WARRANTY PROCEDURES

Revision-8 - November 15, 2012
(Supersedes Rev. 7, March 8, 2011)
*For Allied Air Enterprises Distributors Only

Gas Furnaces
AC and Heat Pumps
Coils and Air Handlers
Commercial & Industrial Products
Oil Furnaces
Packaged Units
Unit Heaters
# Warranty Procedure

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RESIDENTIAL WARRANTY
SECTION
Part I – Residential Warranty Statement

Please take time to read and understand the contents of this booklet. It clearly defines the warranty covering the product and the consumer’s responsibilities as a user of the product as well as the responsibility of the distributor. You will also learn what is not covered under the consumer’s warranty.

Limited Warranty
This warranty gives the consumer specific legal rights. They may also have other rights that vary from state/state or province/province.

Warrantor: Allied Air Enterprises, LLC
215 Metropolitan Drive
West Columbia, SC  29170-2294

Please refer to the charts on pages 17 thru 22 or the equipment warranty certificate for coverage periods.

All failed parts that are not required for immediate return to Allied Air Enterprises, must have a copy of the warranty claim attached to it and retained in your inventory for 60 days following replacement.

Parts involved in personal injury or equipment failures associated with fire, smoke, etc., must be held indefinitely or as instructed by Allied Air. Allied Air must be notified within one (1) business day of receipt by faxing to 803-738-4005 to the attention of the Warranty Administrator.

What Is Covered

Residential products must be installed within the United States and Canada sold under the trade name Ducane, Concord, Armstrong Air, AirEase, Complete Comfort, as subject to the terms and conditions described herein.

If during this period a covered component fails because of a manufacturing defect, Allied Air Enterprises will provide a free replacement part.

Warranty Begins

The warranty period begins when the unit is installed. You must be able to verify this date whenever a warranty claim is made. Original bill of sale, installer's invoice or other similar documents will suffice. If the installation date cannot be verified, we will consider warranty coverage to begin 90-days after the product was manufactured as listed in date code of the unit serial number (See reference section). Example of date codes: (1234560015) 00 is year 2000 and 15 is the week number (first week in January is week #1) or (4605A12345) 05 is year 2005 and A is the month of January (the letter I is not used as a month).

See page 10 for date code readings for Ducane product.
**Limitation on Implied Warranties**

Implied warranties of merchantability or, to the extent applicable, fitness for a particular purpose are hereby excluded to the extent legally permissible. Should such exclusion or limitation of the implied warranties of merchantability and fitness for a particular purpose be unenforceable, such implied warranties are in any event limited to the duration of the applicable warranties specified herein. Some states/provinces do not allow limitations on how long an implied warranty of merchantability or fitness for a particular purpose lasts. As a result, the above limitations or exclusions may not apply in your state/province.

**Only Warranty**

This written Limited Warranty is the only warranty provided by the warrantor. This warranty is in lieu of and excludes all other warranties, express or implied. The warrantor does not authorize any person to provide any other warranty or to assume any further obligation in connection with this warranty policy.
What is NOT Covered Under this Warranty

The following items are not covered under this warranty:

1. Freight, Delivery or Handling charges.
2. Labor or diagnostic costs.
3. Scratches or discoloration of decorative finishes or any panels* (cosmetic or external).
4. Normal maintenance items such as filters, fan belts, fuses, refrigerant, refrigerant line sets, oil nozzles, driers, UV bulbs, humidifier pads or other consumable items.
5. Damage caused by misuse, failure to properly maintain, accident, inappropriate procedure, or flood, wind, fire, lightning, mold or other acts of God.
6. External wiring, piping, venting or attachment of accessory products not integral to the product, including without limitation, humidifier, air cleaner, vent damper, thermostat, or other mechanical devices not manufactured by the warrantor.
7. Products that have been operated in a corrosive atmosphere or otherwise in contact with corrosive materials (chlorine, fluorine, salt, recycled waste water, urine, fertilizers, halogenated hydrocarbons or other corrosive elements) that cause deterioration to metal surfaces or integral components. **Operation in a corrosive atmosphere is considered abuse and voids this warranty.**
8. Products that have NOT been installed in accordance with published instructions, applicable local, state/provincial, or national codes, and the Air Conditioning Contractors of America’s (ACCA) published standards.
9. Product must be properly installed, operated, and proof that the product has been maintained in accordance with the unit installation, operation, and maintenance instructions provided with the unit.
10. Products that have been moved from their original place of installation.
11. Does not pay for increases in electrical or fuels costs for any reason, including addition of supplemental heat.
12. Any compressor-bearing unit not installed with Air Conditioning Heating Refrigeration Institute (AHRI) or Allied Air Enterprises listed matching refrigerant components.
13. Operation of electrical equipment at voltages other than the range specified on the unit nameplate (includes damages caused by brownouts).
14. Operation of furnaces with return air temperatures of less than 60°F. (16°C) or furnaces that have been installed downstream of a cooling coil.
15. Use of contaminated or alternate refrigerant.
16. Non-branded LLI/ Allied accessories or accessory kits.

Warranty on Replacement Components

In cases where the original applicable manufacturer’s warranty is still in place, any replacement component furnished under this warranty will assume the remaining (unused) portion of the Limited Warranty.

Allied branded Service Repair Parts - (SRP) and/or third party purchased parts (Tech Choice) for resale carry a one (1) year warranty from date of replacement with proof of purchase.

Replacement parts will be shipped directly to the distributor to credit the warranted part or credit will be issued against an existing purchase order.

*With the exception of outdoor unit tops which serve as motor mounts.
Consequential Damages
The warrantor shall not be responsible for any consequential or incidental damages caused by any defect in the product. Some states/provinces do not allow the exclusion or limitations of incidental or consequential damages. As a result, the above stated limitation or exclusion may not apply in your state/province. If there is a failure of a part or furnace that has caused property damage to a home, or has caused personal injury, that furnace or part should be held by the distributor until released by the Risk Management department of Lennox International Inc., Allied Air Enterprises’ parent company.
Serial Number/Date Code Sequence

The date that a unit was manufactured can be determined by looking at the unit serial number. Once you’ve determined which of the serial number sequences the unit serial number most closely resembles then look for the number or letters, which identify the date of manufacture.

For units produced from 1978 through 1992:

<table>
<thead>
<tr>
<th>Years</th>
<th>Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 = 1978</td>
<td>F = 1985</td>
</tr>
<tr>
<td>9 = 1979</td>
<td>G = 1986</td>
</tr>
<tr>
<td>A = 1980</td>
<td>H = 1987</td>
</tr>
<tr>
<td>A = 1981</td>
<td>J = 1988</td>
</tr>
<tr>
<td>C = 1982</td>
<td>K = 1989</td>
</tr>
<tr>
<td>D = 1983</td>
<td>L = 1990</td>
</tr>
<tr>
<td>E = 1984</td>
<td>M = 1991</td>
</tr>
<tr>
<td>N = 1992</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Months</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>A = Jan</td>
<td>B = Armstrong</td>
</tr>
<tr>
<td>E = May</td>
<td>B = Bellevue, Ohio</td>
</tr>
<tr>
<td>J = Sept</td>
<td>C = Columbus, Ohio</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>A = Armstrong</td>
</tr>
<tr>
<td>B = Bellevue, Ohio</td>
</tr>
<tr>
<td>C = Columbus, Ohio</td>
</tr>
</tbody>
</table>

For units produced since January 1993:

<table>
<thead>
<tr>
<th>84</th>
<th>95</th>
<th>A</th>
<th>12345</th>
</tr>
</thead>
<tbody>
<tr>
<td>84 = Factory (16 = Orangeburg, 56 = Stuttgart, 60 = Grenada, 84 = Bellevue)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>95 = Year (ex: 1995)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A = Month (see Months list at right)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12345 = Sequential Number</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>A = Jan</td>
</tr>
<tr>
<td>E = May</td>
</tr>
<tr>
<td>J = Sept</td>
</tr>
</tbody>
</table>
Ducane Serial Number Nomenclature

0183290431 - Old style units

018329 are computer generated by sequence

04 year unit was manufactured

31 Week of the year or the end of August

**Week**

<table>
<thead>
<tr>
<th>Week</th>
<th>01-04 January</th>
<th>05-08 February</th>
<th>09-13 March</th>
<th>14-17 April</th>
<th>18-21 May</th>
<th>22-26 June</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>27-30 July</td>
<td>31-34 August</td>
<td>35-39 September</td>
<td>40-43 October</td>
<td>44-47 November</td>
<td>48-52 December</td>
</tr>
</tbody>
</table>

**4601J19567**

46 Plant of Manufacture or Blackville

01 Year of Manufacture

J Month of Manufacture (Note: the Letter I is not used)

**Plants**

<table>
<thead>
<tr>
<th>Number</th>
<th>Plant</th>
</tr>
</thead>
<tbody>
<tr>
<td>46</td>
<td>Blackville</td>
</tr>
<tr>
<td>84</td>
<td>Bellevue</td>
</tr>
<tr>
<td>16</td>
<td>Orangeburg</td>
</tr>
<tr>
<td>60</td>
<td>Grenada</td>
</tr>
<tr>
<td>56</td>
<td>Stuttgart</td>
</tr>
<tr>
<td>58/59</td>
<td>Marshalltown</td>
</tr>
<tr>
<td>19/20</td>
<td>Saltillo</td>
</tr>
</tbody>
</table>

**Months**

<table>
<thead>
<tr>
<th>Letter</th>
<th>Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Jan</td>
</tr>
<tr>
<td>B</td>
<td>Feb</td>
</tr>
<tr>
<td>C</td>
<td>Mar</td>
</tr>
<tr>
<td>D</td>
<td>April</td>
</tr>
<tr>
<td>E</td>
<td>May</td>
</tr>
<tr>
<td>F</td>
<td>June</td>
</tr>
<tr>
<td>G</td>
<td>July</td>
</tr>
<tr>
<td>H</td>
<td>Aug</td>
</tr>
<tr>
<td>J</td>
<td>Sept</td>
</tr>
<tr>
<td>K</td>
<td>Oct</td>
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<tr>
<td>L</td>
<td>Nov</td>
</tr>
<tr>
<td>M</td>
<td>Dec</td>
</tr>
</tbody>
</table>
Filing Warranty Claims

Filing Electronically Using the EDI /On-Line System (www.alliedair.net)

All claims must be submitted within 60-days of the date when the corrective work was performed. Claims submitted beyond 60-days of date of corrective work will be denied and claimant will be notified. All claims must have a valid Allied Air Invoice number in order to be eligible for immediate credit. That invoice number must begin with 5_______ and must have been purchased from Allied within the past 24 months. Any claim not having a valid invoice found within that 24 month time frame will be held against a future purchase of that part. Once that part has been purchased, within the next 12 months, Allied Air should be notified and credit will then be released on that claim.

