

# USER'S INFORMATION MANUAL

**SINGLE PACKAGE  
AIR CONDITIONER/GAS HEAT  
MODELS: ULTRA-LOW NO<sub>x</sub> PCG\***



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### CONTACT INFORMATION


- Go to the website at [www.york.com](http://www.york.com), then click **Contact Us** and follow the instructions.
- Contact us by mail at the following address:

Johnson Controls Ducted Systems  
Consumer Relations  
5005 York Drive  
Norman, OK 73069

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

 **WARNING**

Cancer and Reproductive Harm – [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

 **WARNING**

**FIRE OR EXPLOSION HAZARD** - Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

- **Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.**
- **WHAT TO DO IF YOU SMELL GAS:**
  - Do not try to light any appliance.
  - Do not touch any electrical switch; do not use any phone (including cell phone) in your building.
  - Leave the building immediately.
  - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
  - If you cannot reach your gas supplier, call the fire department.

— *Installation and service must be performed by a qualified installer, service agency, or the gas supplier.*

### SAFETY



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**.

**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.

Note the following:

- Make sure that the furnace area is clear and free of combustible materials, gasoline, and other flammable vapors and liquids.
- For proper operation of the furnace, air for combustion and ventilation is required. Make sure that these openings are not obstructed.
- For lighting or shutting down the furnace, refer to the lighting instructions that are provided adjacent to the burners and in this manual.
- A burner inlet pressure switch is provided in the burner compartment. If the furnace fails to operate, contact a qualified service agency.
- If the gas supply fails to shut off or if overheating occurs, shut off the gas valve to the furnace before shutting off the electrical supply, then call a qualified service technician.

- Do not use the furnace if any part of the furnace has been under water. A flood-damaged furnace is extremely dangerous. Attempts to use the furnace can result in fire or an explosion. Contact a qualified service agency to inspect the furnace and to replace all gas controls, control system parts, and electrical parts that have been wet or to replace the furnace if necessary.
- Before each heating season, inspect the flue gas vent and the return and supply air duct, and make sure that the equipment is well supported and there are no signs of deterioration. The manufacturer recommends that the main burner, ignition device, and controls are inspected by a qualified furnace technician before each heating season.
- This heating/cooling unit is designed for outdoor use. Install the unit anywhere from grade level to the roof. The unit provides electric air conditioning in the summer and gas heating in the winter.
- Do not allow snow to accumulate near the furnace where it could block the flue gas vent or the combustion air intake.

## SYSTEM OPERATION

### THERMOSTAT

To set your thermostat for heating or cooling:

1. Set the comfort control switch on the thermostat to the HEAT or COOL position
2. Set the thermostat to the required temperature.

**Note:** Do not turn on the thermostat and turn off the thermostat or switch between heating and cooling modes in rapid succession. This could damage your equipment.

Always allow at least 5 min between changes to thermostat settings. Find the temperature that is most comfortable for you, and refrain from adjusting your thermostat unnecessarily. You can adjust the thermostat for nighttime or periods when you are on vacation to conserve energy.

Be aware of the following:

- Manually increasing or decreasing the temperature setting on the thermostat does not speed up temperature changes in your home. This only causes the thermostat switch to function at your command rather than responding to room temperature.
- Heat generated by devices other than the furnace can interfere with thermostat performance, so do not place items such as lamps, radios, and television sets near the thermostat.

### SPARK IGNITION DEVICE

## CAUTION

*Do not attempt to manually light the burners. Personal injury could result.*

The unit is equipped with a spark ignition device. The control is designed to automatically light the burner each time the thermostat calls for heat.

### HEATING

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 fan circulates the filtered air. When the room temperature rises to the selected temperature on the thermostat, the system shuts off.

See the INDOOR CIRCULATING FAN section for more information about fan operation.

## WARNING

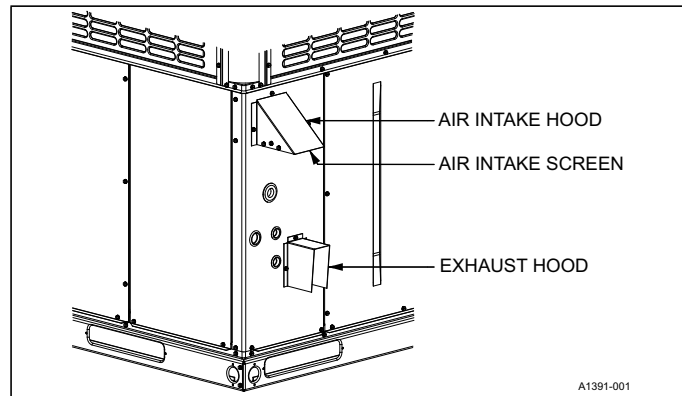
*Should overheating occur, shut off the manual gas valve external to the appliance before shutting off the electrical supply.*

