up, the thermostat goes through a “learning” process to see if there is any IntelliSense equipment detected.

If no IntelliSense equipment is detected the thermostat will operate as a standard 24V thermostat.

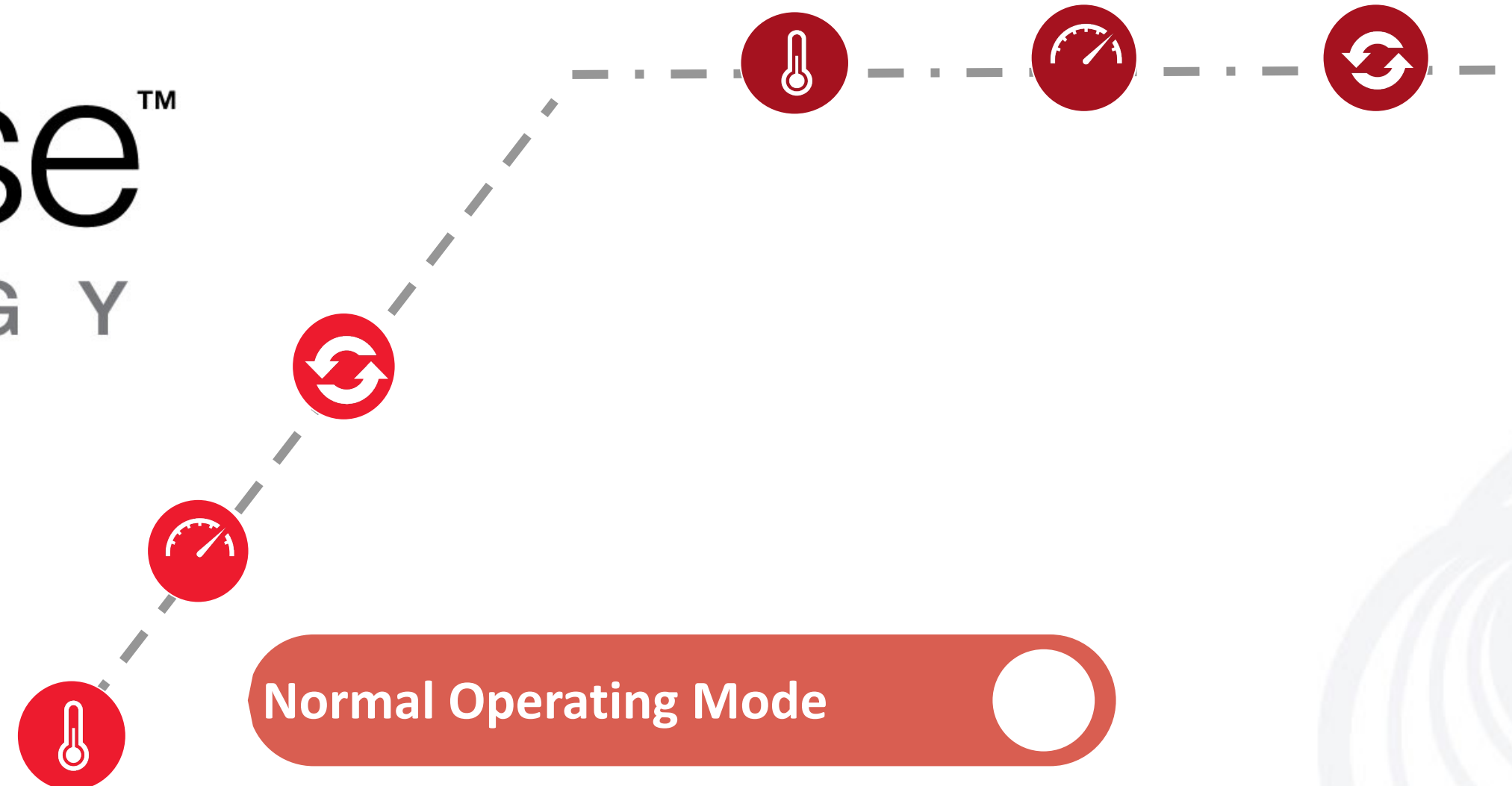
If outdoor conditions for the compressor are not met, then the thermostat will learn once the outdoor equipment is initiated from the thermostat or the digital tools.

The technician will enter their unique contractor PIN to link their dealership to their customer.

The rest of system installation will be same as current equipment.

InteliSense™

TECHNOLOGY



Normal Operating Mode

Equipment Configuration
Update Thermostat Settings
View Operating Performance & Fault Code History

Service Diagnostic Mode

Equipment Testing Without Traditional Tools
Real-time Parameter Data
Remote System Check



ECOBEE FOR CARRIER 24V SMART THERMOSTATS

Featuring: Intelisense™ TECHNOLOGY	ecobee3 lite	 ecobee Premium
COMPATIBILITY	Conventional (2H/2C), Heat pump (4H/2C), including 2-stage, auxiliary heat, gas, oil, electric, dual-fuel support	Conventional (2H/2C), Heat pump (4H/2C), including 2-stage, auxiliary heat, gas, oil, electric, dual-fuel support
LIMITED WARRANTY	5-year pro install	5-year pro install
ACCESSORY WIRE	N/A	2-wire
REMOTE ROOM SENSOR INCLUDED	No	Yes
BLUETOOTH	No	Yes
SENSORS	  	     