All claims may be audited to determine authenticity of claim and to assist in quality control evaluations and warranty statistics.

If parts or Equipment need to be returned refer to Section I Part VI

When filing on-line using the on-line system all parts returned to the factory must have a printed copy of the on-line warranty claim.

All Equipment Replacement claims must be accompanied by supporting documentation such as ERF, Job Site Sheets, and copy of unit tag, and must be processed by Allied Air Enterprises distributor’s service representative meeting the appropriate requirements as published in the DSR manual. (See Page 16)

Claims received directly from dealers or consumers will be denied. It is the responsibility of the distributor to submit all claims.
Part III – Compressor Bearing Units

1. If it is determined that the compressor has failed due to excessive moisture or acid in the system or because of external electrical problems, as evidenced by totally burned windings, an attempt will be made to determine responsibility for these problems. Faulty installation or improper maintenance could cause failures. It may take up to one-year for the actual cause of these types of problems to be determined. In these circumstances, no credit will be issued until the actual cause of failure has been determined.

2. All claims must be received within sixty-days (60) of the corrective work. Claims must be accompanied by supporting documents from the dealer or servicing agent.

3. Examples of the date code location for different rating plates are provided for each of the respective manufacturers’ compressors on page 13.
Part IV - Heating Products – Heat Exchangers

1. The installing dealer or his representative is responsible for inspecting an inoperative heating unit and determining the fault. If there is a heat exchanger failure, the contractor should perform a CO₂ and CO test in the home prior to removal of the heat exchanger. These measurements should be recorded and made available if requested by Allied Air or its agent.

2. The dealer must return the claimed defective heat exchanger to the distributor from which the replacement heat exchanger was obtained.

3. The distributor is not required to return the defective heat exchanger unless specifically requested to do so by Allied Air Enterprises. If the faulty heat exchanger is field scrapped, the distributor must provide Allied Air Enterprises with the invoice number for the replacement heat exchanger (as shown on the front of the shipping envelope) and file the claim electronically.

4. If the faulty heat exchanger is required to be returned to the factory for further analysis, the distributor should retain its copy of the Return Material Authorization (RMA) Form and ship the heat exchanger freight prepaid to the factory using a carrier authorized by Allied Air Enterprises.

5. Allied Air Enterprises will issue a replacement heat exchanger or a credit issued against an existing purchase order. All claims for credit must be submitted to the Warranty Department within sixty- days (60).
In-warranty claims for compressors and heat exchangers are covered in Section I Parts III and IV respectively. This section covers claims for all other heating and cooling unit components that require returning to Allied Air Enterprises. If parts are to be returned a ship to address will be furnished.

Please do the following to prevent shipping or handling damage, pack the parts with care. Even though inoperative, these parts may be used for quality testing or have salvage value if they are in undamaged condition. Small parts, such as controls, should be individually wrapped. These parts should be placed on top of larger items and separated from them by a layer of cardboard. Each carton should be taped and/or banded securely and marked “FRAGILE” and “THIS SIDE UP”. All parts should be packed so that little or no internal movement will occur during transit. Allied Air Enterprises reserves the right to deny credit on any part received in such a manner that it cannot be tested.
Part VI – Authorization for Residential Equipment Replacement

In the unlikely event a complete unit is being requested to be replaced the attached procedure must be followed. This applies to residential equipment installed in residential applications only. This form can only be submitted by a Level II or higher Distributor Service Representative (DSR)

The following criteria must be met to submit a request for unit replacement:

1. Allied technical service must be contacted and provided the job information at which time a Case number will be established.

2. Level II DSR must submit the job site sheets and a signed Equipment Replacement Form (ERF) verifying the equipment is installed per the manufacturer instructions for pre-approval beginning January 1, 2013 through December 31, 2013.

3. Level III or higher DSR must submit a signed Equipment Replacement Form (ERF) verifying the equipment is installed per the manufacturer instructions for pre-approval.

4. Any Nitrogen/dry charge units are not eligible for unit replacement.

5. Warranty records must indicate repeated manufacturing defects that have been unable to be resolved. The following criteria apply:
   - Unit must be installed and operating for less than one calendar year from date of install.
   - Unit must have two (2) defective warranty claims within the first year and must be under the manufacture parts warranty.
   - This does not apply to damaged product or any unit that has not been installed.

Once verification is complete the ERF will be completed by Allied warranty and returned to sender complete with Return Material Authorization (RMA). The RMA will be for either the complete unit or the failed component depending on circumstances. If credit is approved the amount is based on the original equipment not the replacement unit. If no defect is found or if the defect should have been field repaired, the distributor will be notified. The distributor can then choose if equipment should be returned, reworked, or scrapped. Cost of freight or rework will be charged to the distributor’s account.

Due to changes in equipment efficiencies, size and or refrigerant types the consumer will be responsible for the following: Changes in duct work, approved indoor coils, changes in refrigerant pipe, utility connections, pads or platforms and all associated labor.
The limited warranty periods provided in the table below refer to all parts except where specifically noted otherwise. After the first year, in the event that a gas or oil heat exchanger is no longer being manufactured by the warrantor, the warrantor will allow a credit equal to the then current wholesale price of an equivalent heat exchanger towards the purchase of a new Ducane gas or oil furnace.

### Limited Warranty Periods

<table>
<thead>
<tr>
<th>Product Category</th>
<th>Model Series</th>
<th>Warranty Period</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1-YR</td>
</tr>
<tr>
<td>Oil Fired Furnaces</td>
<td>DOUA, DOLA, DOHA</td>
<td>All Parts</td>
</tr>
<tr>
<td>Gas Fired Furnaces</td>
<td>MPG, MPGA-B, MPGA-V FPB, FPBB, &amp; DPG, CMP CMPEV, CMPEBC-B, CMPEU-B</td>
<td>All Parts</td>
</tr>
<tr>
<td>Air Handler &amp; Coils</td>
<td>ACU, ACM ACC, DBP E¹IP, RBC’S</td>
<td>All Parts</td>
</tr>
<tr>
<td>Split Cooling Units &amp; Heat Pumps</td>
<td>AC10, 2AC13, 2AC14, AC12, 4AC13, HP10, 2HP13, HP12, 2HP14</td>
<td>All Parts</td>
</tr>
<tr>
<td>Package Units</td>
<td>SG10, SA10, SH10, 2SH13, 2SA13, 2SA13B, 2SG13</td>
<td>All Parts</td>
</tr>
</tbody>
</table>

¹Limited lifetime furnace warranty applies to the original owner living in a private owner occupied residence. All other applications carry a 10-year limited warranty from the date of installation, subject to proof of purchase.

²Primary and secondary heat exchangers are covered by limited lifetime furnace warranty, unless otherwise specified.

³Residential products used in commercial applications and all 3-phase units carry a 1-year parts, 5-year compressor and 10-year heat exchanger warranty.

⁴An additional Five (5) Year Limited Extended Parts Warranty if registered after October 8, 2008 for all Heating & R410a Residential Product.

C=Cased, U=Uncased, M=Multi-positional.
Limited Warranty Coverage (Manufactured prior to October 30, 2008)

Limited warranty periods listed refer to all parts except where specified. After the first year, in the event that a gas or oil heat exchanger is no longer being manufactured by the warrantor, the warrantor will allow a credit equal to the then current wholesale price of an equivalent heat exchanger towards the purchase of a new Concord gas or oil furnace.

