User's Information Manual: PH* Series

Packaged Heat Pump with Electric Heat

6537837-UUM-C-1025

About this manual

Read all sections of this manual and keep the manual for future reference.

WARNING: Cancer and Reproductive Harm – www.P65Warnings.ca.gov.

Certification

AHRI CERTIFIED™ www.ahridirectory.org Unitary Small HP AHRI Standard 210/240 Certification applies only when the complete system is listed with AHRI

C SA US

Assembled at a facility with an ISO 9001:2015-certified Quality Management System

Contact information

To contact us online, go to www.york.com, select **Contact Us**, and follow the instructions.

To contact us by mail, use the following address:

BHC Group Heating & Cooling

Consumer Relations

5005 York Drive

Norman, OK 73069

Safety

It is important to understand the safety symbols used in this manual. Read safety information carefully and follow all safety requirements.

Understanding safety symbols and instructions

This is a safety alert symbol. When you see this symbol on labels or in manuals, be alert to the potential for personal injury.

Understand and pay particular attention to the signal words **DANGER**, **WARNING**, or **CAUTION**, as well as the **NOTICE**, **Important**, and **Note** alerts.

DANGER indicates an **imminently** hazardous situation, which, if not avoided, **will result in death or serious injury**.

WARNING indicates a **potentially** hazardous situation, which, if not avoided, **could result in death or serious injury**.

CAUTION indicates a **potentially** hazardous situation, which, if not avoided **may result in minor or moderate injury**. It is also used to alert against unsafe practices and hazards involving only property damage.

NOTICE indicates information considered important, but not hazard-related, such as messages relating to property damage.

Important indicates information that is essential to complete a task or may result in damage to the device if not followed.

Note indicates something of special interest or importance. Notes can contain any type of information except safety information.

Safety requirements

⚠ CAUTION

Risk of fire

This unit uses a mildly flammable (A2L) refrigerant. The unit must only be repaired or serviced by trained service personnel. Before attempting to repair or service the unit, consult the *Installation manual*. Follow all safety precautions.

⚠ WARNING

This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given proper supervision and sufficient instruction concerning use of the appliance by a person responsible for their safety.

Children must be supervised to ensure that they do not play with the appliance.

⚠ WARNING

Any required ventilation and circulation openings must be kept clear of obstruction.

⚠ WARNING

This product must be installed and serviced by a qualified installer or service agency. Improper installation, adjustment, alteration, service, or maintenance can cause injury or property damage.

⚠ WARNING

For the unit marked as LEAK DETECTION SYSTEM installed, the unit must be powered except for service. Such a unit is equipped with electrically powered safety measures. To be effective, the unit must be electrically powered at all times after installation, other than when servicing.

How your system works

It is important to understand how your system works.

Cooling cycle

If your hand is wet and you blow on it, it feels cool because some of the moisture is evaporating and becoming vapor. This process requires heat. The heat is being taken from your hand, so your hand feels cool. That is what happens with the cooling cycle of a heat pump. During the cooling cycle, your system removes heat and humidity from your home and transfers this heat to the outdoor air.

Heating cycle

During the heating cycle, your heat pump removes heat and humidity from the outdoor air and transfers this heat to your home. This is possible because even 0°F outdoor air contains a great deal of heat. Your heat pump does not generate much heat: it transfers heat from one place to another. If your unit is equipped with an optional electric heat kit, the electric heat kit provides additional heat to your home when the outside temperature is very low and there is not enough heat in the outside air to allow the heat pump to keep your home at the required temperature.

Thermostat

Your thermostat controls the operation of your cooling and heating system. Thermostats may vary widely in appearance, but, regardless of size or shape, each thermostat includes the following:

- A temperature indicator
- A dial, arm, or push button for selecting the required temperature
- A comfort switch for selecting the required mode of system operation: heating or cooling

You may have either a manual change-over thermostat or a programmable electronic thermostat:

- **Manual change-over thermostat**: Manual change-over means that you must manually position the comfort switch every time you want to switch between cooling and heating operation.
- **Programmable electronic thermostat**: The programmable electronic thermostat is a sophisticated electronic version of a manual change-over thermostat. When programmed, the thermostat functions automatically to operate the cooling and heating system. The thermostat includes features that allow set-back temperature variations for periods of sleep or while you are away during the day, allowing you to make energy savings. The thermostat also features a digital clock.