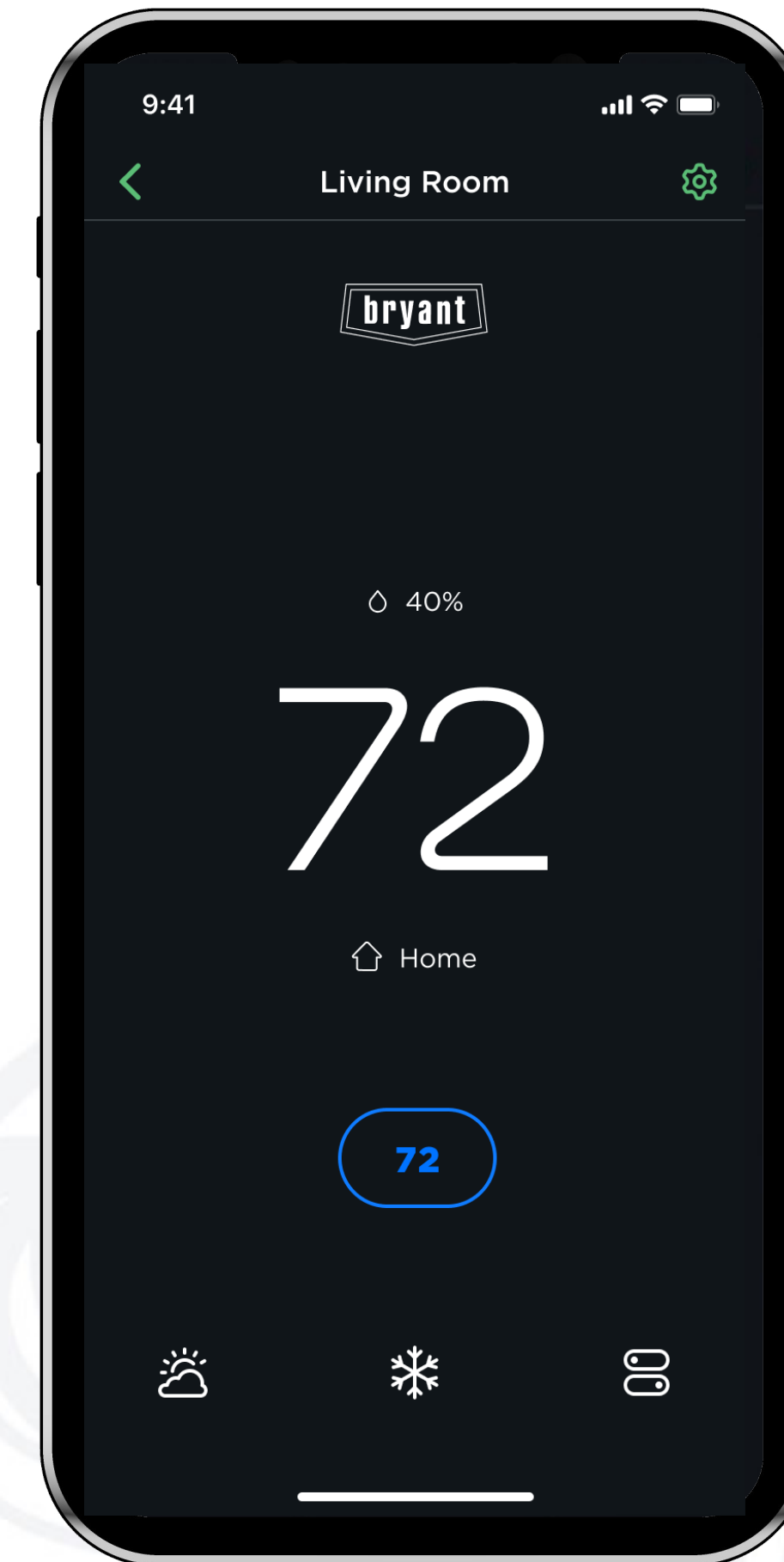
INTELISENSE & CONNECTED DEALER PORTAL

MICHAEL HOPKINS RESIDENTIAL SALES MANAGER

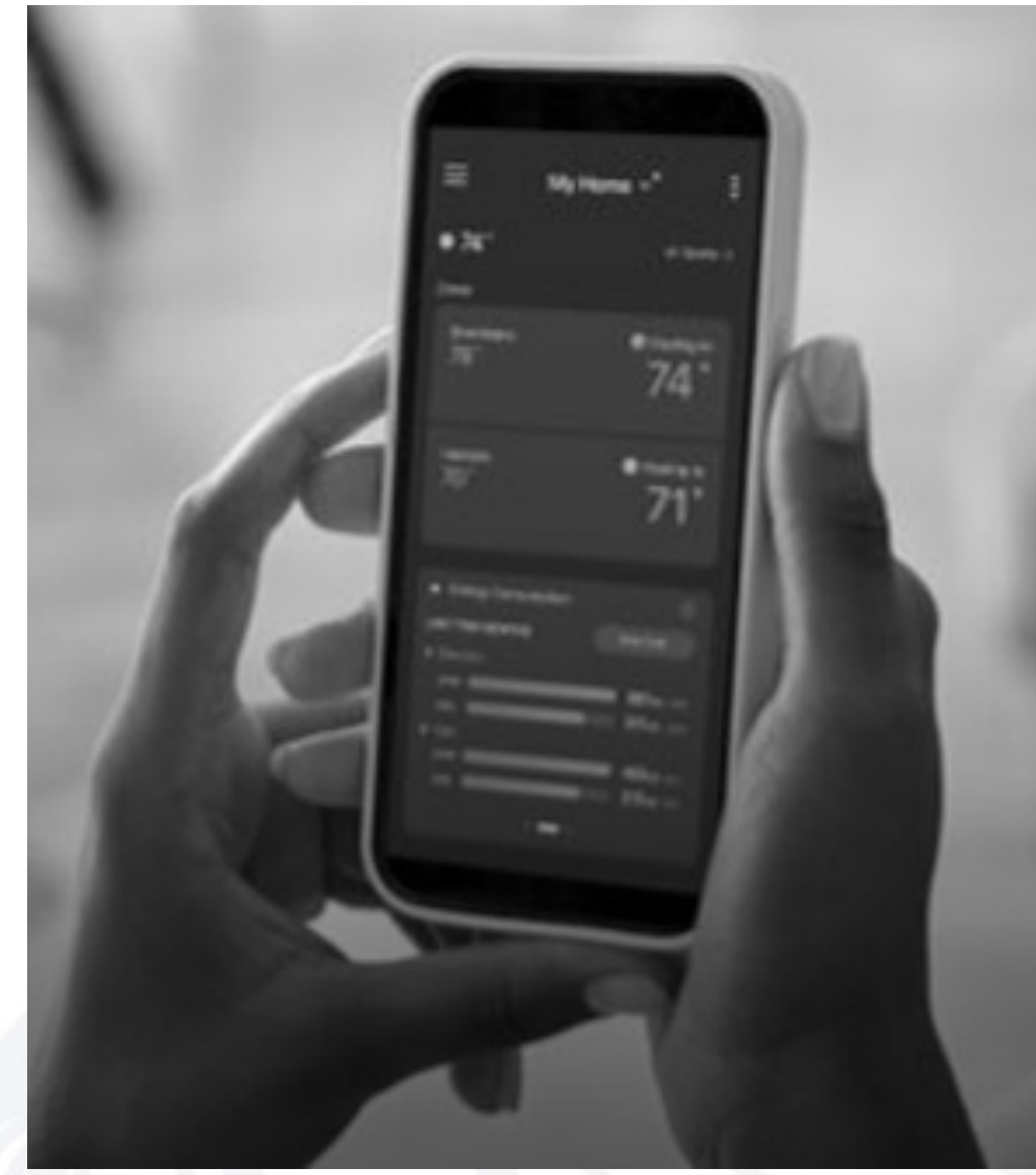
FEBUARY 29th 2024



IMPROVED CO-BRANDED EXPERIENCE



IMPROVED CONNECTION VIA DIGITAL TOOLS



ECOBEE HOMEOWNER APP – REGISTRATION T&CS

New Branding

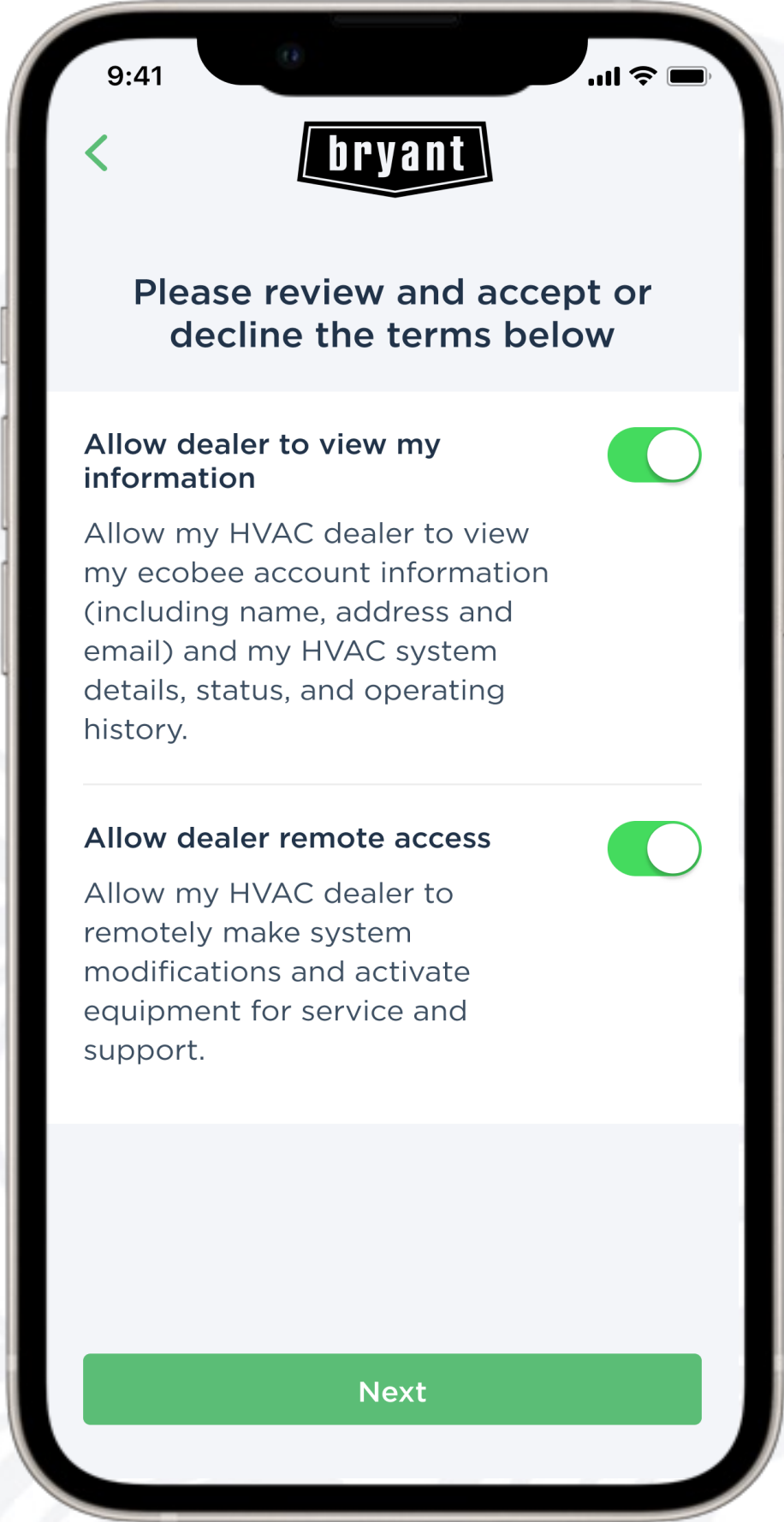
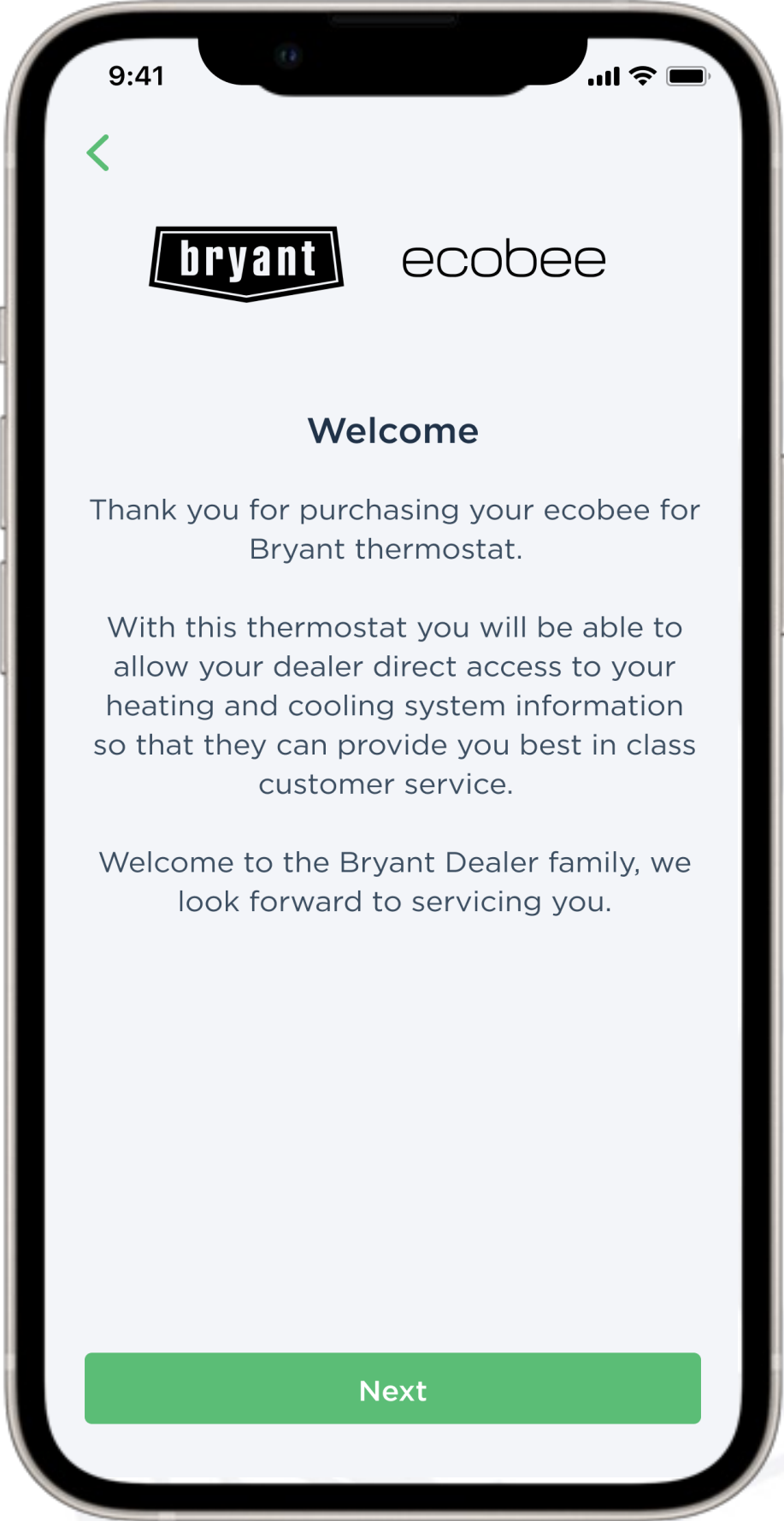
Account & System Permissions

Remote Access Permissions

Automatically Opted-In

e

ecobee



CONNECTED PORTAL – KEY FEATURES

- Dashboards & opportunity reports
- View homeowner account info
- View equipment configuration details