<table>
<thead>
<tr>
<th>Product Category</th>
<th>Model Series Description</th>
<th>Warranty Periods</th>
<th>1-YR</th>
<th>3-YR</th>
<th>5-YR</th>
<th>6-10 YR</th>
<th>10-YR</th>
<th>20-YR</th>
<th>Lifetime¹</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gas-Fired Furnaces</strong></td>
<td>RG90, RG93, CG90UA, CG90UB, CG90TB, CG90CA, CG90CB</td>
<td>All Parts</td>
<td>All Parts</td>
<td>CG90 NDV* Heat Exchanger</td>
<td>CG90 DV* &amp; Other Heat Exchangers²</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>RG80, CG80</td>
<td>All Parts</td>
<td>All Parts</td>
<td>Heat Exchanger</td>
<td>Heat Exchanger²</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Oil-Fired Furnaces</strong></td>
<td>RLU(R), RLB(R), RLG(R)</td>
<td>All Parts</td>
<td>All Parts</td>
<td>All Parts</td>
<td>All Parts</td>
<td>Heat Exchanger²</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Air Handlers &amp; Coils</strong></td>
<td>BCU, BCZ, CAM, EFC, EFV, CAC, CAU, CSH, C2E, ECI1P², EM1P², EU1P², EH1P², U2E, RBC, RBCS2, RBCS2²V</td>
<td>All Parts</td>
<td>All Parts</td>
<td>All Parts</td>
<td>All Parts</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Split Cooling Units &amp; Heat Pumps</strong></td>
<td>RC12, RC13, RH12, RH13, CBU12, CBU14, CH14, 2HP14, 2AC14</td>
<td>All Parts</td>
<td>All Parts</td>
<td>Compressor</td>
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<td></td>
<td>RC10, RH10, CBU10, CBU13, CH13, 2HP13</td>
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<td>All Parts</td>
<td>All Parts⁴</td>
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<td>4AC13</td>
<td>All Parts</td>
<td>All Parts⁴</td>
<td>Compressor</td>
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<tr>
<td><strong>Package Units</strong></td>
<td>RPH- &amp; RPC</td>
<td>All Parts</td>
<td>All Parts</td>
<td>Compressor</td>
<td></td>
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<td></td>
<td>RPH12</td>
<td>All Parts</td>
<td>All Parts</td>
<td>Compressor</td>
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<td></td>
<td>RPG13HP, RPE13</td>
<td>All Parts, RPG10 Compressor</td>
<td>Heat Exchanger, RPG12 Compressor</td>
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<td>ELEC/ELEC, RPG10, RPG12, 2SH13, 2SA13B</td>
<td>All Parts, RPG10 Compressor</td>
<td>Heat Exchanger, RPG12 Compressor</td>
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<tr>
<td></td>
<td>RPG13 GAS/ELEC, 2SG13</td>
<td>All Parts</td>
<td>All Parts</td>
<td>Heat Exchanger</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

¹ Limited lifetime warranty applies to the original owner in private owner occupied residences. All other applications or when residence is sold carry 20-year limited warranty from date of installation, subject to proof of purchase.

² Primary and secondary heat exchangers are covered by limited lifetime warranty, unless specified otherwise.

³ Residential products used in commercial applications and all 3-phase units carry a 1-year parts, 5-year compressor and 10-year heat exchanger warranty.

⁴ The provisions of the Beckett Burner warranty are 12 months from the date of installation, or 18 months from the date of manufacture, whichever date occurs first for the following components: nozzles, Honeywell controls, and White-Rodgers controls.

⁵ An additional five (5) year Limited Extended Parts Warranty if registered after October 8, 2008 for all heating & R-410A residential product

⁶ Non-Direct Vent (NDV)
   Direct Vent (DV)

⁷ C Series 3 Phase products carry a 2-year warranty on all parts.
Limited Warranty Coverage  (Manufactured prior to October 30, 2008)

Limited warranty periods listed refer to all parts except where specified. After the first year, in the event that a gas or oil heat exchanger is no longer being manufactured by the warrantor, the warrantor will allow a credit equal to the then current wholesale price of an equivalent heat exchanger towards the purchase of a new Armstrong gas or oil furnace.

### Limited Warranty Periods

<table>
<thead>
<tr>
<th>Product Category</th>
<th>Model Series</th>
<th>1-YR</th>
<th>5-YR</th>
<th>6-10 YR</th>
<th>10-YR</th>
<th>20-YR</th>
<th>Lifetime</th>
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<tbody>
<tr>
<td>Gas-Fired Furnaces</td>
<td>G2D80, G2D80V, G1D90AH, G1D91, G1D93, G2D93, G2D95, G2D95V, G2D95V, GCH80E, GCH80E, G90, G93, GU93, GU95, GCK, GUK</td>
<td>All Parts</td>
<td>All Parts</td>
<td>Heat Exchangers on Non-Direct Vented G2D80, G1N80, GCH80E, G90, G93, and other Heat Exchangers</td>
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</tr>
<tr>
<td></td>
<td>G1D80, G1N80, GCH80E, GUH80B, GCJ, GHJ, GUJ</td>
<td>All Parts</td>
<td>All Parts</td>
<td>Heat Exchanger</td>
<td></td>
<td></td>
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<tr>
<td>Oil-Fired Furnaces</td>
<td>LB, LBF(R), LHF(R), LUF</td>
<td>All Parts</td>
<td>All Parts</td>
<td>Heat Exchanger</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Air Handlers &amp; Coils</td>
<td>BCU, BCS2, BCS2V, BCZ, CAM, EFC, EC1P, EH1P, EM1P, EU1P, CSH, C2E, U2E, M2E, EFV, MB, MC, CAC, CAU, H2E, MBV</td>
<td>All Parts</td>
<td>All Parts</td>
<td>Compressor</td>
<td></td>
<td></td>
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<tr>
<td>Split Cooling Units &amp; Heat Pumps</td>
<td>4SCU13LE, 4SCU14LE, 4SCU16LT, 4SCU16LT, 4SP13LE, 4SP14LE, 4SP16LT</td>
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<td>All Parts</td>
<td>All Parts &amp; Compressor</td>
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<td>SBQ10, SCU10, 2SCU13LB, 2SHP13LB, SCU10B, SHP10C</td>
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<td>All Parts</td>
<td>Compressor 12,13,15 SEER</td>
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<tr>
<td></td>
<td>2PGE13, 2PH13, 2PCE13</td>
<td>All Parts</td>
<td>All Parts</td>
<td>Compressor 12,13,15 SEER</td>
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<tr>
<td>Package Units</td>
<td>4PGE13, 4PGE13, 4PHE13, 4PHE13, 4PHE13, 4PHE13</td>
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<td>All Parts</td>
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<td></td>
<td>PGE &amp; PLE</td>
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<td>All Parts</td>
<td>Heat Exchanger, PGE12 Compressor</td>
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</tbody>
</table>

See next page for applicable notes for this limited warranty table
Limited lifetime warranty applies to the original owner in private occupied residences. All other applications or when residence is sold carry a 20-year limited warranty from the date of installation, subject to proof of purchase.

Primary and secondary heat exchangers are covered by limited lifetime warranty, unless specified otherwise.

The provisions of the Beckett Burner warranty are 12 months from the date of installation, or 18-months from the date of manufacture, whichever date occurs first for the following components: nozzles, Honeywell controls, and White-Rodgers controls.

Residential products used in commercial applications and all 3-phase units carry a 1-year parts, 5-year compressor and 10-year heat exchanger warranty.

Replacement cooling chassis for noted models have same warranty as new units.

Units produced prior to 1991 carried 5-year limited warranties on gas heat exchangers.

Stainless steel heat exchangers on N models carry a 20-year prorated warranty; Full credit in years 1 through 10; declining by 10% each year thereafter.

An additional Five (5) Year Limited Extended Parts Warranty if registered after October 30, 2008, for all Heating & R410a Residential Product.
Limited Warranty Coverage

Limited warranty periods listed refer to all parts except where specified. After the first year, in the event that a gas or oil heat exchanger is no longer being manufactured by the warrantor, the warrantor will allow a credit equal to the then current wholesale price of an equivalent heat exchanger towards the purchase of a new AirEase gas or oil furnace.

### Limited Warranty Coverage

<table>
<thead>
<tr>
<th>Product Category</th>
<th>Model Series</th>
<th>3-YR</th>
<th>5-YR</th>
<th>6-10 YR</th>
<th>10-YR</th>
<th>15-YR</th>
<th>20-YR</th>
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<tr>
<td><strong>GAS FURNACES</strong></td>
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<td></td>
<td>G2D80,G2D80V,G1D90A, G2D95,G2D95V,G2D95V, GCH80,GUH80E,GH90, GC93,Gu93, Gu95,GCK, GUK</td>
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<td>All Parts³</td>
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<td>G1D80,G1N80, GCH80B, GUH80B, GCJ, GHJ, GUJ</td>
<td>All Parts</td>
<td>All Parts⁵</td>
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<tr>
<td><strong>OIL FURNACES</strong></td>
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<td>LUF, LHF, LHR, LBF, LBR</td>
<td>Beckett Oil Burner³</td>
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<td><strong>Air Handlers &amp; Coils</strong></td>
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<td><strong>Split Cooling Units &amp; Heat Pumps</strong></td>
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<td>2SHP13LB, 2SCU13LB,</td>
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<td>2SCU14LE, 2SCU13LE, 2SHP18LT, 2SHP14LE, 2SHP13LE</td>
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<td>All Parts⁶</td>
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<td>Compressor</td>
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<tr>
<td><strong>Package Units</strong></td>
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<td>2PGE13E</td>
<td>All Parts</td>
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<td>Heat Exchanger</td>
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<td></td>
<td>4PGE13, 4PGE15E</td>
<td>All Parts</td>
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<td>Compressor</td>
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<td>Heat Exchanger</td>
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<td></td>
<td>2PCE13E</td>
<td>All Parts</td>
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<td>Compressor</td>
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<td></td>
<td>4PCE13E, 4PCE15</td>
<td>All Parts</td>
<td>All Parts⁵</td>
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<td>Compressor</td>
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<td>4PHP13E, 4PHP15</td>
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<td>Compressor</td>
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<td></td>
</tr>
</tbody>
</table>

1 Limited lifetime warranty applies to the original owner in private occupied residences. All other applications or when residence is sold carry a 20-year limited warranty from the date of installation, subject to proof of purchase.