ⓘ **Note:**

- Only approved thermostats have been tested and are fully compatible with this equipment.
- Be aware that many different thermostats operate on batteries or power-stealing principles. These types of thermostats can not be supported as trouble-free when used with this product.

Indoor circulating blower

There are different options for indoor circulating blower operation:

- **On**: If you set the fan switch on the thermostat to the on position, the indoor circulating blower operates continuously and does not shut off when there is no heating or cooling operation. The cooling or heating systems operate as required by your thermostat settings. This provides continuous air filtering and more even temperature distribution to all conditioned spaces.
- **Auto**: If you set the fan switch on the thermostat to the auto position, the indoor circulating blower runs intermittently as required for either heating or cooling. The indoor circulating blower shuts off when there is no heating or cooling operation. This option has the lowest operating cost. If you purchased one of our residential thermostats, they may have an intelligent fan mode that continually circulates the air in occupied mode or when you are at home, and can cycle the indoor circulating blower in unoccupied mode or during the night to further conserve energy.

ⓘ **Note:** On moderate days, usually during spring and fall, when neither heating nor cooling is required, you may want to run only the indoor circulating blower to ventilate, circulate, and filter the air in your home or building. For **blower only operation**, set the comfort control switch on the thermostat to the off position and set the fan switch on the thermostat to the on position. Make sure that you reset the switches for normal operation.

Starting up the cooling or heating system

For this procedure, the comfort control switch on the thermostat is assumed to be set to the off position.

➤ **Important:** Observe the application limitations shown in the unit *Installation Manual* so your system delivers the best performance and requires minimum service.

To start up the cooling or heating system, do the following:

1. If the main power supply to the unit is off, set the appropriate disconnects to the **ON** position.
2. Set the comfort control switch on the thermostat to the **COOL** or **HEAT** position as required.
3. Set the thermostat to the required temperature.

   For cooling, the higher the setting, the lower the amount of energy consumed. Federal guidelines recommend a setting of 78°F. For heating, the lower the setting, the lower the amount of energy consumed. Federal guidelines recommend a setting of 65°F or lower.

NOTICE
If your cooling and heating temperature adjustments are separate, be sure to set both.

4. Set the fan switch on the thermostat to the required position.

   ⓘ **Note:** See Indoor circulating blower for more information if needed.

Operating your system with a manual change-over thermostat

This procedure provides basic steps for operating your system with a manual change-over thermostat. See Thermostat. For detailed instructions, refer to the operating instructions provided by the thermostat manufacturer. It is important to familiarize yourself with the correct operation of your thermostat to obtain maximum comfort levels with minimum energy consumption.

⚠ CAUTION

The main power to the system must be kept on at all times to prevent damage to the compressor. If necessary, the thermostat control switch should be used to turn the system off. Should the main power be disconnected or interrupted for 8 h or longer, **do not** attempt to start the system for 8 h after the power has been restored to the unit. If heat is needed during this 8 h period, use emergency heat.

Important: Do not turn on the thermostat and turn off the thermostat or switch between cooling and heating modes in rapid succession. This could damage your equipment. Always allow at least 5 min between changes to thermostat settings.

To operate your system with a manual change-over thermostat, do the following:

- For cooling operation, set the comfort control switch on the thermostat to the **COOL** position and set the thermostat to the required temperature.

  When the indoor temperature rises above the selected temperature on the thermostat, the system starts. The cooling system operates and the indoor circulating blower circulates the cooled, filtered air. When the room temperature is lowered to the selected temperature on the thermostat, the system shuts off.
- For heating operation, set the comfort control switch on the thermostat to the **HEAT** position and set the thermostat to the required temperature.