- View operating performance & fault code history
- View current status of equipment, indoor temperature, relative humidity, outdoor temperature, and outdoor humidity
- View & update thermostat settings
- Perform Remote Service Diagnostics with a real-time view into parameter data:
 - Suction line temp & pressure with Superheat calculation
 - Liquid line temp & pressure with subcooling calculation
 - Outdoor air temperature
 - Return & supply air temps with Delta T calculation
 - Blower motor RPM



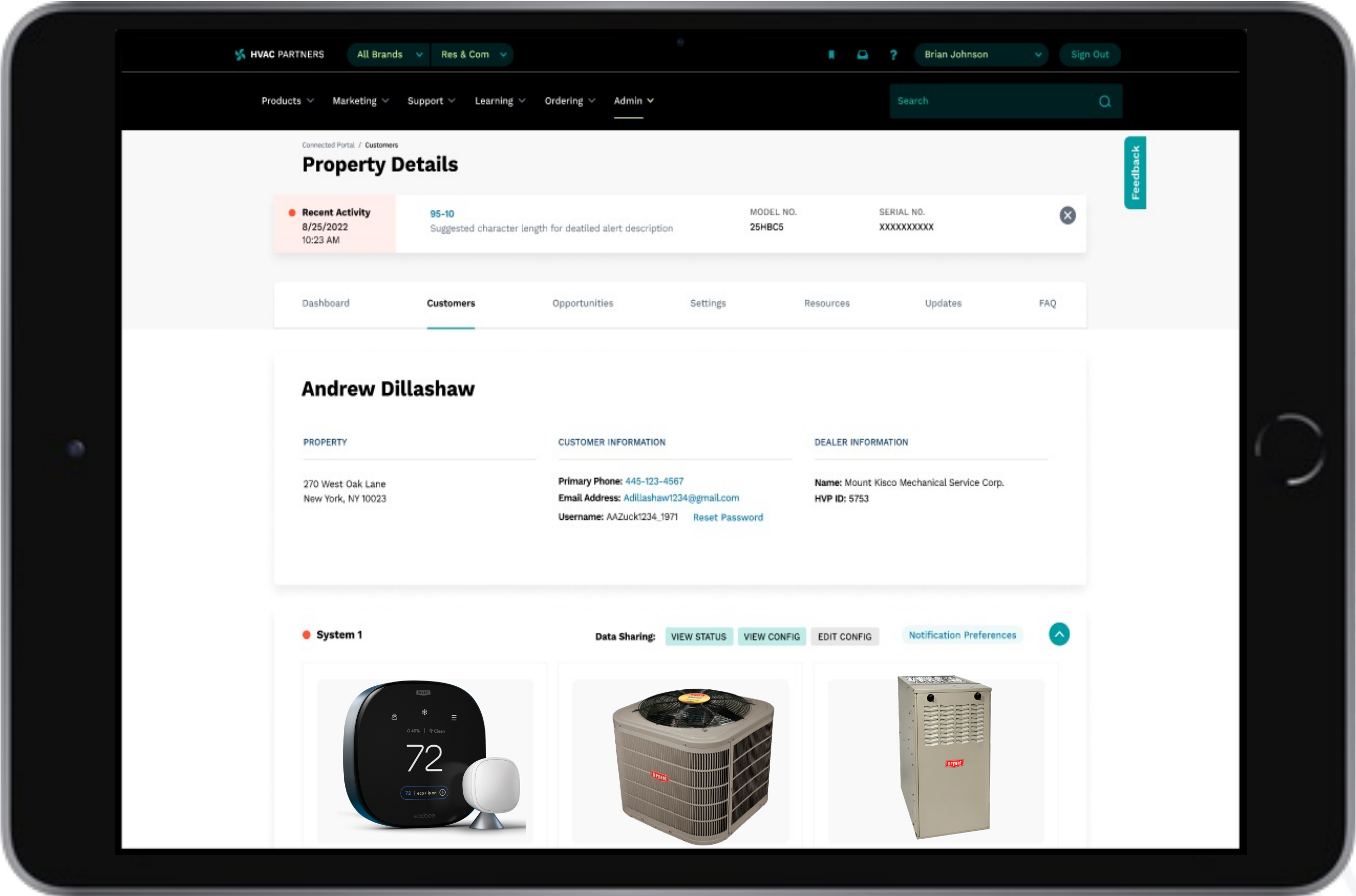
CONNECTED PORTAL – REFRESHED USER EXPERIENCE

More Intuitive Design

Relevant Info Front
& Center...