2 Primary and secondary heat exchangers are covered by limited lifetime warranty, unless specified otherwise.

3 The provisions of the Beckett Burner warranty are 12 months from the date of installation, or 18-months from the date of manufacture, whichever date occurs first for the following components: nozzles, Honeywell controls, and White-Rodgers controls.

4 Residential products used in commercial applications and all 3-phase units carry a 1-year parts, 5-year compressor and 10-year heat exchanger warranty

5 An additional Five (5) Year Limited Extended Parts Warranty if registered after October 30, 2008 for all Heating & R410a Residential Product

*C= Cased, U= Uncased, M= Multi-positioned

Limited warranty periods listed refer to all parts except where specified. After the first year, in the event that a gas or oil heat exchanger is no longer being manufactured by the warrantor, the warrantor will allow a credit equal to the then current wholesale price of an equivalent heat exchanger towards the purchase of a new gas or oil furnace.

### Limited Warranty Coverage

<table>
<thead>
<tr>
<th>Product Category</th>
<th>Model Series</th>
<th>5-YR</th>
<th>20-YR</th>
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</thead>
<tbody>
<tr>
<td>Armstrong AirEase</td>
<td>All</td>
<td>*All Parts Including Compressors **</td>
<td>*Heat Exchangers</td>
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<tr>
<td>Ducane</td>
<td>All</td>
<td>*All Parts Including Compressors **</td>
<td>*Heat Exchangers</td>
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<td>Concord</td>
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</tr>
<tr>
<td>Complete Comfort</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

* All parts and compressors increase to 10-years and heat exchangers to limited lifetime upon eligibility of Limited Extended Parts Warranty registration. This is a non-transferrable warranty program.

** This includes Complete Comfort Parts.

**Note:** All Allied branded Service Replacement Parts carry a one year (1-yr) parts warranty.

All Allied branded heat strips/heater kits carry a warranty equal to the air handler.
# Section II – Consumer Extended Warranty Program

<table>
<thead>
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<th>Part</th>
<th>Page</th>
</tr>
</thead>
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<tr>
<td>II. Example of Consumer Extended Warranty Policy</td>
<td>25</td>
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<tr>
<td>III. Residential AHRI Matched System Website Screens</td>
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</tr>
<tr>
<td>IV. Consumer Registration Website – View Screens</td>
<td>29</td>
</tr>
</tbody>
</table>
Part I - Summary of Consumer Extended Warranty Policy

This Consumer Extended Warranty Policy is a non-transferrable warranty. It provides extended coverage to the original homeowner only. The covered equipment and parts, if eligible, is covered by Allied Air for a total of 10-years from original date of installation. It provides a 10-year parts warranty and a limited lifetime on the heat exchanger.

This warranty does not cover:

a. Any equipment that is not an AHRI matched system.

b. R-22 Compressors or any consumeable items such as filters, cabinets, cabinet pieces, refrigerant, refrigerant line sets, belts, wiring, fuses, nozzles, unit accessories, UV bulbs, humidifier pads or any parts not affecting the operation of the unit.

c. Apartments, Rental properties, or Commercial applications.

d. Any registered equipment that has been moved from its original place of install.

To be eligible for coverage:

a. You must own and occupy the residence.

b. It must be a single family dwelling.

c. Your equipment must be installed by a certified or licensed contractor.

d. Your equipment must be a matched AHRI system.
Part II - Example of Extended Warranty Terms & Conditions

LIMITED EXTENDED WARRANTY - ADDITIONAL 5-YEAR LIMITED EXTENDED PARTS WARRANTY

Allied Air Enterprises, Inc. ("Allied") provides its air conditioning and heating products with a standard five-year parts warranty. This limited extended parts warranty is in addition to and is intended to supplement Allied Air’s standard 5-year parts warranty. As such, this limited extended warranty provides for a total of 10-years of limited warranty coverage (Standard 5-Year Limited Parts Warranty plus Additional 5-Year Limited Extended Parts warranty).

EXTENDED COVERAGE - PARTS
The covered equipment and parts are warranted by Allied Air for a total of 10 YEARS (standard 5 Year Limited Parts Warranty) from the date of original installation, except as provided below.

HEAT EXCHANGERS
The covered Residential heating equipment’s heat exchanger is warranted by Allied Air for a Limited Lifetime (standard 20 Year Limited Warranty) from the date of original installation, except as provided below.

This warranty applies only to the original purchaser of the unit and cannot be transferred. If during this period, a covered part fails because of a defect in materials or workmanship under normal use and maintenance, Allied Air will provide a replacement part free of charge to the original purchaser. Allied Air’s obligation under this warranty is limited to providing the warranted replacement parts. Allied Air shall not be liable for any default or delay in performance under this warranty caused by any contingency beyond its control, including the unavailability of replacement parts.

EXCLUDED COMPONENTS-

The following components are expressly not covered by this limited warranty: cabinets, cabinet pieces, air filters, driers, refrigerant, refrigerant line sets, belts, wiring, fuses, oil nozzles, and unit accessories.

COVERAGE REQUIREMENTS-

1. The unit is an Armstrong Air, Air Ease, Ducane, or Concord branded unit;
2. The unit is installed in a residential application, which is an owner-occupied single-family residence. No commercial applications are allowed;
3. The unit is properly registered with Allied Air within 60-days after the original date of installation. To register, follow the directions and complete the online warranty registration process at www.alliedair.com;
4. The unit is designed and operated with R-410A refrigerant. Products using R-22 refrigerant do not qualify; and
5. The unit is part of a complete ARI matched system and installed by a state certified or licensed contractor in accordance with the unit installation, operation, and maintenance instructions provided with the unit.
6. Installation takes place on or after October 3, 2008.

If this extended warranty does not apply, then parts are warranted for the standard warranty period of 5 YEARS and heat exchangers 20 YEARS. This limited extended warranty does not apply to, and no warranty is offered by Allied Air, on any unit ordered over the internet.

Any part replaced pursuant to this limited extended warranty is warranted only for the unexpired portion of the limited extended warranty term applying to the original part. The installation of replacement parts under the terms of this limited extended warranty does not extend the warranty period.

This limited extended warranty is an extension of Allied Air’s standard warranty. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE TERM OF THIS LIMITED EXTENDED WARRANTY.

Some states and provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

ALLIED SHALL IN NO EVENT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO EXTRA UTILITY EXPENSES OR DAMAGES TO PROPERTY. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Allied is not responsible for:

1. Damage or repairs required as a result of flood, fire, wind, lightning strike (to the home or unit), corrosive atmosphere, contact with corrosive material (Chlorine, fluorine, salt, recycled waste water, fertilizers or other damaging substances) or other conditions beyond the control of Allied;
2. Use of parts, accessories, or refrigerant not compatible with the unit;
3. Modification, change or alteration of the unit, except as expressly directed in writing by Allied;
4. Improper use, accident, neglect or unreasonable use or operation of the unit, including operation of electrical equipment at voltages other than the range specified on the unit nameplate;
5. Operation with system parts (indoor unit, outdoor unit and refrigerant control devices) which are not ARI matched or do not meet the specifications recommended by Allied;
6. Damage or repairs required as a consequence of faulty installation or application;
7. Normal maintenance as described in the installation and operating manual, such as cleaning of coils, filter cleaning and/or replacement and lubrication; and
8. Changes in the appearance or sound of the unit that do not affect its performance.

The parties intend this writing as a final expression of their agreement with respect to warranties. Allied Air makes no other warranty beyond that which is expressly contained in this writing.

Allied shall not be liable for any default or delay in performance under this warranty caused by any contingency beyond its control, including the unavailability of replacement parts. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state or province to province.

Steps for getting replacement parts under this limited extended warranty:

If you suspect a defect in your equipment, please contact the installer of the unit to obtain assistance. If unsuccessful, please contact an Allied Air dealer or distributor in your area. If unable to obtain local assistance, refer to Allied Air’s website (www.alliedair.com) or contact Allied Air at 1-800-448-5872.

This excludes residents of states or provinces where registration requirements are prohibited, such as California and Quebec. Residents of these states or provinces may either register as noted above or provide proof of when the unit was purchased and installed, such as an original invoice from the contractor with the Owner’s name, address, purchase date, and serial and model number.
WEB ADDRESS TO CHECK IF MATCHED SYSTEM:
WWW.AHRIDIRECTORY.ORG

To search, enter the code in the picture above (27C9U)

Search  Reset

By clicking the Search button, I agree to the Terms and Conditions

Home | Contact Us | Terms and Conditions | License AHRI Directory Data
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## AHRI Search

**Double-click on a row to view/print AHRI certificate.**

AHRI certificates are not available for Obsolete AC and HP equipment.

**Model Status** of 'Active' means models are currently in production. 'Discontinued' means that the manufacturer has elected to stop producing, yet stock is still available. 'Obsolete' means that the manufacturer is required to stop manufacturing due to a test failure in the AHRI Certification Program.

