

# CE Canada Technical Support Branch Updates

Instructor: Ben Evans

[benjamin.evans@carrierenterprise.com](mailto:benjamin.evans@carrierenterprise.com)





# CONTACT INFORMATION

## Contact Us

This contact form is for website & training questions.

Name \*

Ben Evans

Technical service Team

Manager Technical services

1-800-264-9019

Company \*

Phone (587) 355-7274

[cectechsupport.com](http://cectechsupport.com)

Address \*

Address Line 1

City

State / Province / Region

Canada

Country

Email \*



# EXPEDITE VOLUME YOY COMPARISON

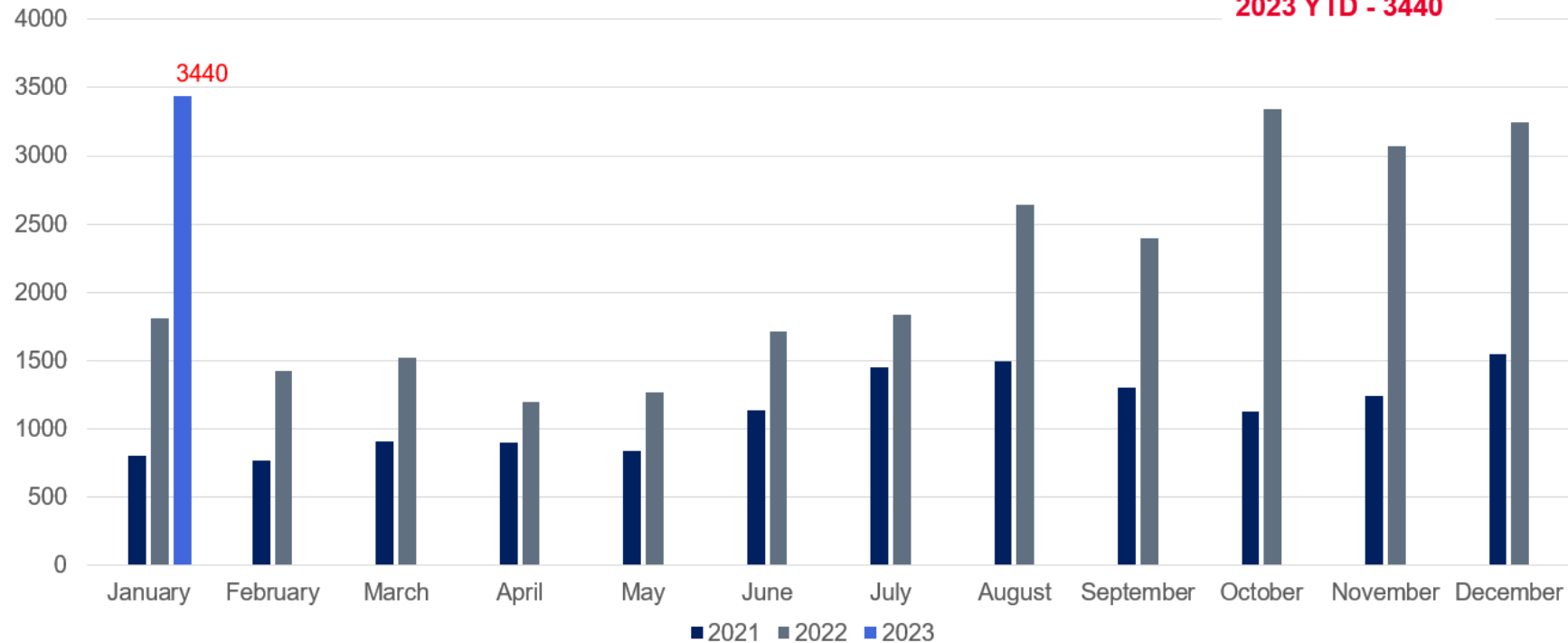
Planned Parts – 80% of Expedites.

