User's Information Manual: Air Handlers - VHE

6746781-UUM-A-0326

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.

About your air handling unit

This high efficiency air handling system has been precision engineered, manufactured of high quality materials, and passed many rigorous tests and inspections to ensure years of satisfactory service. That is why you can rely on efficient, trouble-free operation. Your system is fully automatic. Set the thermostat and forget it. It is automatically protected from damage by voltage fluctuations or excessive heating or cooling demands. Your air handler is actually two units: the indoor air blower and the indoor refrigeration coil, part of the outdoor air conditioning or heat pump system installed with this air handler. You may have an electric resistance heater kit installed in this air handler.

Certification

AHRI CERTIFIED™ www.ahridirectory.org

C ETL LISTED US Intertek

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

Important: Read all information in this manual thoroughly and become familiar with the capabilities and use of the appliance before attempting to operate or maintain the unit.

Pay attention to all safety warnings and any other special notes highlighted in the manual.

Keep this manual where you have easy access to it in the future. If a problem occurs, check the instructions and follow the recommendations given. If these suggestions do not eliminate your problem, call your servicing contractor. Do not attempt to service the unit yourself.

Do not attempt to install or service your equipment under any circumstances.

Some local codes require licensed installation or service personnel for this type of equipment. Improper service, adjustment, or maintenance may cause explosion, fire, electrical shock, or other hazardous conditions, which may result in personal injury or property damage.

WARNING

Fire or electrical hazard

Failure to follow the safety warnings exactly could result in serious injury, death, or property damage. A fire or electrical hazard may result causing property damage, personal injury, or loss of life.

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.

How your system works

⚠ CAUTION

An air handler must never be operated without a suitable air filter. Dirty filters greatly restrict the flow of air and may cause damage to the moving parts. The filters must be checked every month. On new construction, the filters must be checked every week for the first four weeks and after that, every three weeks. When replacing the filters, you must use filters that are the same size as those recommended.

Cooling cycle

If your hand is wet and you blow on it, it feels cool because some of the moisture is evaporating and becoming a vapor. This process requires heat. The heat is being taken from your hand, so your hand feels cool.

That is what happens with an air conditioner or 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 (heat pumps only)

During the heating cycle, your system 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 lot of heat. Your heat pump does not generate much heat, it just transfers it from one place to another.

System operation

Your thermostat puts full control of the comfort level in your home at your fingertips. Do not switch your thermostat rapidly on and off or between heat to cool. This could damage your equipment. Always allow at least 5 min between changes.

Do not close or block off supply or return air grills. Damage to equipment and higher utility bills may result.

Setting the thermostat

Although thermostats may vary widely in appearance, they are all designed to perform the same basic function: to control the operation of your air conditioning or heat pump system. Regardless of size or shape, each thermostat features a temperature indicator; a dial, arm, or push button for selection of the desired temperature; a fan switch to choose the indoor fan operation; and a comfort switch for you to select the system mode of operation.

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 principals. These types of thermostats cannot be supported as trouble free when used with this product.

The manufacturer provides complete operating instructions for each thermostat. Familiarize yourself with its correct operation to obtain the maximum comfort with minimum energy consumption.

If your system allows both cooling and heating operation, you may have either a manual change-over type or an automatic change-over type.

Manual change-over simply means that the comfort switch must be manually positioned every time you wish to switch from the cooling to heating or heating to cooling modes of operation.

The automatic change-over thermostat is actually a sophisticated electronic version of a manual change-over type. This thermostat includes features that allow set-back temperature variations for periods of sleep or while you are away during the day, and means energy savings for you. The thermostat may feature a digital clock and outdoor temperature.

Manual change-over thermostat

Cooling your home: With the comfort control switch in the **COOL** position, the system operates as follows:

When the indoor temperature rises above the level indicated by the temperature adjustment setting, the system starts. The outdoor unit operates and the indoor fan circulates the cooled, filtered air. When the room temperature falls to the selected setting, the system shuts off.

Heating your home: If your system includes a heating unit and the comfort control switch is in the **HEAT** position, the system operates as follows:

When the indoor temperature drops below the level indicated by the temperature adjustment setting, the system starts. The heating system operates and the indoor fan circulates the filtered air. When the room temperature rises to the selected setting, the system shuts off. Whether heating or cooling, the fan continues to operate if the fan switch was set in the **ON** or **Intelligent** position. The **AUTO** setting on the fan switch allows the fan to shut off when your system does.