## WARNING

*The flue hood surface and the immediate area surrounding it are designed to operate at high temperatures during the heating cycle. Take special care to prevent human contact with this area and keep debris away from this area.*

## WARNING

*Incorrect installation of the flue vent hood could cause personal injury or property damage.*



**Figure 1:** Exhaust and Air Intake Hoods

### COOLING

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 thermostat calls for cooling, the thermostat signals the compressor and outdoor fan to run. The indoor circulating fan is immediately energized at cooling speed.

When the thermostat demand is satisfied, the compressor and outdoor fan are de-energized. The indoor circulating fan is de-energized after a cool fan off delay time of 30 s.

See the INDOOR CIRCULATING FAN section for more information about fan operation.

### INDOOR CIRCULATING FAN

For indoor fan operation, you can set the fan switch on the thermostat as follows:

- **ON:** If you set the fan switch to the ON position, the indoor circulating fan operates continuously, regardless of whether heating or cooling operation is in progress. The fan does not shut off when there is no heating or cooling operation.
- **AUTO:** If you set the fan switch to the AUTO position, the indoor circulating fan operates only during heating or cooling operation. The fan shuts off when there is no heating or cooling operation.

When the thermostat calls for fan operation, the thermostat terminal signals the indoor circulating fan to run at the selected fan speed. If a call for cooling occurs, the indoor circulating fan switches to the cool speed. If a call for heat occurs, the indoor circulating fan switches to the heat speed after a 30-s delay.

When the thermostat ends the call for fan operation, the indoor circulating fan is de-energized.

### INPUT

The correct heat capacity of the furnace is regulated by the burner orifices and the gas pressure. The proper orifices are provided but the installing service technician or gas company must adjust the gas pressure regulator. This is a one-time adjustment.

## SAFETY CHECK - COMPLETE BEFORE OPERATING THE UNIT

### ⚠ WARNING

If you do not follow these instructions exactly, a fire or explosion may result, causing property damage, personal injury, or loss of life.

Before operating the unit:

- Smell all around the unit area for gas. Make sure to smell around the base of the unit, because some gas is heavier than air and settles in that area.

## WHAT TO DO IF YOU SMELL GAS

If you smell gas:

- Do not try to light any appliance.
- Do not touch any electrical switch.
- Do not use any phone in your building.
- Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
- If you cannot reach your gas supplier, call the fire department.

It is important to adhere to the following:

- Use only your hand to move the gas control switch. Never use tools. If the switch does not move by hand, do not try to repair it. Call a qualified service technician. Forcing or attempting to repair the gas control switch may result in fire or an explosion.
- Do not use the unit if any part of the unit has been under water. Call a qualified service technician immediately to inspect the unit and replace any part of the control system and any gas control that has been under water.

## STARTING UP THE GAS HEATING SYSTEM

### NOTICE

See the general instructions for start-up and shutdown of your gas heating system.

**Note:** Before you begin, stop and read the safety information.

1. Set the thermostat to the OFF position.
2. Make sure that all electrical power to the furnace is turned off.

**Note:** This unit has a device that automatically lights the burners.

3. Remove the burner access panel by removing the screws and lifting the panel out.
4. Set the manual gas switch to the OFF position.
5. Wait 5 min to clear out any gas.

If you then smell gas, stop and follow the instructions in the WHAT TO DO IF YOU SMELL Gas section.

**Or**

If you do not smell gas, go to the next step.

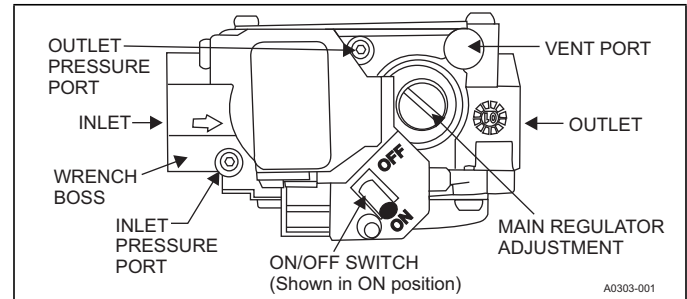
6. Set the manual gas switch to the ON position.
7. Replace the control access panel.
8. Turn on all electrical power to the unit.
9. Set the comfort control switch on the thermostat to HEAT.
10. Set the thermostat to the required temperature setting.
11. If the unit does not operate, follow the instructions in the SHUTTING DOWN AND TURNING OFF THE GAS TO THE UNIT section and call your service technician or gas supplier.