<table>
<thead>
<tr>
<th>AHRI Certified Ref #</th>
<th>Model Status</th>
<th>Manufacturer Type</th>
<th>Trade/Brand Name</th>
<th>Manufacturer</th>
<th>Model</th>
<th>Manufacturer (Mod-Model)</th>
<th>Mod.</th>
<th>Furnace Model</th>
<th>Capacity (Btu)</th>
<th>EER</th>
<th>SEER</th>
<th>Phase</th>
<th>AHRI Type</th>
<th>HSTC</th>
<th>Eligible for Federal Tax Credit</th>
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<tbody>
<tr>
<td>1429584</td>
<td>Discontinued</td>
<td>Coil (Mod-Model)</td>
<td>ADR</td>
<td>ARMSTRONG</td>
<td>VCU15M180P</td>
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<td>58500</td>
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<td>13.00</td>
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<td>ROLL-A-C</td>
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</tbody>
</table>

Now displaying records 1 - 1 of 1 total.
Part IV - Consumer Registration Website – View Forms

Consumer can register for Limited Extended Parts Warranty @ www.alliedair.com or contact Allied Air at 1-800-448-5872

Form to be filled out and submitted via www.alliedair.com website
Thank you for purchasing a home comfort product from Allied Air and taking a few moments to register it online. Your registration helps us keep you up to date on product information and offers, and, for qualifying equipment, extends your warranty.

WHAT DO I NEED TO GET STARTED?

✓ The serial number and model number for each piece of equipment you purchased.

✓ An email address. We will use this to send you confirmation of your registration.

If the equipment is in a newly-constructed home,

✓ The date you closed on the purchase of this home.

If the product was installed in an existing home,

✓ The date of installation.

✓ The name and address of the dealer/contractor who installed your equipment.

If the product qualifies for an extended warranty with registration, we will also ask for

✓ The serial, model and brand of other components in your system.

Much of this information will be on the invoice provided by your installing contractor. If you need assistance gathering this information, please contact your installing contractor.

NOTE: Your proof of registration will be provided as a PDF file. You will need the free Adobe Reader to view this file. If you do not have Adobe Reader, click here to download the latest version.

I've got it - let's get started!

Click here
TELL US ABOUT YOUR EQUIPMENT INSTALLATION.

- It's installed in an existing home.
- It's installed in a newly constructed home.
- It's installed in a commercial location.

Installation Date: [ ]

NOTE: Proof of installation date required on request.

To properly register your system, please answer the following questions:

- Yes  No  I own and occupy this residence (2nd or summer homes = YES, rental properties = NO)
- Yes  No  It is a single family dwelling (condos, townhomes and duplexes = YES, apartments = NO)
- Yes  No  The equipment was installed by a certified or licensed contractor.

Please provide address where the equipment is installed:

First Name: [ ] Last Name: [ ]
Address: [ ]
Address2: [ ] (Optional)
City: [ ] State/Prov: [ ] ZIP/PC: [ ]
Phone: [ ] Owner's email: [ ]

Please format as 999-999-9999

Have questions...need assistance? Call 1-800-445-5672
Keep adding serial numbers of equipment in this box. **DO NOT USE “S”** in serial number.
TELL US ABOUT THE INSTALLING DEALER/CONTRACTOR.

Company: 
Address: 
Address2: 
(Optional)
City: 
State/Prov.: 
ZIP/PC: 
Phone: 
eMail: 
(Optional)

Please format as 999-999-9999

Have questions...need assistance? Call 1-800-448-9877
TELL US A LITTLE ABOUT YOUR EXPERIENCE.

What was the brand of equipment you replaced?

AirEase

How old was the equipment you replaced?

11-15 years

Which best describes why you replaced your equipment?

Quarter equipment

Why did you choose this product?

Other

Back Next

Have questions? Need assistance? Call 1-800-448-9872
COMMERCIAL WARRANTY SECTION
Part I – Commercial Warranty Statement

Please take time to read and understand the contents of this booklet. It clearly defines the warranty covering the product and the consumer’s responsibilities as a user of the product as well as the responsibility of the distributor. You will also learn what is not covered under the consumer’s warranty.

Limited Warranty
This warranty gives the consumer specific legal rights. They may also have other rights that vary from state/state or province/province.

Warrantor: Allied Air Enterprises, LLC
215 Metropolitan Drive
West Columbia, SC 29170-2294

Please refer to the chart on page 48 or the equipment warranty certificate for coverage periods.

All failed parts that are not required for immediate return to Allied Air Enterprises, must have a copy of the warranty claim attached to it and retained in your inventory for 60 days following replacement.

Parts involved in personal injury or equipment failures associated with fire, smoke, etc., must be held indefinitely or as instructed by Allied Air. Allied Air must be notified within one (1) business day of receipt by faxing to 803-738-4005 to the attention of the Warranty Administrator.

What Is Covered

Commercial products must be installed within the United States and Canada sold under the trade name Ducane, Concord, Armstrong Air, AirEase, Magic-Pak, Allied Commercial, as subject to the terms and conditions described herein.

If during this period a covered component fails because of a manufacturing defect, Allied Air Enterprises will provide a free replacement part.

Warranty Begins

The warranty period begins when the unit is installed. You must be able to verify this date whenever a warranty claim is made. Original bill of sale, installer's invoice or other similar documents will suffice. If the installation date cannot be verified, we will consider warranty coverage to begin 90-days after the product was manufactured as listed in date code of the unit serial number (See reference section). Example of date codes: (1234560015) 00 is year 2000 and 15 is the week number (first week in January is week #1) or (4605A12345) 05 is year 2005 and A is the month of January (the letter I is not used as a month). If branded Allied Commercial coverage to begin 6-months from date of manufacture.

See page 41 for date code readings for Ducane product.
Limitation on Implied Warranties
Implied warranties of merchantability or, to the extent applicable, fitness for a particular purpose are hereby excluded to the extent legally permissible. Should such exclusion or limitation of the implied warranties of merchantability and fitness for a particular purpose be unenforceable, such implied warranties are in any event limited to the duration of the applicable warranties specified herein. Some states/provinces do not allow limitations on how long an implied warranty of merchantability or fitness for a particular purpose lasts. As a result, the above limitations or exclusions may not apply in your state/province.

Only Warranty
This written Limited Warranty is the only warranty provided by the warrantor. This warranty is in lieu of and excludes all other warranties, express or implied. The warrantor does not authorize any person to provide any other warranty or to assume any further obligation in connection with this warranty policy.
What is NOT Covered Under this Warranty

The following items are not covered under this warranty:

1. Freight, Delivery or Handling charges.
2. Labor or diagnostic costs; including crane costs).
3. Scratches or discoloration of decorative finishes or any panels* (cosmetic or external).
4. Normal maintenance items such as filters, fan belts, fuses, refrigerant, refrigerant line sets, oil nozzles, driers or other consumable items.
5. Damage caused by misuse, failure to properly maintain, accident, inappropriate procedure, or flood, wind, fire, lightning, mold or other acts of God.
6. External wiring, piping, venting or attachment of accessory products not integral to the product, including without limitation, humidifier, air cleaner, vent damper, thermostat, or other mechanical devices not manufactured by the warrantor.
7. Products that have been operated in a corrosive atmosphere or otherwise in contact with corrosive materials (chlorine, fluorine, salt, recycled waste water, urine, fertilizers, halogenated hydrocarbons or other corrosive elements) that cause deterioration to metal surfaces or integral components. **Operation in a corrosive atmosphere is considered abuse and voids this warranty.**
8. Products that have NOT been installed in accordance with published instructions, applicable local, state/provincial, or national codes, and the Air Conditioning Contractors of America’s (ACCA) published standards.
9. Product must be properly installed, operated, and proof that the product has been maintained in accordance with the unit installation, operation, and maintenance instructions provided with the unit.
10. Products that have been moved from their original place of installation.
11. Any consequential damages due to delays beyond our control.
12. Does not pay for increases in electrical or fuels costs for any reason, including addition of supplemental heat.
13. Any compressor-bearing unit not installed with Air Conditioning Heating Refrigeration Institute (AHRI) or Allied Air Enterprises listed matching refrigerant components.
14. Operation of electrical equipment at voltages other than the range specified on the unit nameplate (includes damages caused by brownouts).
15. Operation of furnaces with return air temperatures of less than 60°F. (16°C) or furnaces that have been installed downstream of a cooling coil.
16. Use of contaminated or alternate refrigerant.
17. Non-branded LLI/ Allied accessories or accessory kits.

Warranty on Replacement Components

In cases where the original applicable manufacturer’s warranty is still in place, any replacement component furnished under this warranty will assume the remaining (unused) portion of the Limited Warranty.

Allied branded Service Repair Parts - (SRP) and/or third party purchased parts (Tech Choice) for resale carry a one (1) year warranty from date of replacement with proof of purchase. Replacement parts will be shipped directly to the distributor to credit the warranted part or credit will be issued against an existing purchase order.

*With the exception of outdoor unit tops which serve as motor mounts.
Consequential Damages
The warrantor shall not be responsible for any consequential or incidental damages caused by any defect in the product. Some states/provinces do not allow the exclusion or limitations of incidental or consequential damages. As a result, the above stated limitation or exclusion may not apply in your state/province. If there is a failure of a part or furnace that has caused property damage to a home, or has caused personal injury, that furnace or part should be held by the distributor until released by the Risk Management department of Lennox International Inc., Allied Air Enterprises’ parent company.
Serial Number/Date Code Sequence

The date that a unit was manufactured can be determined by looking at the unit serial number. Once you’ve determined which of the serial number sequences the unit serial number most closely resembles then look for the number or letters, which identify the date of manufacture.