Electronic thermostat

The computerized electronic thermostat, when programmed, functions automatically to operate the system as follows:

When the indoor temperature rises above the higher (**COOL**) setting, the outdoor unit operates and the indoor fan circulates the cooled, filtered air. When the room temperature falls to the selected level, the system shuts off. The indoor fan either shuts off or runs continuously, depending on your choice of fan switch setting. When the indoor temperature drops below the lower (**HEAT**) setting, the heating system operates and the indoor fan circulates the heated, filtered air. When the indoor temperature rises to the selected setting, the system shuts off. The indoor fan either shuts off or runs continuously, depending on your choice of fan switch setting.

Fan operation selection

A multi-position fan switch allows you to choose the type of fan operation of the indoor fan.

AUTO

With the thermostat fan switch set to **AUTO**, the fan runs intermittently as required for either heating or cooling. This position provides the lowest operating cost. If you purchased one of our thermostats, they have an intelligent fan mode which continually circulates the air during occupied modes or when you are at home, and can cycle the fan during unoccupied mode or during the night while you sleep to further conserve energy.

ON

Continuous fan operation: With the thermostat fan switch set to **ON**, the indoor fan does not shut off. However, the cooling (AC) or heating (heat pump) system still operates as required by room temperatures. This provides continuous air filtering and more even temperature distribution to all conditioned spaces.

Fan only operation: On moderate days, usually during spring and fall when neither heating nor cooling is required, you may want to run only the fan to ventilate, circulate, and filter the air in your home or building. Set the comfort control switch to **OFF** and the fan switch to **ON**. Be sure to return the switches to their original positions for normal operation.

Cooling cycle operation

Switch your thermostat to cool. Select a comfortable thermostat temperature setting, typically between 75°F and 80°F. Comfort sensations vary with individuals. The lower the indoor temperature required, the greater the number of hours your unit must operate.

Set your thermostat 2°F or 3°F below normal several hours before entertaining large groups during hot weather. People emit considerable heat and moisture.

On an extremely hot day, the indoor temperature may rise 3°F to 6°F above the thermostat setting. Correctly selected equipment does not have the capacity to maintain a constant indoor temperature during the peak load. Over-sizing your system to handle this peak load is not practical because the oversized system would operate much less efficiently at all other conditions.

Heating cycle operation

With the thermostat in the heating position and the outdoor temperature in the range of 20°F to 30°F or below, the outdoor unit may run 100% of the time.

Some systems can be equipped with balance point control to provide even more efficient operation. This control prevents the electric heater from being energized when the outdoor air is above some predetermined temperature setting from 0°F to 45°F. At higher temperatures, a heat pump may provide all the heat the home needs. At lower temperatures, the auxiliary heat is energized to keep your home comfortable.

When the outdoor air is cool and moist, frost may form on the surface of your outdoor heat pump coil. When this frost builds to a certain point, your system switches to a defrost cycle. Although you may feel cooler air coming from your registers, **do not adjust your thermostat**. The frost melts quickly and your system returns to normal operation automatically.

Maximizing operating efficiency

Heating conservation

For the most efficient operation, keep storm windows and doors closed all year long. They not only help insulate against heat and cold, but they also keep out dirt, pollen, and noise.

Closing drapes at night, keeping fireplace dampers closed when not in use, and running exhaust fans only when necessary helps you to retain the air you have already paid to heat.

Keep lamps, televisions, or other heat producing sources away from the thermostat. The thermostat senses this extra heat and is not able to maintain the inside temperature to the desired comfort level.

Cooling conservation

To comfortably cool your home, your air conditioner must remove both heat and humidity. Do not turn your system off even 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.

Keep windows closed after sundown. While the outdoor temperature at night may be lower than indoors, the air is generally loaded with moisture which is soaked up by furniture, carpets, and fabrics. This moisture must be removed when you restart your system.

The hotter the outside temperature, the greater the load on your system. Therefore, 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 on high requires 1 ton of cooling. Turn on your bathroom exhaust fan while showering to remove humidity. However, do not run exhaust fan excessively as this decreases efficiency by removing conditioned air.

You can also help your system in the summer by closing drapes or blinds and by lowering awnings on windows that get direct sunlight.

Caring for your system

- **Important:** Do not attempt to disassemble the equipment or perform periodic maintenance unless you are experienced and qualified to do so.

It is essential to perform regular periodic preventative maintenance on this equipment. The person most familiar with the equipment in your HVAC system is a dealer.

The dealer can ensure your maintenance program meets the conditions of the warranty, maximize the efficiency of the equipment, and service your unit within the federally mandated guidelines with regard to unlawful discharge of refrigerants into the atmosphere.

