

# Air Handlers, Heat Pumps and Air Conditioners – Owner’s Guide

*Congratulations on the purchase of your new outdoor unit. Your outdoor unit is designed to work with a matched indoor unit creating a system that delivers years of dependable service and performance.*

## Proper Maintenance\*

Your system requires maintenance and repair by a properly trained service technician. "Do-it-yourself" repairs on an in-warranty unit may void your warranty.

Other than performing the simple maintenance recommended below, you should not attempt to make any adjustments or repairs to your system. Your dealer can assist you with questions or problems.

### 1) Replace the air filter(s)

A clean filter saves you money by helping ensure top system efficiency.

When replacing your filter(s), always use the same size and type that was originally supplied or consult with your dealer for recommendations. Be sure to replace it with the arrows pointing in the direction of the airflow.

Where disposable filters are used, they must be replaced every month with the same size as originally supplied. Clean or replace your filter twice a month during seasons when the unit runs more often.

Ask your dealer where the filter is located in your system and how to service it.

### 2) Maintain free outdoor coil airflow

Efficient operation of your system depends on the free flow of air over outdoor unit’s coil.

Do not plant flowers or shrubbery right next to the unit. Also, make sure that nothing is stacked against the sides of the unit or draped over it.

Buildup of snow and ice can restrict airflow. As soon as possible after accumulation, clean snow from the area around the outdoor unit.

### 3) Clean the finish

To keep your system looking new for years, clean the enamel finish with soap and water. For stubborn grease spots, use a household detergent. Do not use lacquer thinner or other synthetic solvents as they may damage the finish.

### 4) Call your dealer for additional routine maintenance

Your system should be inspected at least once per year by a properly trained service technician.

Ask your dealer about economical service or preventative maintenance agreements that cover seasonal inspections. **Optional extended warranties are also available.**

| ⚠️ WARNINGS  |
|--|
| 1. Disconnect all electrical power to the indoor air handler or furnace before removing access panels to perform any maintenance. Disconnect power to both the indoor and outdoor units. NOTE: There may be more than one electrical disconnect switch. Electric shock can cause personal injury or death. |
| 2. Improper installation, adjustment, alteration, service, maintenance, or use can cause explosion, fire, electrical shock, or other conditions which may cause personal injury or property damage. Consult a qualified installer or service agency for information or assistance.                         |

| ⚠️ CAUTIONS   |
|---|
| 1. To prevent injury, death, or property damage, read and follow all instructions and warnings, including labels shipped with or attached to unit before operating your new outdoor system.                     |
| 2. Although special care has been taken to minimize sharp edges in the construction of your unit, be extremely careful when handling parts or reaching into the unit.   |
| 3. Condensate drains should be checked and cleaned periodically to assure condensate can drain freely from coil to drain. If condensate cannot drain freely, water damage could occur.                          |
| 4. If heating system is not operational during the cold weather months, provisions must be taken to prevent freeze-up of all water pipes and water receptacles. This is very important during times of vacancy. |

**IMPORTANT:** If the indoor air exceeds 60% relative humidity or simply feels uncomfortably humid, it is recommended that the indoor fan only be used in the AUTO mode.

## \*Visit our website or ask your dealer for more information on:

- System operation
- Optimizing system performance\Energy savings
- Troubleshooting\Maintenance
- Warranties and Product Registration

## Before you call for service, check the following:

| Problem   | Possible cause   | Remedy   |
|---|--|--|
| Insufficient heating or cooling                 | a. dirty filters<br>b. air not circulating freely<br>c. blocked outdoor coil                     | a. clean or replace<br>b. check supply registers and return grills for blockage<br>c. clear away leaves or other debris                    |
| Failure to operate                              | a. power off<br>b. open circuit breaker or burned-out fuses<br>c. improperly adjusted thermostat | a. make sure main switch is in ON position<br>b. reset circuit breaker, or replace burned-out fuses<br>c. check setting, adjust thermostat |
| Auxiliary heat indicator on                     | When outdoor temperature falls, intermittent lighting is normal                                  | Monitor light. If it stays on continuously when above 30°F, or if it comes on when 50°F outdoors, call for service.                        |
| No Heating or Cooling – Blower does not operate | Blower door removed or ajar  | Close door securely to restore power to blower   |
| Unusual Noise                                   |  | Call your local servicer   |

## Product Registration

Registered Limited Warranty terms are available if the product is registered within 60 days of installation. If the product is not registered within 60 days of installation, the Base Limited Warranty terms will apply.

Registration can be completed online. Please take a few moments to record the following information to ensure your product registration process is quick and easy:

Indoor Unit Model No: \_\_\_\_\_ Serial No: \_\_\_\_\_

Outdoor Unit Model No: \_\_\_\_\_ Serial No: \_\_\_\_\_

Thermostat Model Number \_\_\_\_\_

Installation/Startup Date \_\_\_\_\_

Dealer \_\_\_\_\_

Dealer Service Phone \_\_\_\_\_