**CURRENT OPEN EXPEDITES - 1738**

**2021 Total – 13476**

**2022 Total - 25458**

**2023 YTD - 3440**

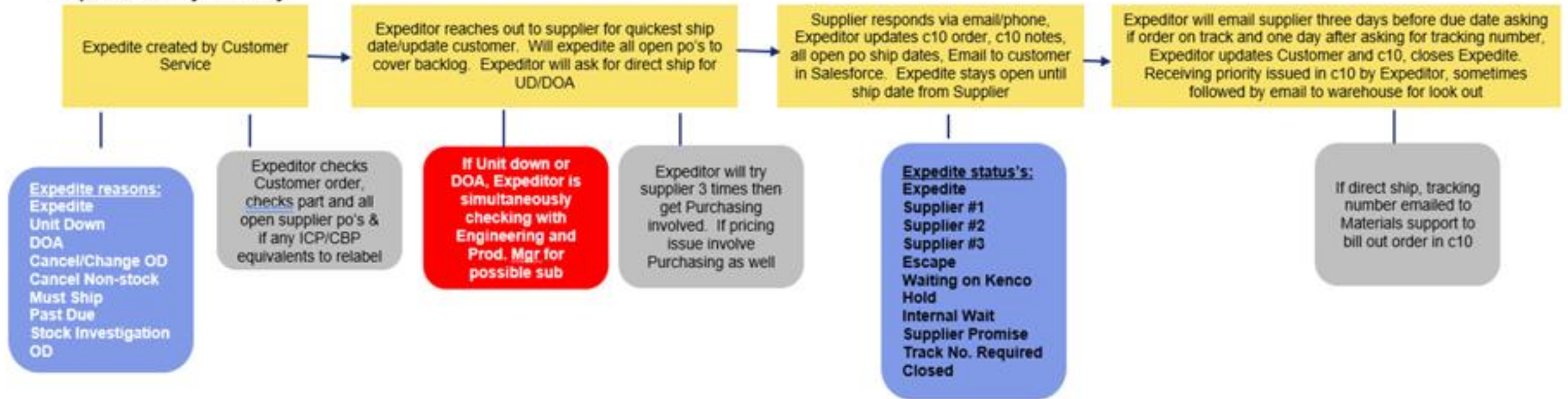


## Top 15 Parts Expedited

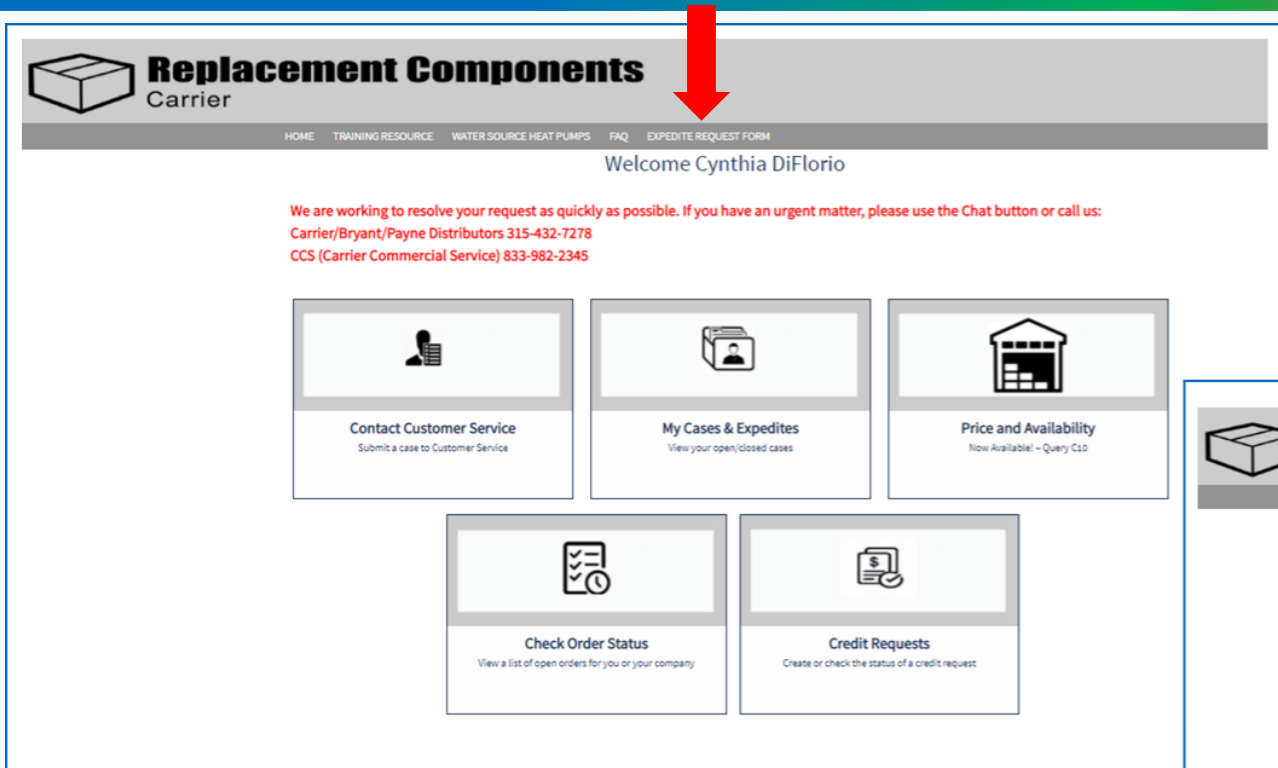
340793-762	INDUCER ASSY, VS
HK30WA506	MOTOR, DRIVE
337938-791-CBP	INDUCER ASSEMBLY KIT
337737-756	INVERTER 4T-5T
HK 30WA 303	VFD, 208-240V, 3HP, 11.8A
1190523	MOTOR, DRIVE VFD W/KEYPAD
11002015000051	MOTOR, FAN
11002015A00236	MOTOR, FAN
HK30WA517	MOTOR, DRIVE
337737-755	INVERTER 2T-3T
340481-795	INVERTER KIT - 5 TON
HK30WA512	MOTOR, DRIVE
347822-762	INDUCER MOTOR KIT
HC54JZ231	MOTOR, BLR ECM
11103020000034	COMPRESSOR

# EXPEDITE PROCESS OVERVIEW

## Expedite day-to-day



# CREATE EXPEDITES THROUGH RC COMMUNITY




**Replacement Components**  
Carrier


HOME TRAINING RESOURCE WATER SOURCE HEAT PUMPS FAQ **EXPEDITE REQUEST FORM**

Welcome Cynthia DiFlorio


We are working to resolve your request as quickly as possible. If you have an urgent matter, please use the Chat button or call us:  
Carrier/Bryant/Payne Distributors 315-432-7278  
CCS (Carrier Commercial Service) 833-982-2345




