

24VNA6

Infinity<sup>®</sup> Variable Speed Air Conditioner  
with Greenspeed<sup>®</sup> Intelligence  
2 to 5 Nominal Tons



Turn to the experts

## Owner's Manual

### A Note About Safety

Any time you see this symbol ⚠ in manuals, instructions and on the unit, be aware of the potential for personal injury.

**WARNING** signifies hazards that could result in personal injury or death.

**CAUTION** is used to identify unsafe practices which could result in minor personal injury or product and property damage.

**NOTE** is used to highlight suggestions which will result in enhanced installation, reliability, or operation.

### ⚠ WARNING

#### PERSONAL INJURY, DEATH AND / OR PROPERTY DAMAGE HAZARD

Failure to follow this warning could result in personal injury, death or property damage.

Improper installation, adjustment, alteration, service, maintenance, or use can cause explosion, fire, electrical shock, or other conditions which may cause personal injury, death and/or property damage.

Consult a qualified Carrier installer for assistance.

The qualified installer or service agency must use factory-authorized kits or accessories when modifying this product.

Read and follow all instructions and warnings, including labels shipped with or attached to unit before operating your new air conditioner.

### About Your Air Conditioning System

Our products are designed, tested and built in accordance with US Department of Energy standardized procedures and other standards; however, actual operating results and efficiencies may vary based on manufacturing and supplier tolerances, equipment configuration, operating conditions and installation practices.

#### Identifying Your System

Your new Carrier cooling system is what we call a "split system." It has an outdoor unit and an indoor unit connected to each other with copper tubing called refrigerant lines. Each of these units has a rating plate with the model and serial number on it. You will need these numbers when calling an authorized Carrier dealer about your system.

#### Using Your New Carrier System

Your Carrier air conditioning system is controlled by a wall-mounted Infinity Control installed inside your home. See the Infinity Control Homeowner Guide for more details on system operation.

#### Infinity Variable Speed Operation

You may notice your system runs for longer periods of time. This system is designed to meet the cooling needs of the home at a wide range of conditions. Your indoor temperature will remain more consistent with fewer drafts, better humidity control, enhanced comfort and enhanced energy efficiency.

### Cooling Your Home

For cooling operation, make sure the System or Mode control is set to the appropriate mode, then adjust the Temperature control to your desired setting. Finally, use the Fan control to select Automatic or On (runs continuously).

### Operation Under Extreme Conditions

Your air conditioner will run as long as necessary to maintain the indoor temperature selected on your Infinity Control or thermostat. On extremely hot days, your air conditioner will run for longer periods at a time than on moderate days. Your system will also run for longer periods of time under the following conditions:

- Frequent opening of exterior doors
- Operating laundry appliances
- Taking hot showers
- More than the usual number of people present in the home
- More than the normal number of electric lights in use
- Drapes or blinds are open on the sunny side of the home

### Sound

Your new variable speed air conditioner is different from most cooling systems. Because this is a variable speed system, it is designed to operate at varying speeds depending on the temperature and humidity conditions. You may notice the sound coming from the outdoor unit changing from time to time depending on the weather conditions. The higher speed produces a higher sound. This change of speed allows the system to operate more efficiently and maintain comfortable conditions inside the home as the outdoor temperature rises. These sound variations are normal and do not represent a problem with your system.

### ROUTINE MAINTENANCE

### ⚠ WARNING

#### ELECTRICAL SHOCK HAZARD

Failure to follow this warning could result in personal injury or death.

Before installing, modifying, or servicing system, make certain the main electrical disconnect switch is in the OFF position.

There may be more than 1 disconnect switch. Lock out and tag switch with a suitable warning label.

**NOTE:** There may be more than one electrical disconnect switch.

### ⚠ CAUTION

#### CUT HAZARD

Failure to follow this caution may result in personal injury.

Although special care has been taken to minimize sharp edges in the construction of your unit, be extremely careful and wear appropriate protective clothing and gloves when handling parts or reaching into the unit.

The following simple, routine maintenance will enhance your air conditioning system's ability to operate economically and dependably:

**• Keep Filter Clean**

A clogged or improperly installed air filter on your indoor unit will increase operating costs and shorten the life of the unit. For detailed filter cleaning information refer to your indoor unit literature.

**• Do Not Block Floor, Wall or Ceiling Vents**

When drapes, furniture, toys or other common household items block vents, the restricted airflow lessens the system's efficiency and life span.

**• Do Not Cover or Block Outdoor Unit**

The outdoor unit needs unrestricted airflow. Do not cover it or place items on or next to it. Do not allow grass clippings, leaves, or other debris to accumulate on the sides or top of the unit. And, maintain a 12" (305 mm) minimum clearance between the outdoor unit and tall grass, vines, shrubs, etc.