## SHUTTING DOWN AND TURNING OFF THE GAS TO THE UNIT

### ⚠ CAUTION

Should overheating occur, or the gas supply fail to shut off, shut off the manual gas valve to the furnace before shutting off the electrical supply.

1. Set the thermostat to the OFF position.
2. Turn off all electrical power to the unit if service is to be performed.
3. Remove the burner access panel by removing the screws and lifting the panel out.
4. Set the manual gas switch to the OFF position.



**Figure 2:** Single-Stage Gas Valve

5. Replace the control access panel.

### ⚠ WARNING

**ELECTRICAL SHOCK, FIRE, OR EXPLOSION HAZARD -**  
 Failure to follow safety warnings exactly could result in dangerous operation, serious injury, death, or property damage.  
 Improper servicing could result in dangerous operation, serious injury, death, or property damage.

- Before servicing, disconnect all electrical power to furnace.
- When servicing controls, label all wires prior to disconnecting. Reconnect wires correctly.
- Verify proper operation after servicing.

## STARTING UP THE AC SYSTEM

Observe the maximum and minimum conditions for operation to ensure your system delivers optimum performance and requires minimum service. See the following table.

**Table 1:** Operating Limitations

Packaged Equipment Series	Air Temperature at Outdoor Coil (°F)		Air Temperature at Indoor Coil (°F)	
	Cooling Mode		Cooling Mode	
	Minimum DB	Maximum DB	Minimum WB	Maximum WB
14 SEER AC <sup>1</sup>	55	125	57	72

<sup>1</sup>. The optional low ambient kit provides accessory hardware to convert the unit to operate in cooling down to 0°F.

**Note:** For this procedure, the comfort control switch on the thermostat is assumed to be set to the OFF position.

1. If the main power supply to the unit is off, set the appropriate disconnects to the ON position.
2. 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.*

3. Set the fan switch to the required position.  
See the INDOOR CIRCULATING FAN section for more information about fan operation.
4. Set the comfort control switch on the thermostat to the COOL position.

## POWER FAILURE

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

## MAINTENANCE

### NORMAL MAINTENANCE

## ⚠ WARNING

*Prior to any of the following maintenance procedures, shut off all power to the unit to avoid personal injury.*

Periodic maintenance consists of changing filters or cleaning filters.

### LUBRICATION

The indoor blower motor, outdoor fan motor, and venter motor are permanently lubricated and require no maintenance.

## GENERAL MAINTENANCE

The manufacturer recommends that the furnace system is inspected once a year by a qualified service technician.

For correct and safe operation, the gas heating section needs air for combustion and ventilation. Adhere to the following:

- Do not block or obstruct air openings on the unit or the spacing around the unit.
- Keep the gas heating system area clear and free of combustible materials, gasoline, and other flammable vapors and liquids.
- Do not allow snow or debris to accumulate in or around the unit.
- Do not permit overhanging structures or shrubs to obstruct the outdoor air discharge or vent outlet on your unit. These provide air for combustion and ventilation.

## FILTER CARE

Some units are shipped without a filter and it is the responsibility of the installer to secure a filter in the return air ductwork or install a filter/frame kit.

Always use filters and keep filters clean. When filters become dirty, insufficient air is delivered by the blower, decreasing your unit's efficiency and increasing operating costs and wear-and-tear on the unit and controls.

Inspect filters monthly and clean or replace filters if required. If the location of the filter is not obvious, contact a qualified service agency.

## CLEARANCES

Maintain the following minimum clearances if patio or yard improvements are performed around the outdoor unit:

- Top - 36 in.
- Front - 36 in.
- Right side - 36 in.
- Left side - 24 in.

Do not permit overhanging structures or shrubs to obstruct the outdoor air discharge outlet.

## OUTDOOR COIL

Do not allow dirt to accumulate on the outdoor coil surface or other parts in the air circuit. Clean the coil as often as necessary to keep the coil clean. Use a brush, vacuum cleaner attachment, or other suitable means. If using water to clean the coil, make sure that the power to the unit is shut off before cleaning. Do not use a high-pressure washer.

## ⚠ 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.*

## BURNERS

Annual service of burners is not required. Make sure that the fresh air supply route to burners is not blocked by dirt or debris.

## FLUE DISCHARGE

Visually inspect the discharge outlet periodically to ensure soot and dirt buildup is not excessive. If necessary, clean the discharge outlet to maintain adequate combustion air discharge.