For units produced from 1978 through 1992:

<table>
<thead>
<tr>
<th>Years</th>
<th>C = Sequence Code Letters</th>
<th>A = Month (See Months list below)</th>
<th>A = Year (See Years list at right)</th>
<th>C = Factory Location (See Location list below)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A = Armstrong</td>
<td>B = Bellevue, Ohio</td>
<td>C = Columbus, Ohio</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Months</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>A = Jan</td>
<td>B = Feb</td>
</tr>
<tr>
<td>E = May</td>
<td>F = June</td>
</tr>
<tr>
<td>J = Sept</td>
<td>K = Oct</td>
</tr>
</tbody>
</table>

| A = Apr    | C = Mar             |
| D = Apr    | G = July            |
| H = Aug    | L = Nov             |
| M = Dec    |                     |

For units produced since January 1993:

<table>
<thead>
<tr>
<th>84</th>
<th>95</th>
<th>A</th>
<th>12345</th>
</tr>
</thead>
<tbody>
<tr>
<td>84</td>
<td>= Factory (16 = Orangeburg, 56 = Stuttgart, 60 = Grenada, 84 = Bellevue)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>95</td>
<td>= Year (ex: 1995)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

A = Month (see Months list at right)

12345 = Sequential Number

<table>
<thead>
<tr>
<th>Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>A = Jan</td>
</tr>
<tr>
<td>B = Feb</td>
</tr>
<tr>
<td>C = Mar</td>
</tr>
<tr>
<td>D = April</td>
</tr>
<tr>
<td>E = May</td>
</tr>
<tr>
<td>F = June</td>
</tr>
<tr>
<td>G = July</td>
</tr>
<tr>
<td>H = Aug</td>
</tr>
<tr>
<td>J = Sept</td>
</tr>
<tr>
<td>K = Oct</td>
</tr>
<tr>
<td>L = Nov</td>
</tr>
<tr>
<td>M = Dec</td>
</tr>
</tbody>
</table>
Ducane Serial Number Nomenclature

018329**0431** - Old style units

018329 are computer generated by sequence

04 year unit was manufactured

31 Week of the year or the end of August

**Week**

<table>
<thead>
<tr>
<th>Week</th>
<th>Date Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>01-04 January</td>
<td>27-30 July</td>
</tr>
<tr>
<td>05-08 February</td>
<td>31-34 August</td>
</tr>
<tr>
<td>09-13 March</td>
<td>35-39 September</td>
</tr>
<tr>
<td>14-17 April</td>
<td>40-43 October</td>
</tr>
<tr>
<td>18-21 May</td>
<td>44-47 November</td>
</tr>
<tr>
<td>22-26 June</td>
<td>48-52 December</td>
</tr>
</tbody>
</table>

**4601J19567**

46 Plant of Manufacture or Blackville

01 Year of Manufacture

J Month of Manufacture (Note: the Letter I is not used)

**Plants**

<table>
<thead>
<tr>
<th>Plant</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>46</td>
<td>Blackville</td>
</tr>
<tr>
<td>84</td>
<td>Bellevue</td>
</tr>
<tr>
<td>16</td>
<td>Orangeburg</td>
</tr>
<tr>
<td>60</td>
<td>Grenada</td>
</tr>
<tr>
<td>56</td>
<td>Stuttgart</td>
</tr>
<tr>
<td>58/59</td>
<td>Marshalltown</td>
</tr>
<tr>
<td>19/20</td>
<td>Saltillo</td>
</tr>
</tbody>
</table>

**Months**

<table>
<thead>
<tr>
<th>Month</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>A = Jan</td>
<td>B = Feb</td>
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<tr>
<td>C = Mar</td>
<td>D = April</td>
</tr>
<tr>
<td>E = May</td>
<td>F = June</td>
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<tr>
<td>G = July</td>
<td>H = Aug</td>
</tr>
<tr>
<td>J = Sept</td>
<td>K = Oct</td>
</tr>
<tr>
<td>L = Nov</td>
<td>M = Dec</td>
</tr>
</tbody>
</table>
Part II – Instructions for Completing Electronic Claim

Filing Warranty Claims

Filing Electronically Using the EDI /On-Line System (www.alliedair.net)

All claims must be submitted within 60-days of the date when the corrective work was performed. Claims submitted beyond 60-days of date of corrective work will be denied and claimant will be notified. All claims must have a valid Allied Air Invoice number in order to be eligible for immediate credit. That invoice number must begin with 5_____ and must have been purchased from Allied within the past 24 months. Any claim not having a valid invoice found within that 24 month time frame will be held against a future purchase of that part. Once that part has been purchased, within the next 12 months, Allied Air should be notified and credit will then be released on that claim.

All claims may be audited to determine authenticity of claim and to assist in quality control evaluations and warranty statistics.

If parts or Equipment need to be returned refer to Section I Part VI

When filing on-line using the on-line system all parts returned to the factory must have a printed copy of the on-line warranty claim.

All Equipment Replacement claims must be accompanied by supporting documentation such as ERF, Job Site Sheets, and copy of unit tag, and must be processed by Allied Air Enterprises distributor’s service representative meeting the appropriate requirements as published in the DSR manual. (See Page 47)

Claims received directly from dealers or consumers will be denied. It is the responsibility of the distributor to submit all claims.
Part III – Compressor Bearing Units

1. If it is determined that the compressor has failed due to excessive moisture or acid in the system because of external electrical problems, as evidenced by totally burned windings, an attempt will be made to determine responsibility for these problems. Faulty installation or improper maintenance could cause failure. It may take up to one-year for the actual cause of these types of problems to be determined. In these circumstances, no credit will be issued until the actual case of failure has been determined.

2. All claims must be received within sixty-days (60) of the corrective work. Claims must be accompanied by supporting documents from the dealer or servicing agent.

3. Examples of the date code location for different rating plates are provided for each of the respective manufacturer's compressors on page 43.
1. The installing dealer or his representative is responsible for inspecting an inoperative heating unit and determining the fault. If there is a heat exchanger failure, the contractor should perform a CO₂ and CO test in the home prior to removal of the heat exchanger. These measurements should be recorded and made available if requested by Allied Air or its agent.

2. The dealer must return the claimed defective heat exchanger to the distributor from which the replacement heat exchanger was obtained.

3. The distributor is not required to return the defective heat exchanger unless specifically requested to do so by Allied Air Enterprises. If the faulty heat exchanger is field scrapped, the distributor must provide Allied Air Enterprises with the invoice number for the replacement heat exchanger (as shown on the front of the shipping envelope) and file the claim electronically.

4. If the faulty heat exchanger is required to be returned to the factory for further analysis, the distributor should retain its copy of the Return Material Authorization (RMA) Form and ship the heat exchanger freight prepaid to the factory using a carrier authorized by Allied Air Enterprises.

5. Allied Air Enterprises will issue a replacement heat exchanger or a credit issued against an existing purchase order. All claims for credit must be submitted to the Warranty Department within sixty- days (60).
In-warranty claims for compressors and heat exchangers are covered in Sections III Parts II and IV, respectively. This section covers claims for all other heating and cooling unit components that require returning to Allied Air Enterprises. If parts are to be returned a ship to address will be furnished.

Please do the following to prevent shipping or handling damage, pack the parts with care. Even though inoperative, these parts may be used for quality testing or have salvage value if they are in undamaged condition. Small parts, such as controls, should be individually wrapped. These parts should be placed on top of larger items and separated from them by a layer of cardboard. Each carton should be taped and/or banded securely and marked “FRAGILE” and “THIS SIDE UP”. All parts should be packed so that little or no internal movement will occur during transit. Allied Air Enterprises reserves the right to deny credit on any part received in such a manner that it cannot be tested.
Part VI – Authorization for Commercial Equipment Replacement

In the unlikely event a complete unit is being requested to be replaced the attached procedure must be followed. This applies to residential equipment installed in residential applications only. This form can only be submitted by a Level II or higher Distributor Service Representative (DSR)

The following criteria must be met to submit a request for unit replacement:

1. Allied technical service must be contacted and provided the job information at which time a Case number will be established.

2. Level II DSR must submit the job site sheets and a signed Equipment Replacement Form (ERF) verifying the equipment is installed per the manufacturer instructions for pre-approval beginning January 1, 2013 through December 31, 2013.

3. Level III or higher DSR must submit a signed Equipment Replacement Form (ERF) verifying the equipment is installed per the manufacturer instructions for pre-approval.

4. Any Nitrogen/dry charge units are not eligible for unit replacement.

5. Warranty records must indicate repeated manufacturing defects that have been unable to be resolved. The following criteria apply:
   - Unit must be installed and operating for less than one calendar year from date of install.
   - Unit must have two (2) defective warranty claims within the first year and must be under the manufacture parts warranty.
   - This does not apply to damaged product or any unit that has not been installed.

Once verification is complete the ERF will be completed by Allied Air warranty and returned to sender complete with Return Material Authorization (RMA). The RMA will be for either the complete unit or the failed component depending on circumstances. If credit is approved the amount is based on the original equipment not the replacement unit. If no defect is found or if the defect should have been field repaired, the distributor will be notified. The distributor can then choose if equipment should be returned, reworked, or scrapped. Cost of freight or rework will be charged to the distributor's account.

Due to changes in equipment efficiencies, size and or refrigerant types the consumer will be responsible for the following: Changes in duct work, approved indoor coils, changes in refrigerant pipe, utility connections, pads or platforms and all associated labor.
Part VII - Limited Warranty Coverage For Commercial Equipment

The limited warranty periods provided in the table below refer to all parts except where specifically noted otherwise. After the first year, in the event that a gas or oil heat exchanger is no longer being manufactured by the warrantor, the warrantor will allow a credit equal to the then current wholesale price of an equivalent heat exchanger towards the purchase of a new gas or oil furnace.