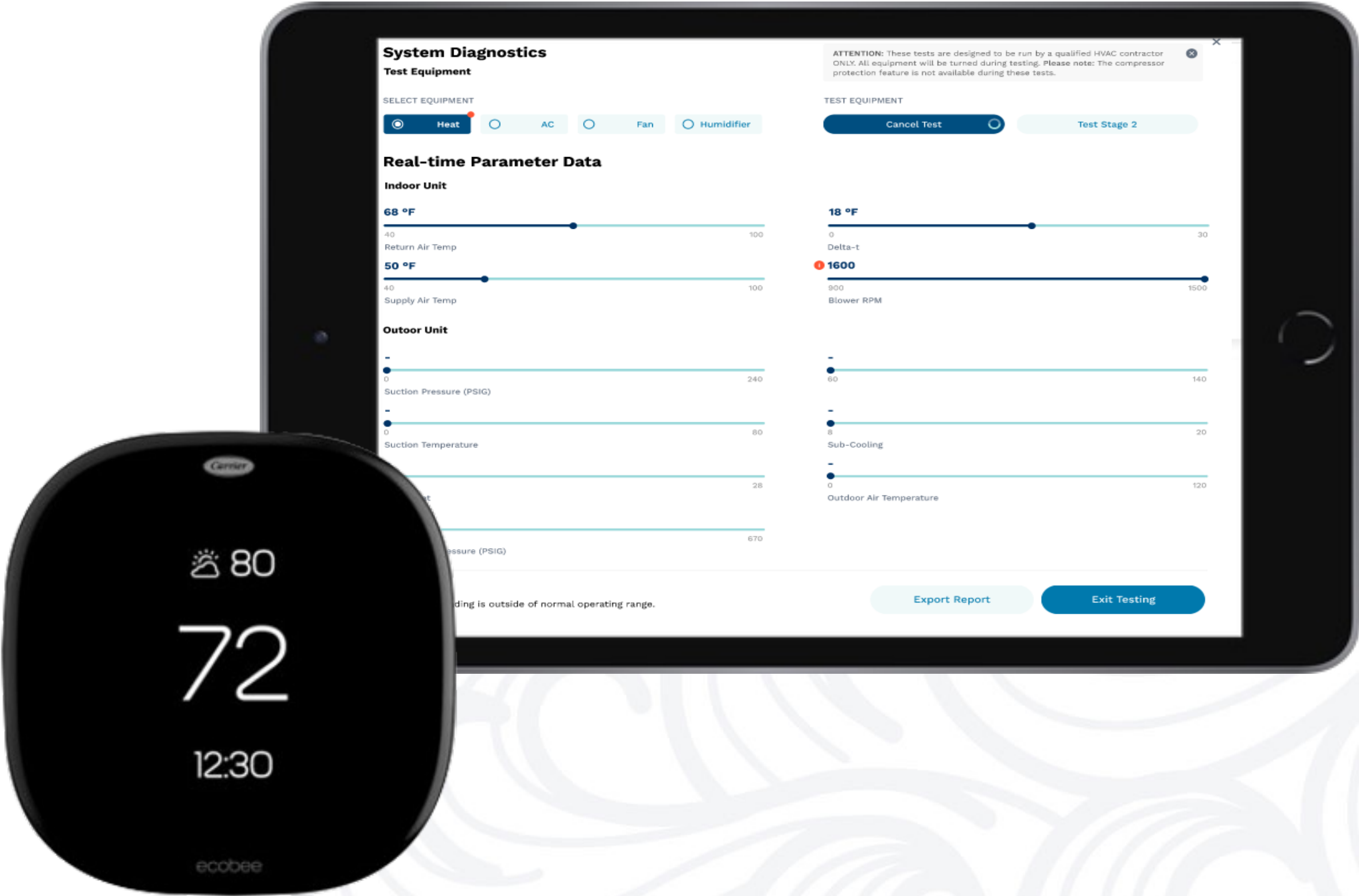
Homeowner Account
Info & Alerts

Complete Equipment
Profiles



CONNECTED PORTAL – SYSTEM DIAGNOSTICS

- NEW Service Diagnostic Mode...**
- Real time Parameter Data**
- No Need to be Onsite**
- Homeowner Notified on Thermostat**