The manufacturer recommends that the furnace system is inspected once a year by a qualified service technician.

## CLEANING FLUE PASSAGES AND HEATING ELEMENTS

With proper combustion adjustment, the heat exchanger of a gas-fired furnace seldom requires cleaning. If the heat exchanger becomes sooted, cleaning must be performed by a qualified service agency.

## REGISTERS

Supply air and return air registers must be open when the unit is in operation. Make sure that furniture does not block airflow in or out of the registers.

## TROUBLESHOOTING

Before calling a service technician, do the following:

1. Check the thermostat to ensure it is set to the HEAT or COOL position.
2. Check the thermostat for lint and dust, for example.
3. Check fuses or circuit breakers.
4. Check filters for excessive dust accumulation and/or restriction.

## REPLACEMENT PARTS LIST

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

## WIRING DIAGRAM

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

## ENERGY EFFICIENCY

The following are some tips for increasing the energy efficiency of your unit:

- Do not heat or cool unused areas. Reduce supply and return airflow to a minimum in areas that are not living spaces, for example, storage rooms, garages, and basements.
- 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 harder to reach selected temperatures. This requires more energy, resulting in higher costs.
- Do not heat or cool your home when you are away. 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 false information about 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 properly vented. Otherwise, excess heat and humidity can be created, causing your AC 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 give off 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.

## NOTES

# Limited Warranty

## Residential Packaged Units

**WARRANTY TERMS:** Johnson Controls Ducted Systems ("Company") warrants this product to be free from defects in factory workmanship and material under normal use and service and will at its option, repair or replace defective parts without charge, subject to the exclusions below and according to the terms outlined in this warranty. Company reserves the right, at its sole discretion, to provide an equivalent complete replacement unit in place of repair parts. Alternatively, Company may at its option, offer a replacement price allowance to be applied toward the purchase of a new unit offered by Company. The exact allowance amount will be determined at the discretion of Company, based upon availability, age of existing equipment and current market conditions, but excluding items as ductwork, wiring, piping, and installation costs. The warranty period for obtaining repaired or replacement parts, or an allowance shall not extend beyond the original warranty period as stated below. In addition, if a replacement unit is provided by Company, the warranty period for the complete replacement unit is limited to the remainder of the original warranty period.

This warranty covers only equipment described by the Product Model Number and Unit Serial Number on the equipment or listed on the Warranty Registration Card, and applies only to products installed in the United States, Canada, or Puerto Rico. Company shall have no responsibility for installation, service, shipping, handling or other costs or charges, except as otherwise provided in this warranty. Tampering, altering, defacing, or removing the product serial number will serve to void this warranty. This warranty extends only to the original consumer purchaser and is nontransferable.

For this warranty to apply, the product must be installed according to Company recommendations and specifications, and in accordance with all local, state, and national codes; and the product or residence must not be removed from its place of original installation. This warranty does not apply to any unit sold over the Internet, by telephone or other electronic means unless the dealer that buys or sells a unit over the Internet, by telephone or other electronic means also installs the unit. In the absence of a recorded Warranty Registration Card, the warranty period will begin upon product shipment from Company.

If you are unaware of the effective warranty date, contact Company at (877) 874-7378 or [www.upgproductregistration.com](http://www.upgproductregistration.com).

**ADDITIONAL CONDITIONS FOR HEAT EXCHANGER WARRANTY:** This warranty covers heat exchangers (primary and/or secondary), only if:

1. The product has not been operated with an input rate in excess of the rating plate attached to the product.
2. The product has not been allowed to operate without the use of the proper automatic limit control for maximum warm air temperature and/or without adequate air circulation.
3. The product is installed so that combustion air is not contaminated by compounds of chlorine, fluorine, or other damaging chemical vapors.
4. The product is installed such that the heat exchangers are not exposed to return air temperatures below stated ratings.

**WARRANTY PERIOD:** The warranty period in years, depending on the part, is as shown in the chart below.

Product Tier	Product Model Family	Heat Exchanger		Parts**	Compressor **	Coil **
		HX Replacement in Residential Applications	HX Replacement in Non-Residential Applications			
Standard	Ultra-Low NOx PCG*	20 yrs*	10 years**	5 or 10 years*	5 or 10 years*	5 or 10 years*

**NOTE:** \* To qualify for Extended 10-year parts warranty, the unit must be registered online at [www.upgproductregistration.com](http://www.upgproductregistration.com) within 90 days of installation for replacement units 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. If not registered, standard warranty terms (5 years for parts, 20 years for heat exchangers) apply.