**Limited Warranty Periods**

<table>
<thead>
<tr>
<th>Product Category</th>
<th>Model Series</th>
<th>1-YR</th>
<th>5-YR</th>
<th>10-YR</th>
<th>15-YR</th>
<th>20-YR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ducane/Concord</td>
<td>All Models</td>
<td>All Parts</td>
<td>Compressor</td>
<td>Heat Exchanger</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Armstrong/AirEase</td>
<td>All Models</td>
<td>All Parts</td>
<td>Compressor</td>
<td>Heat Exchanger</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Allied Commercial**

<table>
<thead>
<tr>
<th></th>
<th>LF24</th>
<th>LD24</th>
<th>1-YR</th>
<th>5-YR</th>
<th>10-YR</th>
<th>15-YR</th>
<th>20-YR</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All Parts</td>
<td>All Parts</td>
<td>Aluminized H/X (2 Yr only)</td>
<td>Stainless Steel H/X (5 Yr Only)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TGA**

<table>
<thead>
<tr>
<th></th>
<th>All Parts</th>
<th>1-YR</th>
<th>5-YR</th>
<th>10-YR</th>
<th>15-YR</th>
<th>20-YR</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All Parts</td>
<td>Compressor</td>
<td>Aluminized H/X</td>
<td>Aluminized H/X</td>
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<td></td>
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</table>

**LG14**

<table>
<thead>
<tr>
<th></th>
<th>LG14</th>
<th>LGH</th>
<th>1-YR</th>
<th>5-YR</th>
<th>10-YR</th>
<th>15-YR</th>
<th>20-YR</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All Parts</td>
<td>Oil Burner 3-YR</td>
<td>Heat Exchanger</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Magic-Pak**

<table>
<thead>
<tr>
<th></th>
<th>MCE4</th>
<th>MGE4</th>
<th>MHP4</th>
<th>EWC4</th>
<th>HWC4</th>
<th>HW</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>All Parts</td>
<td>All Parts/Compressor</td>
<td>All Parts/Compressor</td>
<td>Aluminized H/X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** Residential products used in commercial applications and all three phase units carry a 1-year parts, 5-year compressor, and/or a 10-year heat exchanger warranty.

**Note:** All Allied branded Service Replacement Parts carry a one year (1-yr) parts warranty. All Allied branded heat strips/heater kits carry a warranty equal to the air handler.

## Section IV - Forms Section

<table>
<thead>
<tr>
<th>Part</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. ERF (Equipment Replacement Form)</td>
<td>49</td>
</tr>
<tr>
<td>II. Allied Leak Report Form</td>
<td>50</td>
</tr>
<tr>
<td>III. 90% Gas Furnace</td>
<td>53</td>
</tr>
<tr>
<td>IV. 80% Gas Furnace</td>
<td>55</td>
</tr>
<tr>
<td>V. Oil Furnace</td>
<td>57</td>
</tr>
<tr>
<td>VI. Heat Pump</td>
<td>58</td>
</tr>
<tr>
<td>VII. Packaged Units</td>
<td>60</td>
</tr>
<tr>
<td>VIII. Air Conditioning</td>
<td>62</td>
</tr>
<tr>
<td>IX. Commercial Units</td>
<td>64</td>
</tr>
</tbody>
</table>
Part I – Equipment Replacement Form

Send completed form, job site sheet, and rating plate to:
Allied Air Enterprises, LLC
Attn: Distributor/Technical Services
215 Metropolitan Drive
West Columbia, SC 29170
Fax back to: 803-738-4005

Equipment Replacement Form (ERF)

Please fill out completely. Failure to fill out completely will result in denial of request. IMPORTANT: A Distributor Representative must sign this form. All claims must be made within 60 days of performance of corrective work. All replacement units authorized on E.R.F., A.L.F., or by case number authorization MUST have a cutoff date 60 days from date of issuance or it shall be deemed null and void. Dealer invoice, job site sheet and rating plate must be attached to this form.

A job site form must be completed and attached for credit processing. Credit will not be issued until the original unit rating tag is attached to this form.

------------------------------Distributor Section------------------------------

Request Date___________
Requested By_____________________________________________________ (Distributor Representative)
Phone___________________________________  Fax____________________________________
Dealer Name and Phone_____________________________________________________________________
Job Name_________________________________________________________________________________

Case Number _____________  Allied Tech Service Contact______________________________

I certify that I reviewed info, photos, etc. from the jobsite and verify that equipment has been properly installed according to all state and local codes. ___________________________________________ DSR Signature

DSM Signature_____________________________________________________________________________

------------------------------Allied Air Internal Use Only------------------------------

Requested Amount ______________________  Approved Amount_________________________
Manager Signature _________________________________   Date_______________________

Changes and Modifications - Allied Air Enterprises will monitor this form and policy and reserves the right to make any changes and modifications, including discontinuance by written notification. Allowances for requests outside of the standard labor policy cannot be processed without this form for information and sign off.

Note: Credits cannot be issued until all information is submitted as requested on this form. Please attach the original rating plate to the back of this form.

This communication is confidential and may contain information that is privileged or exempt from disclosure under applicable law. Receipt by anyone other than the intended recipient does not constitute waiver or loss of the confidential or privileged nature of the communication. Any review or distribution by other than the intended recipient is strictly prohibited.

Revision 2  4-15-07
Part II – Allied Leak Report Form

ALLIED LEAK REPORT FORM
(This form is to be used to report refrigerant leaks on 2000 or newer built product)

Instructions
1. Click on edge of red “X” box (look for the crosshairs) and drag to leak location(s) on drawing.
2. At top of page, select Tools/Protect Document. Check “Forms” button, Click “OK” to set form.
3. Fill out all required fields.
4. Save form if needed and E-mail or Fax to number below.
5. This form is for reporting purposes only. (No special allowances are processed from this form)

Reported By: ___________________________ Date: ___________________________
Dealer #: ___________________________ Dealer Name: ___________________________
Unit Model #: ___________________________ Serial #: ___________________________ Date Failed: ___________________________
Reason for Leak (Cracked line, brazed joint, etc): ___________________________

☐ Leaking Part Replaced - Cut a 6” x 6” section of the leaking area and send to address below with this form attached to the failed part.
☐ Leaking Part Repaired - Take pictures of leaking section before repairs are completed and send to address below with this form.
☐ If the above two actions are not possible, please fax this complete form to 866-412-9014 or 803-738-4005.

E-Mail – jerry.anderson@alliedair.com
(Allied Air Enterprises - 215 Metropolitan Drive – West Columbia, SC 29170 - Attn: Jerry Anderson)
Part III – Job Site Sheets

90% Gas Furnace Jobsite Information Sheet..........................52
80% Gas Furnace Jobsite Information Sheet..........................54
Oil Furnace Jobsite Information Sheet...............................56
Heat Pump Information Sheet..............................................57
Package Unit Jobsite Information Sheet..............................59
Air Conditioning Jobsite Information Sheet..........................61
Commercial Jobsite Information Sheet...............................63
# 90% Gas Furnace Jobsite Information

**OWNER:**

- Name: ____________________________
- Street: ___________________________
- City: ____________________________ Zip/Postal _____________
- State/Province: _____________ Phone ____________

**SERVICING CONTRACTOR:**

- Name: ____________________________
- Street: ___________________________
- City: ____________________________ Zip/Postal _____________
- State/Province: _____________ Phone ____________

**PRODUCT INFORMATION**

- Furnace Model Number: ____________________________
- Evaporator Model Number: ____________________________
- Installation Date: ____________________________

**TEMPERATURES (Figure 1)**

- TP 1 – Vent Outlet Temperature ____________________________
- TP-2 – Return Air Temperature ____________________________
- TP-3 – Supply Air Temperature ____________________________
- Temperature Rise (TP-3 – TP-2) ____________________________
- Gas Pipe Diameter ____________________________
- Gas Pipe Length ____________________________
- LP or Natural Gas ____________________________
- Burner Orifice Size ____________________________

**PRESSURES (Furnace Running): (Figure 1)**

- P-1 – Manifold ____________________________
- P-2 – Inlet Gas ____________________________
- P-3 – Vent Pressure Switch ____________________________
- Drain Pressure Switch ____________________________

**EXHAUST VENT: (Figure 2)**

- Type ____________________________
- Diameter ____________________________
- Length ____________________________
- Number of 90° elbows ____________________________
- Number of 45° elbows ____________________________
- Termination Length ____________________________

**INTAKE VENT (Fig. 2)**

- Type ____________________________
- Diameter ____________________________
- Length ____________________________
- Number of 90° elbows ____________________________
- Number of 45° elbows ____________________________
- Termination Length ____________________________
- Separation Distance ____________________________

**Date: ____________________________**

**PROBLEM DESCRIPTION:**

- ____________________________
- ____________________________

**DISTRIBUTOR:**

- Name: ____________________________
- Street: ___________________________
- City: ____________________________ Zip/Postal _____________
- State/Province: _____________ Phone ____________
- Serial Number: ____________________________
- Serial Number: ____________________________

**HIGH VOLTAGE CIRCUIT READINGS: (Figure 3)**

- HV-1 & HV-5 – Line Voltage ____________________________
- HV-2 & HV-5 – Blower Motor ____________________________
- HV-3 & HV-5 – Combustion Air Inducer ____________________________
- HV-4 & HV-5 – Transformer ____________________________
- HV-1 & HV-7 – L1 TO Earth Ground ____________________________
- HV-6 & HV-7 – Neutral to Earth Ground ____________________________
- HV5 & HV-6 – HIS Voltage during “warm-up” ____________________________