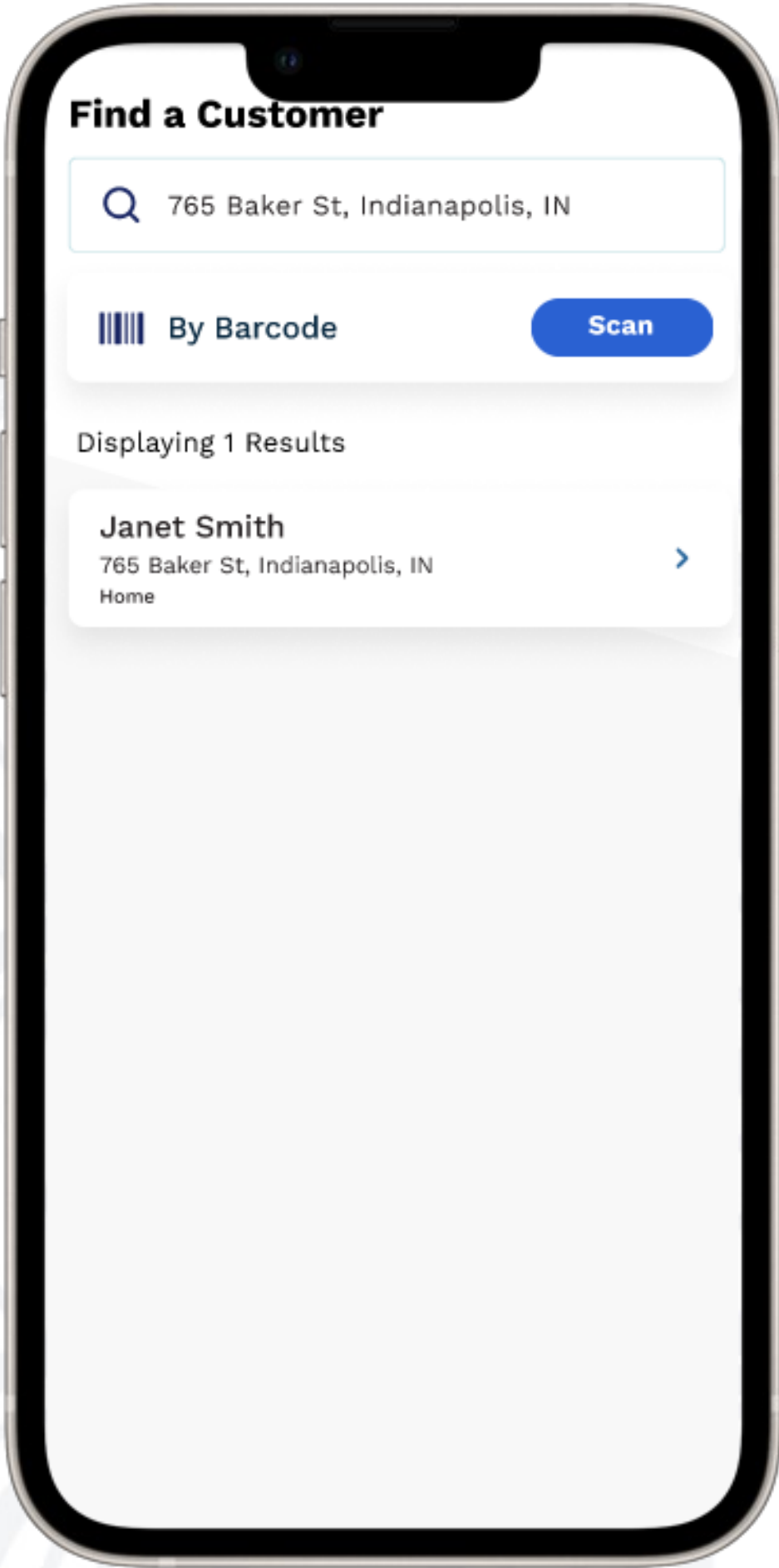
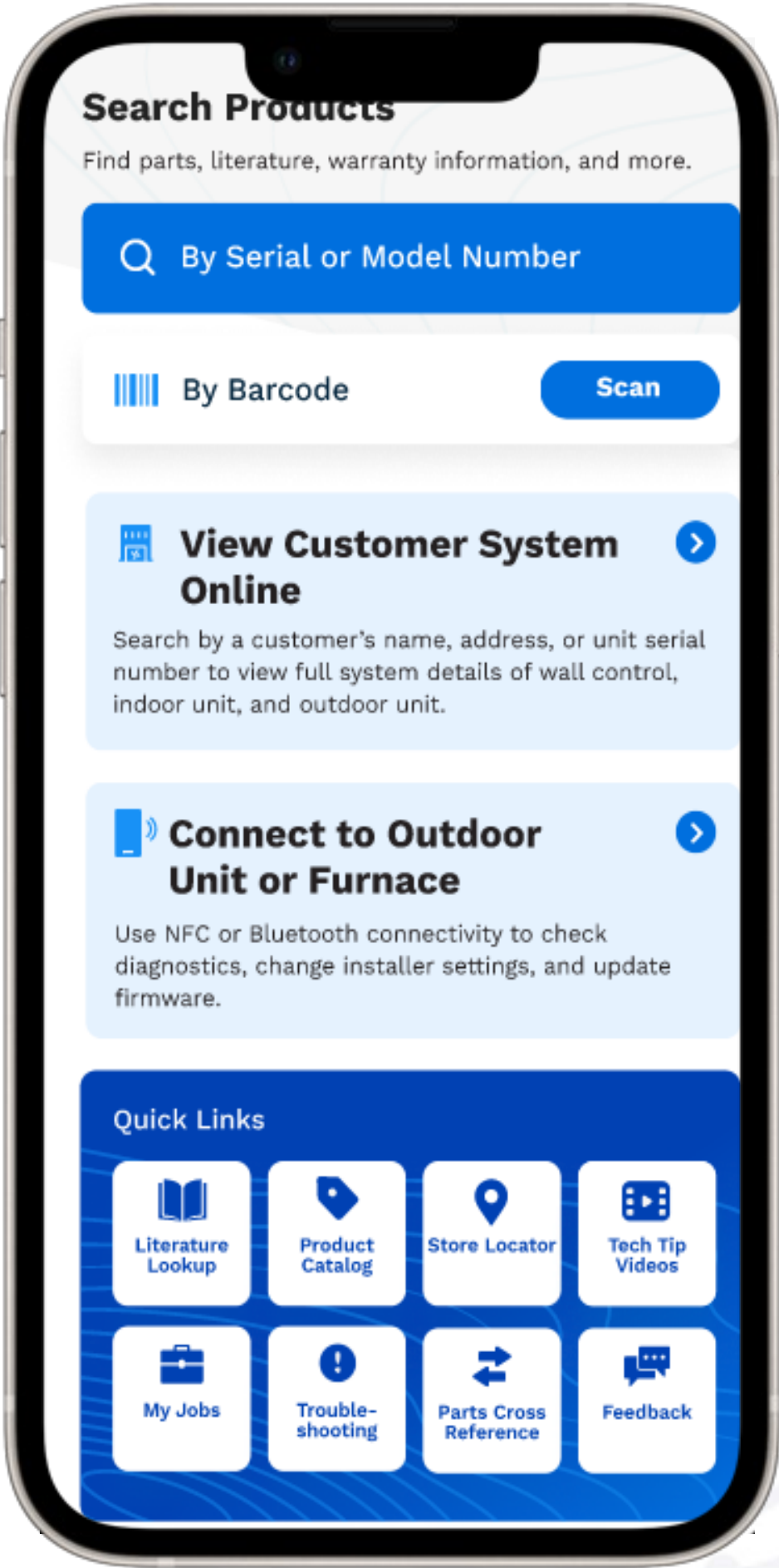
SERVICE TECH APP – KEY FEATURES

- View homeowner account info
- View equipment configuration details
- View operating performance & fault code history
- View current status of equipment, indoor temperature, relative humidity, outdoor temperature, and outdoor humidity
- View & update thermostat settings
- Perform Remote Service Diagnostics
- NFC support for faster installation, troubleshooting and servicing of NFC enabled gas furnace models
- Quickly locate parts list for equipment
- View relevant technical literature for equipment, including advanced filtering options
- Lookup warranty entitlement and service history based on serial number
- Locate the nearest Parts Sales Center and get directions



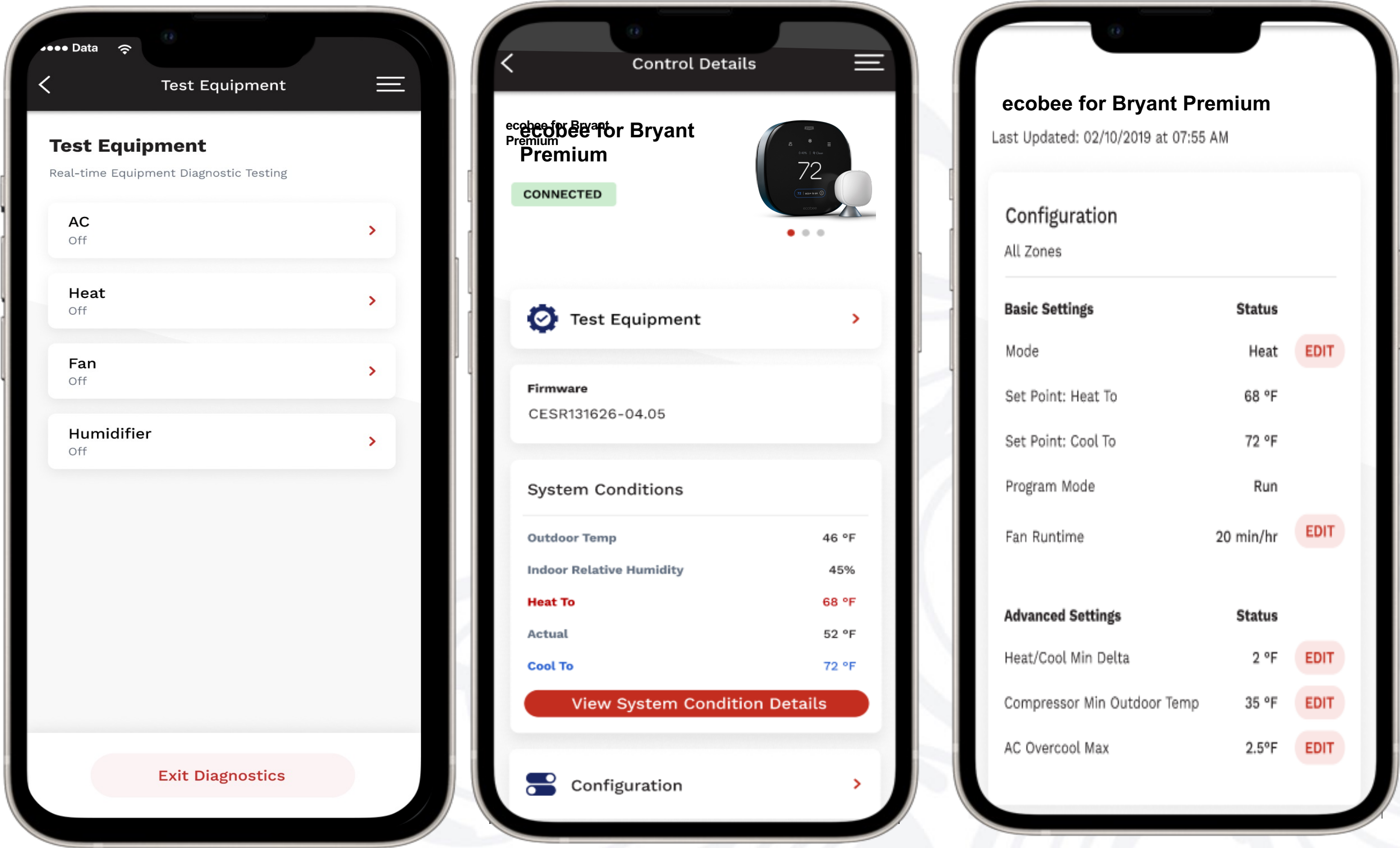
SERVICE TECH APP – REFRESHED USER EXPERIENCE