**• Check Condensate Drain**

Your air conditioner removes humidity from your home during the cooling season. After a few minutes of operation, water should trickle from the condensate drain of the indoor coil. Check this occasionally to be sure the drain system is not clogged. Drainage will be limited if you live in a very dry environment.

**• Operation below 55°F/13°C in cooling mode requires user to enable "Low Ambient Cooling Mode" on system control.**

Your outdoor unit requires a special operating mode when outdoor temperatures are lower than 55°F/13°C. Compressor speed range is restricted and outdoor fan may cycle to maintain proper operating pressures.

**• Base Pan Drainage**

Periodically check for and remove debris that has settled around the base of your outdoor unit. This will ensure proper drainage of the base pan and eliminate standing water inside the outdoor unit.

**• Level Installation**

Your Carrier dealer will install the outdoor unit in a level position. If the support base settles or shifts and the unit is no longer level, be sure to have it re-leveled promptly to assure proper drainage. If you notice water or ice collecting beneath the unit, arrange for it to be drained away from the unit.

**Sea Coast Coil Maintenance**

Coastal locations often require additional maintenance of the outdoor unit due to highly corrosive airborne ocean salt. Although your new Carrier system is made of galvanized metal and is protected by top-grade paint, take the additional precaution of periodically washing all exposed surfaces and the outdoor coil. Consult your installing Carrier dealer for proper cleaning intervals and procedures for your geographic area or ask about a service contract for regularly scheduled professional cleaning and inspections.

**Troubleshooting**

Before you request dealer service, check for these easily solved problems:

- Check the indoor and outdoor disconnect switches. Also check your main electrical panel circuit breakers or fuses.
- Check for sufficient airflow. Air filter(s) should be reasonably clean and interior vents should be open and unobstructed.
- Check Infinity Control or thermostat settings. For cooling, your desired temperature setting should be LOWER than the displayed room temperature, and the System/Mode control should be on Cool or Auto.
- Time delays - There may be delays in unit operation that are built-in to protect the equipment and your comfort. Don't be alarmed if you notice a time delay in operation. It may be a standard protection feature of your equipment. Check with your Carrier Dealer for more information on time delays.

**Regular Dealer Maintenance**

In addition to the routine maintenance that you perform, your home comfort system should be inspected regularly by a properly trained service technician. Many dealers offer this service at a reduced rate with a service contract.

This product has Bluetooth® functionality to enable your HVAC contractor to better service your unit. This means they can pair to your unit and read diagnostic and other outdoor equipment information as well as push outdoor equipment software updates to your unit. Please see the privacy notice at:

<https://www.carrier.com/residential/en/us/legal/privacy-notice/> for information on how Carrier uses your personal information. Note that your HVAC contractor has its own privacy policies and is not bound by Carrier's privacy notice.

Maintenance Checklist	Recommended Interval*	
	Monthly	Annual
<b>Outdoor unit specific:</b>		
Clear away debris and vegetation near unit.	X	
Inspect cabinet for damage. Replace components that are damaged or severely rusted.		X
Inspect electrical disconnect for proper function. Repair or replace as necessary.		X
Inspect electrical wiring and connections. Tighten loose connections. Inspect and perform functional test of equipment as needed to ensure proper function. Repair or replace damaged or overheated components and wiring.		X
Check refrigerant system subcooling and/or superheat (system dependent).		X
Inspect inside of unit. Clean if debris is present.		X
Inspect condenser coil. Clean if dust, dirt, or debris is present. Rinse unit with fresh water (see Note 2).		X
Inspect motor and fan for damage. Make sure fan spins freely.		X
<b>Indoor specific: (for fossil fuel furnaces and accessories, refer to unit specific literature)</b>		
Inspect, clean, or replace air filter if dirty.	X	
Inspect and clean blower assembly (includes blower housing, wheel, and motor).		X
Inspect internal and external of cabinet. Clean as needed.		X
Inspect electrical disconnect for proper function. Repair or replace as necessary.		X
Inspect electrical components, wiring, and connections. Tighten loose connections. Repair or replace damaged components and wiring.		X
Inspect evaporator coil. Clean if dust, dirt, or debris is present (see Note 2).		X
Clean condensate pan, trap, and drain lines (more frequent maintenance may be required in humid climates - consult your local HVAC dealer).		X
Inspect airflow system (ductwork). Check for leaks and repair as needed.		X

\* Monthly maintenance items and outdoor unit rinsing may be performed by the consumer. All other maintenance items and all service work must be performed by a qualified service technician. Read all warning labels.

Notes:  
 1. The above list may not include all maintenance items. Inspection intervals may vary depending on climate and operating hours. Consult your HVAC dealer about a service contract for seasonal inspections.