  When the indoor temperature drops below the selected temperature on the thermostat, the system starts. The heating system operates and the indoor circulating blower circulates the filtered air. When the room temperature rises to the selected temperature on the thermostat, the system shuts off.
- To manage the indoor circulating blower operation, set the fan switch on the thermostat as required:
  - Set the fan switch to the **ON** position for continuous operation. The indoor circulating blower continues to operate regardless of whether heating or cooling operation is in progress.
  - Set the fan switch to the **AUTO** position if you want the indoor circulating blower to shut off when the system does.

Operating your system with a programmable electronic thermostat

This procedure provides basic steps for operating your system with a programmable electronic thermostat. See Thermostat. For detailed instructions, refer to the operating instructions provided by the thermostat manufacturer. It is important to familiarize yourself with the correct operation of your thermostat to obtain maximum comfort levels with minimum energy consumption.

⚠ CAUTION

The main power to the system must be kept on at all times to prevent damage to the compressor. If necessary, the thermostat control switch should be used to turn the system off. Should the main power be disconnected or interrupted for 8 h or longer, **do not** attempt to start the system for 8 h after the power has been restored to the unit. If heat is needed during this 8 h period, use emergency heat.

Important: Do not turn on the thermostat and turn off the thermostat or switch between cooling and heating modes in rapid succession. This could damage your equipment. Always allow at least 5 min between changes to thermostat settings.

To operate your system with a programmable electronic thermostat, do the following:

- Set the thermostat schedule with your preferred temperature settings.

  When the indoor temperature rises above the higher (COOL) setting, the cooling system operates and the indoor circulating blower circulates the cooled, filtered air. When the room temperature is lowered to the selected level, the system shuts off. When the indoor temperature drops below the lower (HEAT) setting, the heating system operates, and the indoor circulating blower circulates the heated, filtered air. When the indoor temperature rises to the selected setting, the system shuts off.
- Select the indoor circulating blower setting as required.

  You can program the indoor circulating blower to shut off when the system does or operate continuously regardless of whether heating or cooling operation is in progress.

Dealing with power failure

- When events such as accidents or wind storms disrupt the electrical power supply to your home, set the thermostat to the **OFF** position.

Increasing energy efficiency

These are some steps you can take to increase the energy efficiency of your unit:

- Do not adjust your thermostat unnecessarily. Increasing or decreasing the temperature setting on your thermostat does not make your system heat or cool any faster. Set your thermostat to a comfortable setting and only adjust it when required.
- Do not restrict air circulation. If the placement of items such as furniture or rugs interferes with air vents, your system has to work excessively to reach selected temperatures. This requires more energy, resulting in higher costs.
- If you are going to be away from home for a period, for example, a day or more, adjust your thermostat accordingly. Be aware that it takes the system some time to reach selected temperatures on your return home. This does not occur immediately.
- Do not locate lamps or other heat producing appliances such as radios, television sets, and heaters near your thermostat. The heat from these items gives your thermostat a false indication of room temperature.
- Select a comfortable thermostat setting, but remember that selecting a moderate temperature saves energy.
- Turn on your kitchen exhaust fan when cooking and turn on your bathroom exhaust fan when showering. Make sure your clothes dryer is correctly vented. Otherwise, excess heat and humidity can be created, causing your cooling system to run for longer.
- Set your thermostat a few degrees lower than normal several hours before entertaining a large group of people in a relatively small area. People produce a considerable amount of heat and moisture in a closed area.

- Keep drapes and venetian blinds closed when practical, because they provide insulation against heat loss or heat gain.
- Contact a qualified service technician to repair or make adjustments to your system. They are trained to perform this service.

Conserving cooling energy

- Be aware that to comfortably cool your home, your system must remove both heat and humidity. Do not turn your system off if you are away all day. On a hot day, your system may have to operate between 8 h to 12 h to reduce the temperature in your home to a normal comfort level.
- Close drapes or blinds and lower awnings on windows that get direct sunlight in the summer.
- Keep windows closed after sundown. While the outdoor temperature at night may be lower than the indoor temperature, the air is generally loaded with moisture that is soaked up by furniture, carpets, and fabrics. This moisture must be removed when you restart your system.
- Be aware that the higher the outdoor temperature, the greater the load on your system. Do not be alarmed when your system continues to run after the sun has set on a hot day. Heat is stored in your outside walls during the day and continues to flow into your home for several hours after sunset.
- Use your kitchen exhaust fan when cooking. One surface burner set to high requires 1 ton of cooling. Turn on your bathroom exhaust fan while showering to remove humidity. However, do not run exhaust fans excessively, because this decreases efficiency by removing conditioned air.