- Access to Homeowner System Profile
- Fault Code History
- Simply Scan Equipment on Site...
- Enter Serial # or Search by Homeowner



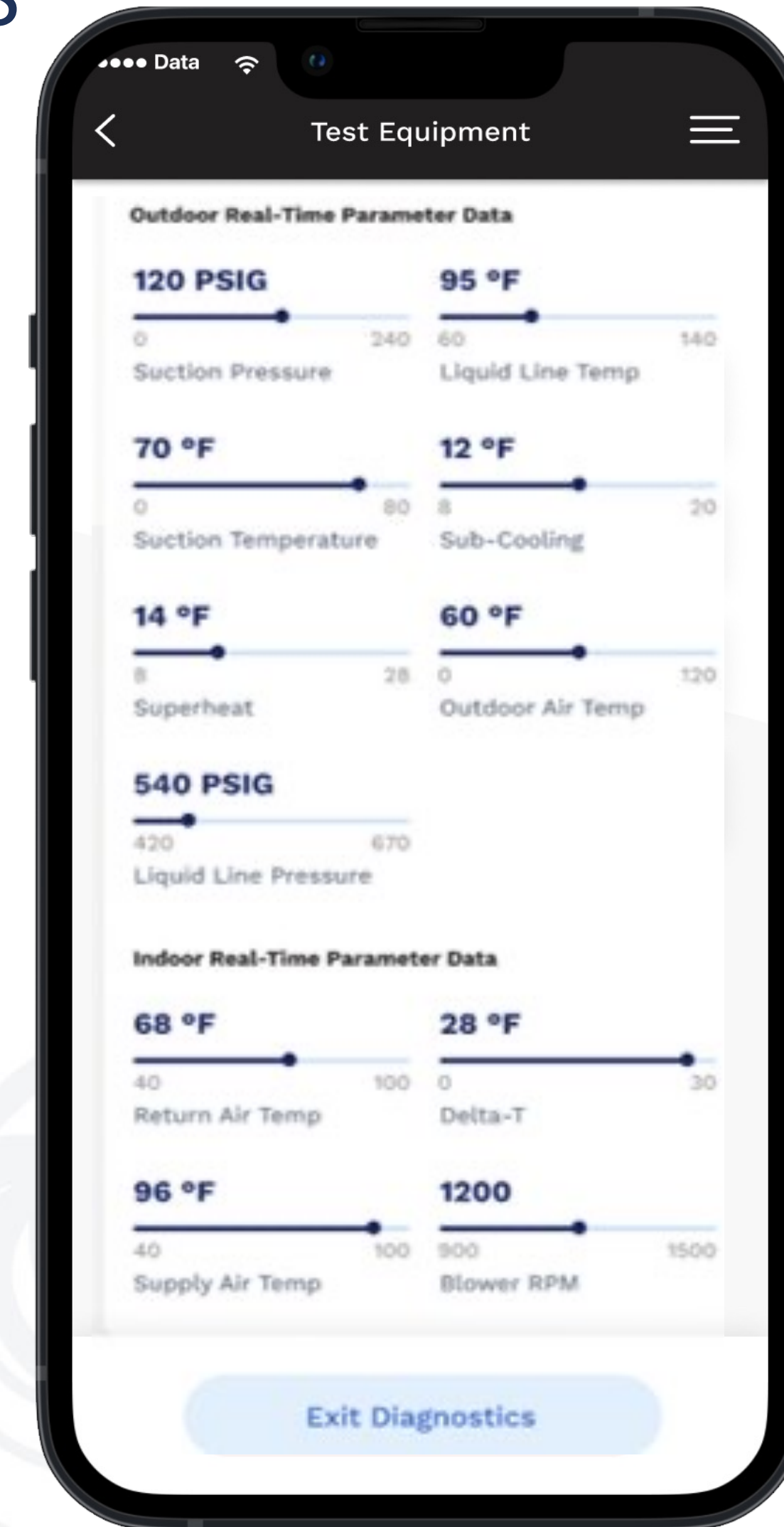
SERVICE TECH APP – REFRESHED USER EXPERIENCE

- View Equipment Status
- Equipment Configuration Details
- Test Equipment
- Update Thermostat Settings



SERVICE TECH APP – SYSTEM DIAGNOSTICS

Perform Remote Service Diagnostics
with a real-time view into parameter data

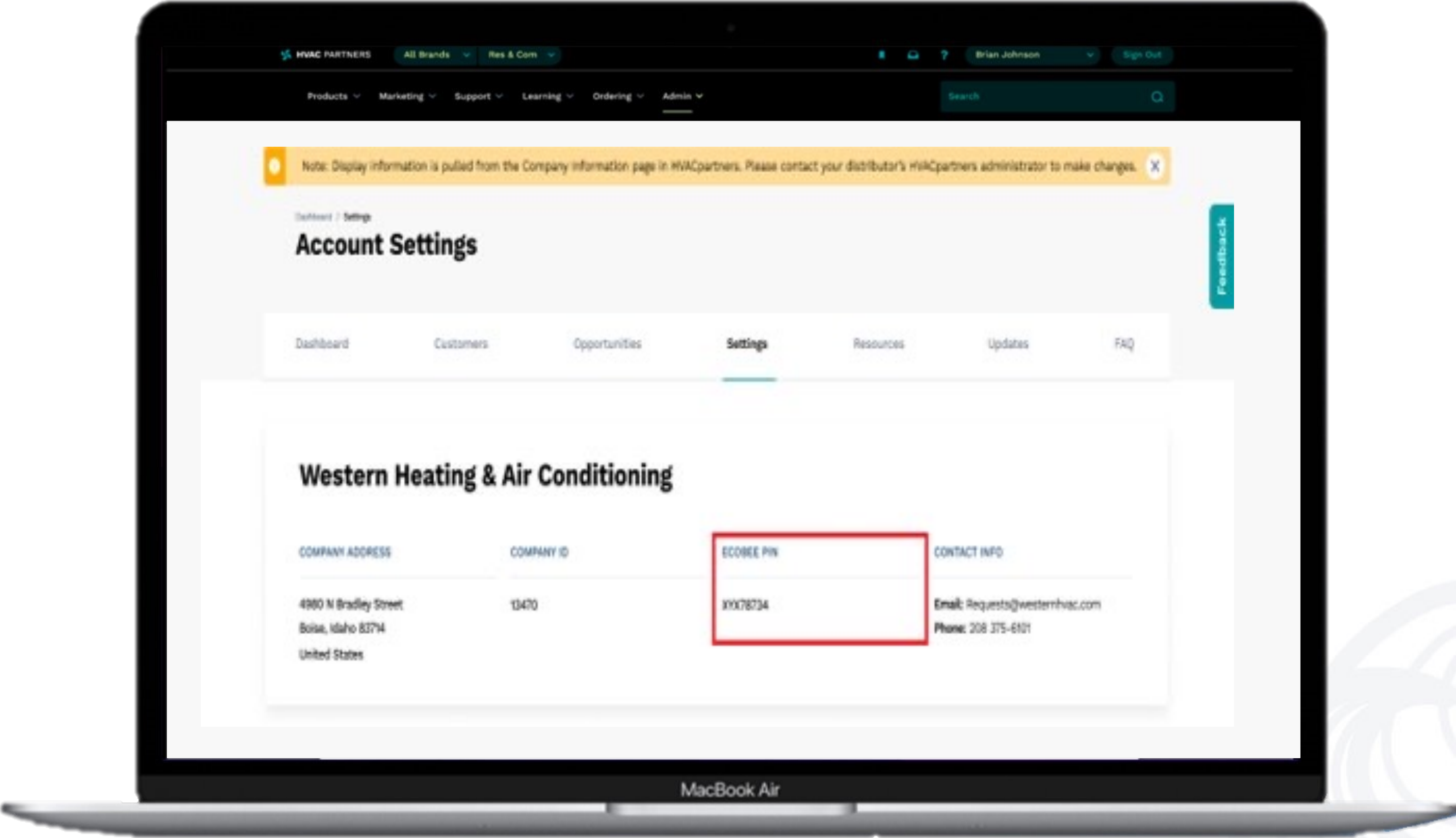


CONNECTED PORTAL – NEW PIN LINKING

- Unique Contractor ID ☐
- Registers Thermostat Instantly ☐
- Dealer Info on Stat and ecobee App ☐
- Receive Alerts and More ☐