It is recommended that your heating and air conditioning system is inspected on a yearly basis by a licensed and qualified service provider. The service technician must clean coils, inspect and tighten all electrical connections, clean drain lines, and check for correct system operation.

Motor lubrication

The motors in these air handlers are permanently lubricated and do not require periodic oiling.

Periodic inspection

⚠ WARNING

Fire, moving parts, and electrical hazards

Electric shock and moving parts hazards are present behind the blower and coil access panels. Risk of personal injury and/or fire or electric shock, potentially causing property damage, personal injury, and/or loss of life. The only owner serviceable part is the filter behind the filter access panel.

Every time the filters are changed, visually inspect the following items:

- Check the unit exterior to be sure it is in good condition and that there are no obvious signs of deterioration.
- Check the drain lines to make sure there are no cracks, leaks, or blockages.
- Check the area around the unit and all registers and grilles to maintain good airflow.

Periodic inspection by a qualified service technician is highly recommended. Only a qualified service professional must perform any cleaning and maintenance of the air handler interior and its components.

Call a certified dealer or servicing contractor for the following reasons:

- for more information
- if you have questions about the operation of your air handler
- if you suspect your unit is malfunctioning or in need of service or repair

Air filters

Dirty air filters greatly restrict the flow of air and may cause damage to the moving parts. Some pleated filters may be too restrictive and must not be used. If the filters become clogged, the electric heaters and blower motor could overheat, resulting in a potentially dangerous situation. Check the filters every month. On a new construction, check the filters every week for the first four weeks and every three weeks after that, especially if the indoor fan is running continuously. When replacing the filters, you must use filters that are the same size as those originally installed. Never operate your air handler without a suitable air filter.

Filter care

Inspect the air filters at least once a month. If they are dirty, wash reusable filters with a mild detergent per manufacturer’s recommendations. Replace disposable filters with new filters. Install the clean filters with the airflow arrow in the same direction as the airflow in your duct. Filters must be clean to assure maximum efficiency and adequate air circulation. Drapes, furniture, or other obstructions blocking your supply and return air grilles also decrease efficiency.

Externally mounted air filters

Locate this air filter in a rack attached to the casing of the air handler, in the return air duct, or in a wall-mounted filter grille. Replace disposable filters with the same size new filters. Disposable filters may be replaced with cleanable filters at this time. Clean cleanable filters as described in the manufacturer instructions.

Permanent, washable, high-velocity filters may be cleaned with a vacuum cleaner or taken away from the unit and washed with a garden hose. Be sure to shake off excess water and allow the filter to completely dry before re-installing the filter.

Condensate drain lines

Coils may be included in the air handler or separately mounted. During the cooling season, check the condensate drain lines to be sure that condensate is flowing from the primary drain but not from the secondary drain. If condensate ever flows from the secondary drain, shut the unit off immediately and get the condensate pan and drains cleaned by a qualified service technician to insure a free flowing primary drain.

Coil cleaning

If an inspection by a qualified service technician indicates the coil needs to be cleaned, it can be washed with water.

Blower care

Even with good filters correctly in place, blower wheels and motors become dust-laden after long months of operation. The entire blower assembly must be inspected annually. If the motor and wheel are heavily coated with dust, they can be brushed and cleaned with a vacuum cleaner. If the blower cannot be adequately cleaned without removing it from the air handler, then this service must be performed by a qualified service agency.

⚠ WARNING

Make sure you do not move the clip-on weight on the indoor fan wheel when cleaning the wheel. This weight is used to balance the wheel. Moving the weight causes the fan wheel to vibrate.

Troubleshooting

Table 1: Troubleshooting guide

Problem	Check	Action to take
No heating or cooling	1. Thermostat settings	Set thermostat to correct setting.
	2. Circuit breakers and fuses	Reset circuit breakers and replace any blown fuses.
	3. Outdoor unit for dirty coil (cooling)	Clean the coil.
	4. Outdoor unit for snow accumulation (heating)	Remove loose snow only.
	5. Indoor unit for dirty filter (heating or cooling)	Clean or replace the filter.
	6. Emergency heat light status on thermostat	
	• light on = malfunction	Check 1 to 5, then call qualified service person.
	• light flashing = malfunction	Check 1 to 5, then call qualified service person with fault code.
Wet on floor or in furnace	Condensate drain and P trap	Remove blockage.

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 - Air Handlers

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 2. 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 2: Limited Warranty Period in years

Description	Parts
Air handlers	5 years or 10 years‡

Note:

- ‡To qualify for the extended 10-year parts warranty, 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 for the 10-year parts warranty.
- *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.

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Supersedes: Nothing
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