Conserving heating energy

- Keep storm windows and doors closed all year long, for the most efficient operation. They help to insulate against heat and cold and keep out dirt, pollen, and noise.
- Close drapes at night, keep fireplace dampers closed when not in use, and run exhaust fans only when necessary. This helps you to retain heated air.
- Keep lamps, televisions, or other heat producing sources away from the thermostat. The thermostat senses the extra heat from these sources, and can not maintain the selected indoor temperature.

Maintaining your system

Regular periodic preventative maintenance must be performed on this equipment. The person most familiar with your heating and cooling system is a dealer. A dealer can do the following:

- Make sure that your maintenance program meets the conditions of the warranty.
- Maximize the efficiency of your equipment.
- Service your unit within the federally mandated guidelines with regard to unlawful discharge of refrigerants into the atmosphere.

Only qualified, licensed service personnel must install, repair, or service this equipment. Unlicensed personnel can do the following:

- Perform the basic maintenance functions of inspecting and replacing or cleaning air filters and cleaning the outdoor coil. See Inspecting and replacing or cleaning air filters and Cleaning the outdoor coil.
- Perform basic checks to avoid unnecessary service calls. See Avoiding unnecessary service calls.
- Maintain required clearances around the unit. See Maintaining required clearances.

Important: The indoor blower motor and outdoor fan motor are permanently lubricated and require no maintenance.

Inspecting and replacing or cleaning air filters

It is essential to always use air filters and keep air filters clean to ensure maximum efficiency and adequate air circulation. When air filters become dirty, insufficient air is delivered by the blower, decreasing the unit's efficiency and increasing operating costs and deterioration of the unit and controls. Inspect air filters monthly and replace or clean air filters if they are dirty. This is particularly important because the unit can be used for both heating and cooling.

⚠ WARNING

Before performing any maintenance procedure, shut off all power to the unit to avoid personal injury.

➤ **Important:** Some units are shipped without a filter. It is the responsibility of the installer to secure an air filter in the return air ductwork or inside the home at the return air opening, or install a filter frame kit.

➤ **Important:**

- If the location of the air filter is not obvious, contact a qualified service agency.
- Do not replace permanent air filters with disposable air filters.
- Install air filters with the airflow arrow in the same direction as the airflow in your duct.

To inspect and replace or clean air filters, do the following:

1. Shut off all power to the unit.
2. Inspect the air filters.
3. If the air filters are dirty, proceed as required for the type of air filter:
   - Replace disposable air filters with new air filters.
   - Remove and wash permanent air filters with a mild detergent according to the manufacturer's recommendations.

Cleaning the outdoor coil

It is important that dirt does not accumulate on the outdoor coil surface or other parts in the air circuit. You can vacuum the outdoor coil or use a brush or other suitable means to remove any debris from between the fins. If the outdoor coil becomes excessively dirty, clean the outdoor coil as outlined in this procedure.

➤ **Important:** You must clean the outdoor coil as often as necessary to keep the outdoor coil clean.

⚠ WARNING

Before performing any maintenance procedure, shut off all power to the unit to avoid personal injury.

⚠ CAUTION

Exercise care when cleaning the coil so that the coil fins are not damaged.

Do not permit the hot outdoor air discharge outlet to be obstructed by overhanging structures or shrubs.

NOTICE

Do not use a pressure washer as coil fin damage will occur.

To clean the outdoor coil, do the following:

1. Shut off all power to the unit.
2. Clean the outdoor coil with water or a suitable coil cleaner.

   ➧ **Important:** Avoid getting water into the fan motor and control box.
3. Rinse the outdoor coil after cleaning.
4. Flush dirt from the base pan after cleaning the outdoor coil.