WHERE TO FIND YOUR PIN

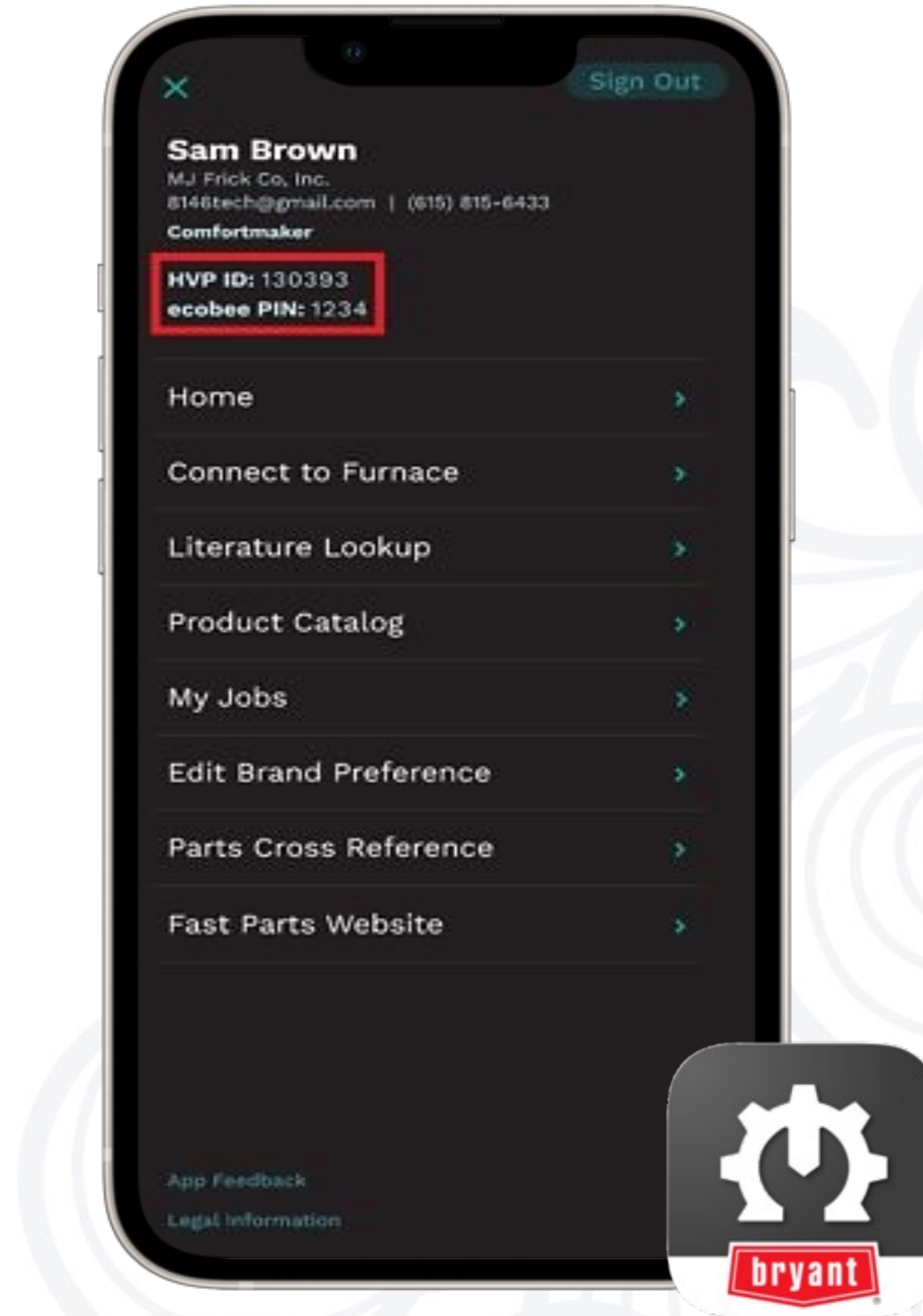


OPTION #1 – CONNECTED PORTAL



WHERE TO FIND YOUR PIN

OPTION #2 – SERVICE TECH APP



InteliSense™ TECHNOLOGY

+ PERFORMANCE™ SYSTEMS

AC & Gas Furnace Systems



AC/HP & Fan Coil Systems



Hybrid Heat® Systems



BEST WIFI ATTACHMENT RATE



BEST WI-FI ATTACHMENT RATE

- Based on attachment rate of branded Wi-Fi Controllers.

$$\text{Wi-Fi Attachment Rate} = \frac{\text{\# of Branded Wi-Fi Controllers}}{\text{\# of Indoor Units Purchased}}$$

- Top dealer for each brand for each district.

BEST WI-FI ATTACHMENT RATE WINNERS

<u>District</u>	<u>Brand</u>	<u>Company</u>	<u>City, State</u>
Gulf Coast		Mills Heating & Air	Freeport, FL
		Family Heating & Air	Pensacola, FL
N. Alabama		Coolray Heating, Cooling, Plumbing & Electrical	Hueytown, AL
		Macky Tucker Heating & Cooling	Athens, AL
N. Georgia		E. Smith Heating & Air Conditioning	Marietta, GA
		Gainesville Mechanical, Inc	Gainesville, GA
Southeast		E.A.C. Heating & Air	Hilton Head, SC
		Lovett's Heating and Air, LLC	Metter, GA
Southwest		Riley Heating & Air Conditioning	Phenix City, AL
		Greg Boddie Heating & Air LLC	Cusseta, AL



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Improving Service Through Connectivity

CARRIER/BRYANT CONNECTED PORTAL

Ashley Magner| Associate Director, Carrier/Bryant Residential HVAC Digital

February 29, 2024



3 STEPS TO CONNECT TO CARRIER/BRYANT DIGITAL SOLUTIONS

Connect Thermostat to Wi-Fi

1



Connect wall control to Wi-Fi®, and talk about the benefits of connecting



Connect wall control to Wi-Fi®, and talk about the benefits of connecting

Associate Thermostat to Your Dealership

2

Complete product registration for automatic association, or use “add a control” feature on Connected Portal

Enter ecobee Dealer PIN on thermostat, or use “add a control” feature on Connected Portal

Homeowner Account and Data Sharing Permissions

3

Ask homeowner to download the Carrier/Bryant home mobile app, and explain the benefits of opting-in for data sharing

Ask homeowner to download the ecobee mobile app, and explain the benefits of opting-in for data sharing

TALKING TO THE HOMEOWNER ABOUT CONNECTING

Benefits of Opting-in for Data Sharing:

Better Service

Allow dealer to remotely gather data to troubleshoot and diagnose potential issues with your system

Early Diagnosis

Allow dealer to receive alerts about possible issues with your system, to potentially avoid a more serious problem in the future

Time Saver

Allow dealer to be more knowledgeable and better prepared to provide more efficient service. And that improves the chances of fixing the issue with just one visit.