**NOTE:** \*\* All 3 Phase packaged units have 5 year compressor and 1 year parts warranty (Model numbers with 31/41 voltage codes).

**MAINTENANCE:** Company strongly recommends regular periodic preventive maintenance on this equipment. The person most familiar with the equipment in your HVAC system is a Participating Dealer. The Participating Dealer can ensure that your maintenance program meets the "Company Warranty" conditions, maximize the equipment efficiency, and service your unit within the mandated guidelines with regard to unlawful discharge of refrigerants into the atmosphere.

**FOR WARRANTY SERVICE OR REPAIR:** Notify the Installing Dealer or a Participating Dealer, preferably in writing, as soon as possible after you have discovered the problem. Be sure to include the Product Model Number, Unit Serial Number, Installation Date, and a description of the problem. You may find the Installing Dealer's name on this page or on the equipment, and you can locate Participating Dealers online. If a Dealer response is not received within a reasonable amount of time, notify Company at: Johnson Controls Ducted Systems, Consumer Relations, 5005 York Drive, Norman, OK 73069 or by telephone at (877) 874-7378. 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 Company without prior Dealer contact will be referred back to a Participating Dealer. Because this process takes time, it is in the best interest of the Consumer to contact a Participating Dealer directly.

**FOR PRODUCT REGISTRATION:** For your benefit and protection, register your product with Company promptly after installation. This will initiate the warranty period and allow us to contact you, should it become necessary. You can register your product by returning the Warranty Registration Card on the back page of this Booklet or online at [www.upgproductregistration.com](http://www.upgproductregistration.com).

**Product Model Number:** \_\_\_\_\_ **Installation Date:** \_\_\_\_\_

**Unit Serial Number:** \_\_\_\_\_ **Installing Dealer:** \_\_\_\_\_

**MAINTENANCE:** Company strongly recommends regular periodic preventive maintenance on this equipment. The person most familiar with the equipment in your HVAC system is a Participating Dealer, who can ensure that your maintenance program meets the Company Warranty conditions, maximize the equipment efficiency, and service your unit within the mandated guidelines. For additional buyer protection, Residential Home Comfort Plans are available from a Participating Dealer. These plans provide you with additional years of warranty service protection including labor charges. Home Comfort Plans must be purchased within one (1) year from the date the equipment was installed.

**EXCLUSIONS:** This warranty does not cover any of the following:

1. Shipping, labor, or material charges or damages resulting from transportation, installation, or servicing.
2. Damage or repairs required as a consequence of mishandling, faulty installation, misapplication, abuse, improper servicing, improper operation, or unauthorized alteration.
3. Damages or failure to start resulting from improper voltage conditions, blown fuses, open circuit breakers, or other inadequacy or interruption of electrical service or fuel supply.
4. Fuses, either internal or external to the product.
5. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, or handling of defective/replacement parts.
6. Products removed from their original location for re-installation purposes.
7. Damages resulting from accident, abuse, fire, flood, alteration, or acts of God.
8. Damages resulting from use of the product in a corrosive atmosphere.
9. Normal maintenance costs are not covered.
10. Damages resulting from failure to perform normal maintenance as shown in installation and servicing instructions or owner's manual.
11. Cleaning or replacement of filters, nozzles, or orifices.
12. Damages resulting from operation with inadequate supply of air or from damages resulting from failure to properly and regularly clean air side of condenser and evaporator.
13. Damages resulting from freezing of condensate water or improper drainage of condensate from the furnace.
14. Damages caused by improper parts, components or accessories not suitable for use in or with the unit. For a list of parts that are known to be compatible, reference equipment repair parts list, contact a Participating Dealer for assistance, or call 1-877-874-7378.
15. Electricity or fuel costs or increases in fuel or electric costs, for any reason including additional or unusual use of supplemental heat.

This warranty is in lieu of all other express warranties. All implied warranties, including the implied warranty of merchantability and fitness for a particular purpose are limited in duration to the actual warranty period applicable to the part. Some states do not allow the disclaimer of implied warranties, so the above disclaimer may not apply to you. In addition, some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event, whether as a result of breach of warranty or contract, tort (including negligence), strict liability, or otherwise, shall Company be liable for special, incidental, or consequential damages or expenses, including but not limited to loss of use of the equipment or associated equipment, lost revenues or profits, cost of substitute equipment, or cost of fuel or electricity.

The above limitations shall inure to the benefit of Company's suppliers and subcontractors. The above limitation on consequential damages shall not apply to injuries to persons in the case of consumer goods. Company does not assume, or authorize any other person to assume for Company, any other liability for the sale of this product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state to state.