Avoiding unnecessary service calls

There are a few instances where you can avoid unnecessary service calls. If the unit stops functioning correctly, before calling your servicing dealer, do the following:

1. Check the indoor section for a dirty air filter. Replace or clean the air filter if required. See Inspecting and replacing or cleaning air filters.
2. Check the outdoor section for leaf or debris blockage. Eliminate the problem, turn off the thermostat for 10 s, and attempt to start up the system. Wait 5 min to see if the system starts up.

If the system does not start up, call your servicing dealer.

Maintaining required clearances

- Maintain the following minimum clearances if doing patio or yard improvements around the outdoor unit:
  - 36 in. from the top of the unit
  - 36 in. from the front of the unit
  - 36 in. from the right side of the unit
  - 24 in. from the left side of the unit
  - 6 in. from the back side of the unit
- Do not allow overhanging structures or shrubs to obstruct the outdoor air discharge outlet.
- Keep the unit free of foliage, grass clippings, leaves, paper, and any other material that could restrict the proper airflow in and out of the unit.

Troubleshooting

Before calling a service technician, do the following:

1. Make sure that the thermostat is set to the **HEAT** or **COOL** position.
2. Check the thermostat for lint and dust and other debris.
3. Check fuses or circuit breakers.
4. Check filters for excessive dust accumulation or restriction.

Sourcing replacement parts

All components, assemblies, accessories, and replacement parts for the unit are available through qualified service agencies. Do not purchase, install, or replace any components of the unit. Contact your local contractor, dealer, or service provider for additional information.

Locating the wiring diagram

The unit wiring diagram is located on the inside of one of the access panels on the unit. The wiring diagram is intended only for reference. **If service is required, contact your local contractor, dealer, or service provider.**

Trademarks

YORK® is a registered trademark of Johnson Controls International plc and its affiliated companies. Used under license.

Third-Party Trademarks Notice: For information about third-party trademarks, refer to the relevant company websites.

Limited Warranty - Electric Residential Packaged Units

This Limited Warranty applies in the United States (including Puerto Rico) and Canada ONLY.

JC Residential and Light Commercial LLC or other affiliate identified as the selling entity in the underlying contract or in the relevant terms and conditions of sale is referred to herein as the "Manufacturer".

Product registration: For your benefit and protection, register your product with the Manufacturer promptly (no later than 90 days) after installation. This allows us to contact you, should it become necessary. The Limited Warranty does not require registration. Failure to complete registration does not diminish your Limited Warranty rights in any way. You can register your product (within 90 days of the installation) online at www.upgproductregistration.com, by emailing Manufacturer at cg-upgconsumerrelations@jci.com, or by calling 1-877-874-7378. When registering, provide your name, address, phone number, Product Model Number, Unit Serial Number, the name of the Participating Dealer (if known), and the Installation Date (if known).

Product Model Number: _____

Unit Serial Number: _____

Installation Date: _____

Participating Dealer: _____

Limited Warranty: Manufacturer warrants, to the original* purchaser and consumer (the "Buyer"), the products set forth in the table below (each a "Product") against failure due to defects in workmanship or material under normal use when correctly installed and maintained pursuant to Manufacturer's Installation Manual and User's Information Manual ("Manufacturer's Documentation") and all local, state, and national codes. Upon proper presentation of a request for warranty service or repair (as described below), Manufacturer will repair or replace, at its option, a defective Compressor or other Parts ("Parts" defined as parts of the Product that are not the Compressor or consumable parts or components) without charge, subject to the conditions and exclusions below and according to the terms set forth in this Limited Warranty. Manufacturer reserves the right, at its sole discretion, to provide an equivalent replacement Product instead of repairing the Compressor or other Parts. Alternatively, Manufacturer may at its option, offer a replacement price allowance to be applied toward the purchase of a new Product offered by Manufacturer. The exact allowance amount will be determined at the sole discretion of Manufacturer, based upon, among other things, availability, age of existing Product, and current market conditions. Manufacturer will not be responsible for costs for shipping, ductwork, wiring, piping, or installation. If a replacement Product, Compressor, or Parts are provided by Manufacturer under this Limited Warranty, the Warranty Period (as defined below) for the replacement Product, Compressor, or other Parts is limited to the remainder of the original Warranty Period. With respect to third party parts included in the Products, Manufacturer will pass through the terms of any warranty provided by the applicable third-party manufacturer or supplier to the extent permitted as the sole warranty for any such third-party products parts. This Limited Warranty extends only to the Buyer and is non-transferable.*