**Contact Customer Service**  
Submit a case to Customer Service




**My Cases & Expedites**  
View your open/closed cases



**Price and Availability**  
Now Available! - Query C10



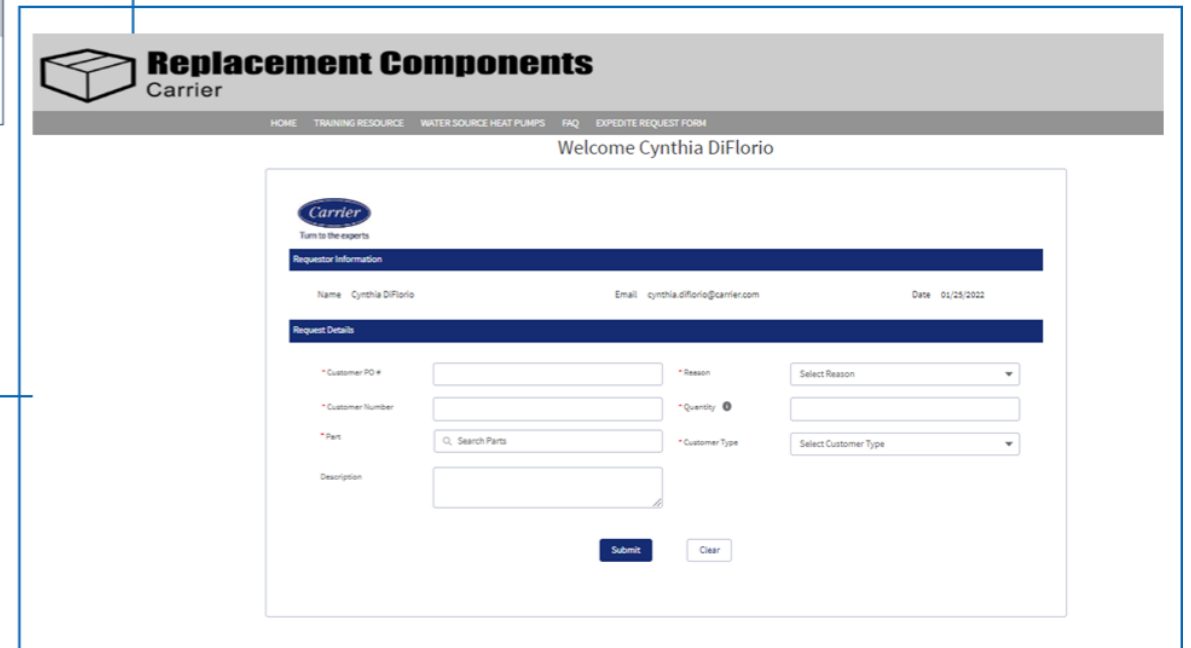
**Check Order Status**  
View a list of open orders for you or your company



**Credit Requests**  
Create or check the status of a credit request

**ORDER MUST  
BE A P5\***

**PARTS ON ALLOCATION  
WILL NOT WORK**



**Replacement Components**  
Carrier

HOME TRAINING RESOURCE WATER SOURCE HEAT PUMPS FAQ **EXPEDITE REQUEST FORM**

Welcome Cynthia DiFlorio

**Carrier**  
Turn to the experts

**Requestor Information**

Name: Cynthia DiFlorio Email: cynthia.diflorio@carrier.com Date: 01/26/2022

**Request Details**

\*Customer PO #  \*Reason

\*Customer Number  \*Quantity

\*Part  \*Customer Type

Description

Customer Service All Agent Line for Distributors:  
Phone: 315-432-7278

Welcome Benjamin Evans



Turn to the experts

#### Requestor Information

Name Benjamin Evans

Email benjamin.evans@carrierenterprise.com

Date 04/18/2023

#### Request Details

\* Customer PO #

2177575-00

\* Reason

Unit Down


Model #

Serial #

1822v11624


\* Customer Number

366344

\* Quantity 

1

\* Part

 11002015A00236 

\* Customer Type

Carrier Bryant Payne (CBP)

\* Description

Evap Blower motor has failed

Please explain your reason for Unit Down

Submit

Clear

RCD Expediting <rcdexpediting@carrier.com>

Expedite # E-108023 Customer PO# 2179376 Part # 17122000059084 [ref:\_00D15EI7O.\_5004R1xHm9y:ref]

Dear Jason Davis,

This should be available to ship from RCD by the end of May Early June. This is in transit to us from overseas.

PO#: 2179376

Part#: 17122000059084

C10 Order#: 78476328

Regards,

RC Expedite Team

Please do not respond to this email, you will need to contact Customer Service for additional information.

Thank You,

Anne Townsend

RCD Expedite Team







# Carrier Enterprise Canada Technical Support

Carrier, Bryant and Payne Technical training and support

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## CE Associate Tools

### Warranty Out of Stock

**This form is required prior to any equipment replacement decisions**

- Submit form before contacting Customer Assurance
- Only to be used with equipment still in warranty
- Used when parts not available or has a significant lead time

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[Click Here](#)

### Need help with an out of Warranty Part

**Can't find what you're looking for or not sure what something is called?**

- Not sure of a substitution
- Obsolete
- Is it NSS or NLA
- or, you're just not sure what you're looking for

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[Click Here](#)

### Downloadable Tools

**Helpful tools and documents**

- EPIC abbreviation list
- Dealer Warranty Guide
- Warranty out of Stock Training Guide
- DOA Training Guide
- — and more

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## Warranty Out Of Stock (WOS) – Form

Step 1 of 3



**Your Name \***

First

Last

**Email \***

**Your Phone Number \***

**Callback Number If Different**

**Customer / Dealer Name \***

**Customer / Dealer Account # \***

6 of 6 max characters.