Peace of Mind

Confidence that your dealer is able to monitor your system for issues

*Carrier/Bryant
Connected Portal
maintains all customer
data on secure servers*

*Carrier/Bryant does not
sell customer data to
third parties*

*Homeowners are always in
control of their data sharing
preferences and can
change them at any time*

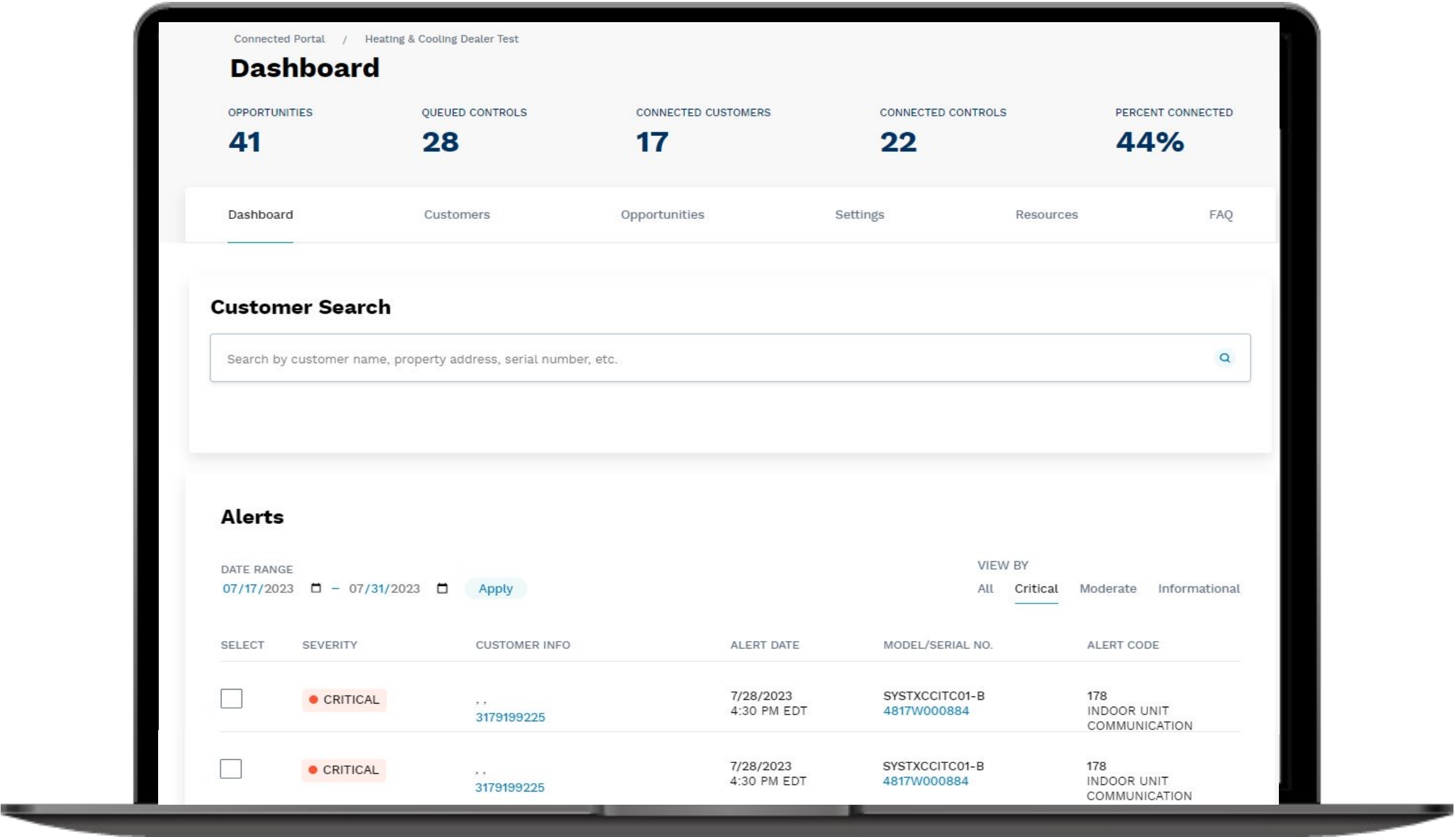
*Data sharing is necessary to enjoy
all the benefits of the Carrier/Bryant
Connected Portal and Service Tech
app, to deliver improved service for
homeowners*

TOP DEALERS FOR CONNECTIVITY*

	# of Connected Thermostats on Connected Portal*	% of Connected vs. Queued Thermostats on Connected Portal*	% of Connected Customers Opted-in for Data Viewing*	% of Connected Customers Opted-in for Data Editing*
1	Coolray Heating and Cooling - North	Gochnauer Air Conditioning and Heating	Zone Home Solutions	Carolina Air, Inc
2	Coolray Heating and Cooling - East	White Sands Heating & Cooling	Progressive Heating and Air Conditioning	Progressive Heating and Air Conditioning
3	Ragsdale Heating & A/C Inc Central Heating and Air	CALL KS, LLC Abrams Heating and Air 3D Air Services, LLC	Coolray Heating and Cooling - North	Family Heating and Air

*Based on dealerships associated with Mingledorff's. Based on dealers with 100 or more connected thermostats on the Carrier/Bryant Connected Portal.

CARRIER/BRYANT CONNECTED PORTAL



Advanced Features

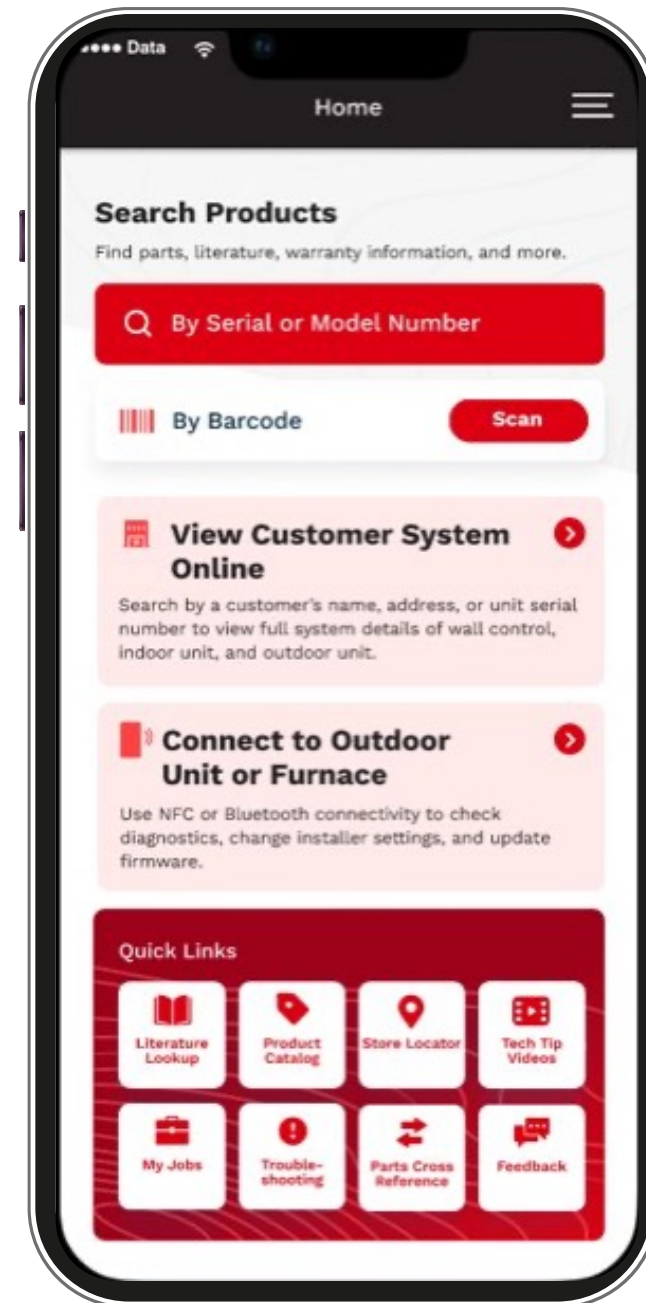
Evolution/Infinity™ Series Equipment paired with Evolution™ Connex/Infinity Touch System Control:

- View Customer System Online
- Edit Configuration Settings
- Fault Alerts
- Opportunity Reports

InteliSense™-enabled Preferred/Performance™ Series Equipment paired with ecobee for Carrier/Bryant Smart Thermostat:

- View Customer System Online
- Edit Configuration Settings
- Fault Alerts
- Opportunity Reports
- Remote Diagnostics (Test Equipment)
- Run Time Report
- Request ecobee Dealer PIN

CARRIER/BRYANT SERVICE TECHNICIAN MOBILE APP



Advanced Features

Evolution/Infinity™ Series Equipment paired with Evolution™ Connex™/Infinity Touch System Control:

View Customer System Online
Edit Configuration Settings

InteliSense™-enabled Preferred/Performance™ Series Equipment paired with ecobee for Carrier/Bryant Smart Thermostat:

View Customer System Online
Edit Configuration Settings
Remote Diagnostics
(*Test Equipment*)
Run Time Report



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