Limited Warranty Period: The "Limited Warranty Period" begins on the date the Product is originally installed and ends as set forth in Table 1. If you are unaware of the Warranty Period, contact Consumer Relations at 1-877-874-7378 or www.upgproductregistration.com. If a Product, Compressor or Part is repaired or replaced by Manufacturer under this Limited Warranty, the Limited Warranty Period for the repaired or replaced Product, Compressor, or Part is limited to and shall not extend beyond the remainder of the original Limited Warranty Period.

Table 1: Limited Warranty Period in years

Product tier	Product model family	Parts	Compressor
Standard	PH3 1 phase PH5 1 phase	5 or 10 years‡	5 or 10 years‡
	PH3 3 phase PH5 3 phase	1 year	5 years

Note:

- ‡To qualify for the extended 10-year warranty for parts and the compressor, the Product must be registered within 90 days of installation for replacement Products or within 90 days of closing for new home construction. In some states or provinces, registration is not required, but proof of installation is required to qualify.
- *In some states or provinces, the limited warranty is available at no charge to a subsequent owner/homeowner if the product has been used solely for the original residential application. To determine whether your limited warranty is transferrable to a subsequent homeowner (subject to a transfer fee) please contact Manufacturer at 1-877-874-7378.

Maintenance: As proper maintenance is a condition to your warranty coverage, Manufacturer strongly recommends coordinating or conducting regular periodic preventive maintenance on the Product. The person most familiar with the equipment in your HVAC system is the Installing or other Participating Dealer, who can best ensure that your maintenance program meets the Limited Warranty conditions, maximize the equipment efficiency, and service your unit within the mandated guidelines with regard to unlawful discharge of refrigerants into the atmosphere.

Extended Coverage/Additional Protection: For additional protection, special extended warranty packages, called Residential Home Comfort Plans, are available from a Participating Dealer (defined as authorized and licensed third-party dealers or contractors that install or are authorized to install the Product(s)). The Home Comfort Plans provide you with extended years of warranty coverage as well as service protection, including labor charges not covered under the standard Limited Warranty. Home Comfort Plans must be purchased within one (1) year from the date the original Product is installed or one (1) year of closing for new home construction. Any extended warranty coverage or service protection granted by a Home Comfort Plan shall be governed by the terms and conditions of the Home Comfort Plan.

Warranty Conditions and Exclusions:

This Limited Warranty is void and unenforceable if:

- The Product serial number is removed, tampered with, defaced, or altered.
- The Product is not sold by an authorized and licensed third-party Participating Dealer that also installs the Product. To verify an authorized Participating Dealer, call 1-877-874-7378.
- The Product is not installed in accordance with Manufacturer's instructions or local, state, and national codes, is modified without Manufacturer's authorization, is subjected to improper or faulty storage, shipment, installation, operation, service, or maintenance (or lack of maintenance), unauthorized alteration, tampering, abuse, mishandling, misapplication, or is otherwise removed from its place of original installation.
- The Product is damaged by use or incorporation of improper parts, components or accessories not authorized or approved by Manufacturer or otherwise not compatible or suitable for use in or with the Product. For a list of parts that are known to be compatible, please reference the equipment renewal parts list, contact a Participating Dealer for assistance, or call 1-877-874-7378.

- The Product is damaged due to accident, acts of God or disaster, or other causes beyond the control of Manufacturer, including but not limited to excessive voltage, mechanical shock, inadequacy or interruption of electrical service or fuel supply, water damage, inadequacy or interruption air or water supply, freezing of condenser water or condensate, excessive condensation, corrosive water, atmosphere or environment, intrusion of water or foreign matter, or fouling or restriction of the water circuit by foreign material or like causes.