**Customer / Dealer PO for this order \***

**Customer/Dealer Contact Name \***

**Customer / Dealer Phone \***

**Dealer / Customer Contact Email \***

[Next](#)[Save and Resume Later](#)



Step 2 of 3

Equipment Model Number

40MBABQ30XB3

Equipment Serial Number \*

1622V14339

Startup Date \*

11

6

2022

End User Name \*

Guido

First

Franchino

Last

For warranty verification

Address \*

6747 Marine Cres

Address Line 1

Duncan

City

BC

State / Province / Region

V9L 5Y3

Postal Code

Canada

Country

Are there any health concerns, infants, elderly.....etc

☒ Yes

☐ No

Application Type \*

☒ Residential

☐ Commercial

☐ Industrial

☐ Other (explain in notes)

Area Being Served

☒ Primary System (Single System home or Building)

☐ Living Area

☐ Bedrooms

☐ 2nd Floor

☐ Other

Did you verify warranty? \*

☒ Yes

☐ No

☐ I don't know how.

[Previous](#)

[Next](#)

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English



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Step 3 of 3

Part Number Needed \*

17123000008577

Part Description \*

Main Control Board

CE Order # (In Trend) \*

64638-00

RC PO # \*

2179376

RC Case # \*

04856119

RC Expedite # \*

E-108023

Date Part Expected from RC \*

06/10/2023

If they will not provide a date select 3 months out.

Is this being shipped direct to customer? \*

☐ Yes

☒ No

Warehouse being shipped to. \*

8530-Victoria

What is being requested? Check all that apply. \*

☐ Assistance Locating This Part

☒ Approve a Replacement Unit

☐ Approve or Locate an Alternative Part

☐ Other - Add notes for this

Description

Dear Jason Davis,

This should be available to ship from RCD by the end of May Early June. This is in transit to us from overseas.

PO# 2179376

Please add notes to assist us in helping with this situation.

English



# QUESTIONS

# WHAT'S NEXT?



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### Field Reporting Forms



Combining your knowledge of the equipment with technology and an efficient process, Technical Support can improve your jobsite productivity.

Using our mobile based tools which are intended to limit your effort by limiting the required fields based on the type of report you are filling, you will successfully submit a Field Report on your first attempt and will be just a phone call away from our team's support

**Infinity/Evolution Communication Troubleshooting**

This form will aid in determining issues causing communication errors. Please complete every detail of this form. At the end if you still have questions click submit.

English



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### Self-Study Courses

#### How does the registration process work? FAQ's

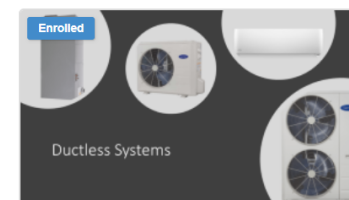
Distribution training hours and NATE Continuing Education credits can be found in the course descriptions.



#### 2023 Check, Test, & Startup Self-Study Course

This course discusses how to calculate airflow using your normal hand tools, validating the refrigerant charge and calculating the systems total capacity.

[See more...](#)



#### 2023 Carrier/Bryant Ductless Systems Self-Study Course

This course covers general Ductless Application, Installation & Troubleshooting Topics. And will help in understanding how to approach a Ductless system from all aspects of the system.

[See more...](#)



#### 2023 Next Generation & 5-Stage Variable Speed Systems Self-Study Course

This course discusses the current 5-Stage and 24/26 Next Generation Variable Speed Systems. Covering the Installation, Set-up and Service aspects of the system.

[See more...](#)

English



# QUIZ

Please sign into [CECtechsupport.com](https://CECtechsupport.com)  
Under My account please select  
CE Canada Technical Support Branch Updates

Below the course material.

Please complete the Quiz

Once you have completed the quiz you will be sent a certificate of completion.