

Recalls and safety alerts

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Carrier Corporation recalls certain Carrier Greenspeed™ and Bryant Evolution Extreme™ brand heat pumps

Report a Concern

Starting date:	May 11, 2017
Posting date:	May 11, 2017
Type of communication:	Consumer Product Recall
Subcategory:	Tools and Electrical Products
Source of recall:	Health Canada
Issue:	Fire Hazard
Audience:	General Public
Identification number:	RA-63234

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Joint recall with Health Canada, the United States Consumer Product Safety Commission (US CPSC) and Carrier Corporation

Affected products

Carrier Greenspeed™ and Bryant Evolution Extreme™ Heat Pumps

Product description

This recall involves 2, 3, 4 and 5 ton sizes of certain Carrier Greenspeed™ and Bryant Evolution Extreme™ brand name residential variable speed heat pump units. The units are used for cooling and heating of residential homes.

The following model names, and serial numbers are affected by the recall:

Model Name	Model Numbers	Serial Numbers
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Carrier Greenspeed™	25VNA024A0030040	1811E08513 - 2414E17187 2414E17188 2414E17197 2414E17200 2414E17205 2414E17207 - 2414E17208 2414E17214 - 2414E17215 3714E10070 - 3714E10101
	25VNA036A0030040	1811E09201 - 2214E24720 2414E22936 2414E22939 2414E22942 2414E22945 - 2414E22946 2614E25193 - 2614E25196 2614E25199 - 2614E25209 2614E25213 2614E25215 - 2614E25231 2614E25233 - 2614E25239 2614E25241 - 2614E25288 4114E21813 - 4114E21816 4114E21825 4314E15240 - 4314E15242 4314E15244 - 4314E15245

	25VNA048A0030040	1811E10177 - 2314E01173 2314E01176 - 2314E01178 2314E01181 - 2314E01185 2314E01193 2314E01195 2314E01197 2314E01207 2314E01209 - 2314E01212 2314E01214 - 2314E01221 2314E01223 - 2314E01230 2314E01235 - 2314E01242 2314E01245 2314E01247 - 2414E24313 2414E24315 - 2414E24316 2414E24318 - 2414E24321 2414E24326 2414E24331 2414E24336 2414E24340 2414E24346 2414E24348 - 2414E24349 2414E24351 - 2414E24353 2414E24355 - 2414E24368 2414E24370 - 2414E24381 2714E14174 - 2714E14175 2714E14177 2714E14179 2814E15679
	25VNA060A0030040	1811E10865 - 2314E02912 2314E02916 2314E02931 - 2314E02932 2314E02934 - 2314E02935 2314E02938 2314E02940 2414E25872 2414E25877 - 2414E25878 2614E24485 - 2614E24492 2614E24496 2614E24498 - 2614E24519 2714E15210 - 2714E15237 2914E16182 2914E16185 3014E15299 - 3014E15300
Bryant Evolution Extreme™	280ANV024000EAAA	0412E99277 - 2014E17376

280ANV036000EAAA	0412E99278 - 2114E21982 2614E25961 - 2614E25992 3314E19277 3714E11558 4014E12853
280ANV048000EAAA	0412E99279 - 2314E03648 2614E23031 - 2614E23060 2714E16647 - 2714E16675
280ANV060000EAAA	0412E99280 - 2314E04425 2314E04427 - 2314E04429 2314E04431 - 2314E04433 2314E04435 2314E04438 - 2314E04440 2314E04446 2414E12553 2614E24199 - 2614E24200 2714E17386 - 2714E17387

The product's model number and serial number can be found on the unit nameplate (or rating plate) located on the side of the unit's exterior. On the Bryant unit, there is a label on top of the unit that reads "Bryant Evolution System."

Hazard identified

The capacitors in the control board may stop working causing the unit to overheat, posing a fire hazard.

As of May 2, 2017, Carrier Corporation has received 3 reports of the heat pumps overheating in Canada, no reports of injuries or fires. In the United States, Carrier Corporation has received 38 reports of the heat pumps overheating, and no reports of injuries or fires.

Number sold

Approximately 2,000 units of the affected products were sold in Canada and approximately 23,300 units were sold in the United States.

Time period sold

The recalled products were distributed in Canada between June 2011 and February 2015 and sold in the United States between June 2011 and August 2016.

Place of origin

Manufactured in the United States.

Companies

Manufacturer

Carrier Corporation
Jupiter, Florida
UNITED STATES

Images
(sel

thumbnail to enlarge)



What you should do

Consumers should contact Carrier or Bryant for instructions on getting a free replacement fuse board installed by authorized Carrier or Bryant technicians.

For more information, consumers may contact Carrier or Bryant at 1-844-864-8233, from 8:00 a.m to 5:00 p.m. ET, or online on the [Carrier](#) or [Bryant](#) websites and then click on "Product Safety Recall" for more information.

Consumers may view the release by the US CPSC on the [Commission's website](#).

Please note that the Canada Consumer Product Safety Act prohibits recalled products from being redistributed, sold or even given away in Canada.

Health Canada would like to remind Canadians to report any health or safety incidents related to the use of this product or any other consumer product or cosmetic by filling out the [Consumer Product Incident Report Form](#).

This recall is also posted on the [OECD Global Portal on Product Recalls website](#). You can visit this site for more information on other international consumer product recalls.

Date modified: 2017-05-11