This Limited Warranty does not cover and expressly excludes the following:

- Shipping, labor, refrigerant or material charges.
- Labor or other costs incurred for or in connection with the diagnosing, removing, installing, shipping, servicing, or handling of either defective parts or replacement parts.
- Damages resulting from transportation, installation, or servicing, or from any other issue rendering the Limited Warranty void or enforceable as set forth above.
- Repair or replacement of non-covered parts.
- Normal or routine maintenance or service as outlined in the installation and servicing instructions or owner's manual, including but not limited to cleaning or replacement of filters, nozzles, or orifices, replacement of fuses, either internal or external to the product, or replacement of other consumables or components that must be replaced as part of a regular maintenance program such as oil, refrigerant, filters, belts, and/or batteries.
- Electricity or fuel costs, or increases in fuel or electric costs, for any reason including additional or unusual use of supplemental electric heat.

DISCLAIMERS AND LIMITATIONS OF LIABILITY

This Limited Warranty is exclusive and made in lieu of all other warranties, remedies, rights, or conditions, whether written, oral, or implied other than by operation of law. Except as stated in this Limited Warranty, Manufacturer makes no representations or warranties of any kind. To the maximum extent permitted by applicable law, all warranties implied by operation of law, including the implied warranty of merchantability and fitness for a particular purpose, are specifically limited in duration to the duration of this Limited Warranty.

The limited remedies described herein are the sole and exclusive remedies available, and Manufacturer's sole responsibility, under this Limited Warranty. In no event, whether as a result of breach of warranty or contract, tort (including negligence), strict liability, or otherwise, shall Manufacturer be liable to you for special, incidental, indirect, or consequential damages or expenses, including but not limited to loss of use of the Product or associated equipment, lost business, revenues or profits, or the cost of substitute products or equipment, even if Manufacturer was previously advised of or aware of the possibility of such damages and whether or not such damages are foreseeable. In no event shall Manufacturer's aggregate liability under this Limited Warranty or otherwise with respect to the specific Product purchased hereunder, regardless of the cause or fault, exceed the amounts paid by you for the Product (exclusive of installation) giving rise to such liability, however arising , irrespective of the cause of action or theory of liability.

This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion of limitation of incidental or consequential damages, so the above exclusions and limitations may not apply to you. In addition, the above limitation on consequential damages shall not apply to injuries to persons in the case of consumer goods.

The above limitations shall inure to the benefit of Manufacturer's affiliates, authorized sellers and distributors, and agents. Manufacturer does not assume, nor does it authorize any other person or entity to assume for Manufacturer, any other liability for the sale of this Product.

For Warranty Service or Repair: To request warranty service or repair under this Limited Warranty, notify your Participating Dealer, preferably in writing, as soon as possible after discovery of the problem, and provide the following information:

- your name, address and contact information
- the Product Model Number and Unit Serial Number
- the location of the Product
- proof of purchase and the date the Product was originally delivered and installed
- the Participating Dealer
- a reasonably detailed description of the problem (proof of proper maintenance of the Product may be required)

You may find the Participating Dealer's name on the first page of this Limited Warranty, or on the Product, if they provided it, and you can locate Participating Dealers in your area online at:

- YORK® - http://www.york.com/Residential-Equipment/Find-a-Dealer
- Coleman® - https://www.colemanac.com/residential-equipment/find-a-dealer
- Luxaire® - https://www.luxaire.com/residential-equipment/find-a-dealer
- Champion® - https://www.championhomecomfort.com/residential-equipment/find-a-dealer
- Fraser Johnston® - https://www.fraser-johnston.com/residential-equipment/find-a-dealer

or contact Manufacturer at 1-877-874-7378 for additional assistance.

If a Participating Dealer response is not received within a reasonable amount of time, notify Manufacturer at: Consumer Relations, 5005 York Dr., Norman, OK 73069, by phone at 1-877-874-7378, or by email at: cg-upgconsumerrelations@jci.com. All warranty service or repair will be performed during regular business hours, Monday through Friday 9:00 AM - 5:00 PM. Service requests sent to Manufacturer without prior Dealer contact will be referred to a Participating Dealer.

6537837-UUM-C-1025
Supersedes: 6537837-UUM-B-0825
2025-10-01