**LOW VOLTAGE CIRCUIT READINGS: (Figure 4)**

- LV-8 & LV-9 – Transformer Control Voltage ____________________________
- LV-10 & LV-12 – rollout and Limit Switches ____________________________
- LV-13 & LV-14 – Pressure and Aux Limit Switches ____________________________
- LV-15 & LV-16 – Gas Valve ____________________________
- LV-17 – Flame Sensor Micro Amps ____________________________

**OTHER NECESSARY DATA (Figure 2)**

- Is return air intake sealed and terminated outside furnace area? Yes □ No □
- Fault Code Number of Flashes (Fig. 1) ____________________________
- Electronic Thermostat? Yes □ No □

**REQUESTED BY: ____________________________**
80% GAS FURNACE JOBSITE INFORMATION SHEET

➤ OWNER:
Name:__________________________________________
Street:________________________________________
City: __________________ Zip/Postal ______________
State/Province __________________ Phone__________

➤ SERVICING CONTRACTOR:
Name:__________________________________________
Street:________________________________________
City: __________________ Zip/Postal ______________
State/Province: __________________ Phone__________

➤ PRODUCT INFORMATION
Furnace Model Number: __________________________
Evaporator Model Number: _______________________
Installation Date: ______________________________

➤ TEMPERATURES (Figure 1)
- TP 1 – Vent Outlet Temperature _______________________
- TP 2 – Return Air Temperature _______________________
- TP 3 – Supply Air Temperature _______________________

➤ PRESSURES (Furnace Running) (Figure 1)
- P 1 – Manifold _________________________________
- P 2 – Inlet Gas _________________________________
- P 3 – Vent Pressure Switch _______________________
- Gas Pipe Diameter _____________________________
- LP or Natural Gas ______________________________
- Burner Orifice Size ____________________________

➤ HIGH VOLTAGE CIRCUIT READINGS (Figure 3)
HV 1 & HV 6 – Line Voltage _________________________
HV 2 & HV 6 – Blower Motor _________________________
HV 3 & HV 6 – Combustion Air Inducer _______________
HV 4 & HV 6 – Transformer _________________________
HV 1 & HV 7 – L1 TO Earth Ground _________________
HV 6 & HV 7 – Neutral to Earth Ground ______________
HV S & HV 6 – HIS Voltage during “warm-up” ________

➤ LOW VOLTAGE CIRCUIT READINGS (Figure 4)
LV 8 & LV 9 – Transformer Control Voltage __________
LV 10 & LV 12 – Rollout and Limit Switches __________
LV 13 & LV 14 – Pressure and Aux Limit Switches __________
LV 15 & LV 16 – Gas Valve ________________________
LV 17 – Flame Sensor Micro Amps _________________

➤ Date: ________________________________

➤ PROBLEM DESCRIPTION:
___________________________________________
___________________________________________

➤ DISTRIBUTOR:
Name:__________________________________________
Street:________________________________________
City: __________________ Zip/Postal ______________
State/Province: __________________ Phone__________

Serial Number: _________________________________
Serial Number: _________________________________

➤ Vent (Figure 2)
- Vent Material: Single Wall ☐ Double Wall ☐ HTPV ☐
  - Common Vent Used? Yes ☐ No ☐
  # 1 Diameter of vent pipe _______________________
  # 2 Total length of vent _________________________
  # 3 Height above roof __________________________
  # 4 Total Height ______________________________
  - Power Venter Used? Yes ☐ No ☐

➤ Vent Connections: (Figure 2)

FURNACE WATER HEATER
- Material Single Wall ☐ Single Wall ☐ Double Wall ☐ Double Wall ☐
  HTPV ☐ HTPV ☐
  # 5 Diameter ____________________________
  # 6 Height ______________________________

➤ OTHER NECESSARY DATA (Figure 2)
- Is return air intake sealed and terminated outside furnace area? Yes ☐ No ☐
- Fault Code Number of Flashes (Fig. 1) _______
- Electronic Thermostat? Yes ☐ No ☐

REQUESTED BY: _______________________________
## OIL FURNACE JOBSITE INFORMATION SHEET

### CUSTOMER DATA
- **Customer Name:**
- **Address:**
- **City:**
  - State/Province:
  - Zip/Postal Code:
- **Furnace Model Number:**
- **Serial Number:**
- **Input Rate:**
- **Nozzle Used:**
- **New Construction:**
- **Replacement:**
- **Date of Installation:**

### INSTALLATION DATA

#### FURNACE LOCATION
- A. Basement - Open [ ] Enclosed [ ]
- B. Utility room - Open [ ] Enclosed [ ]
- C. Closet - Open [ ] Enclosed [ ]
- D. Crawl space - Open [ ] Enclosed [ ]

*Provisions must be made for adequate air for combustion.

#### CHIMNEY DATA
- A. Inside [ ] Outside [ ]
- B. Brick or Masonry [ ]
- C. Lined [ ]
- D. Type Class A [ ] all purpose [ ] Type L [ ]
- E. Condition [ ]

#### FLUEPIPE
- A. Distance to chimney [ ]
- B. Diameter [ ]
- C. Barometric damper installed [ ]
- D. Drill 5/16" hole in flue pipe 12" upstream of barometric damper [ ]
- E. Obtain drafting reading; adjust barometric damper

#### OIL TANK DATA
- A. Installed in basement [ ]
- B. Outside [ ]
- C. Buried/Depth [ ]
- D. Size [ ] gallons
- E. Age [ ]
- F. Date of last cleaning

#### OIL LINE DATA
- A. Size: 3/8" [ ] 1/2" [ ] Other [ ]
- B. Single pipe [ ] Two pipe [ ]
- C. Distance from tank [ ] Lift [ ]
- D. Filter type: Inspected [ ] Changed [ ]
- E. Pressure test [ ]
- F. Recheck all fittings for tightness

#### THERMOSTAT
- A. Type: Heating [ ] Cooling [ ]
- B. Anticipator set [ ]
- C. Wires New [ ] Existing [ ]

#### AIR FILTER
- A. Type: Permanent [ ] Disposable [ ]
- B. Installed [ ]
- C. Size [ ]

### START-UP PROCEDURE
- A. Close disconnect switch [ ]
- B. Set thermostat to call for heat [ ]
- C. Bleed air from lines and pump; run for 20 seconds after bubbles disappear [ ]
- D. Install vacuum gauge; check pump vacuum [ ]
- E. Install pressure gauge; adjust pressure to 140 psig (except on 57 models: adjust to 100 psig) [ ]
  - Always verify proper pump pressure to corresponding tables with instruction supplied with the unit.
- F. After 10 minutes of operation, obtain flame temperature reading 1st [ ] 2nd [ ] 3rd [ ]
- G. Obtain smoke reading: 1st [ ] 2nd [ ] 3rd [ ]
- H. Measure CO2: 1st [ ] 2nd [ ] 3rd [ ]
- I. Check draft overfire [ ] Breech [ ]
- J. Air shutter setting: Lifted [ ] Locked [ ]
- K. Measure static pressure in duct system:
  - Static pressure on supply side [ ]
  - Static pressure on return side [ ]
  - Static pressure drop [ ]
- L. Temperature rise after steady state conditions have been achieved: Supply side [ ] Return side [ ]
- M. Block off return air (limit control checkout); burner should shut down in 2 or 3 minutes

### OWNER RECORD
- Installed by: [ ]
- Dealer: [ ]
- Address: [ ]
- Telephone Number: [ ]
- License Number: [ ]

Manufactured By
- Allied Air Enterprises, Inc.
- Lennox International Company
- 215 Metropolitan Drive
- West Columbia, SC 29170

Rev 11/4/209
HEAT PUMP JOBSITE INFORMATION SHEET

➢ OWNER
Name: __________________________
Street: ________________________
City: ___________ Zip/Postal ______
State/Province: ________ Phone: ______
Contact: __________________________

➢ DATE REQUESTED ________________
➢ REQUESTOR: ______________________

➢ DISTRIBUTOR: __________________________
Name: __________________________
Street: __________________________

➢ EQUIPMENT DATA:

OUTDOOR UNIT
Model#: __________________________ Serial # __________ Date Installed: __________

EVAPORATOR
Model#: __________________________ Serial # __________ Date Installed: __________

AIR HANDLER
Model#: __________________________ Serial # __________ Date Installed: __________

FURNACE
Model#: __________________________ Serial # __________ Date Installed: __________

➢ PROBLEM SUMMARY:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

➢ CORRECTIVE ACTIONS TAKEN:
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

➢ ADDITIONAL INFORMATION:
________________________________________________________________________
________________________________________________________________________

➢ ACCESSORIES? (CHECK THOSE INSTALLED):
☐ Low Ambient Kit ☐ Oil Separator ☐ Pump Down Kit
☐ Compressor Time Delay ☐ High Pressure Cutout ☐ Accumulator
☐ Mild Weather Kit ☐ Low Pressure Cutout ☐ Other:
☐ Crankcase Heater ☐ Discharge Line Muffler
☐ Hard Start Kit ☐ Hot Water Recovery
☐ Filter-Drier ☐ Hot Gas Bypass
☐ Compressor Sound Enclosure
## PACKAGE UNIT JOBSITE INFORMATION SHEET

### OWNER
- Name:
- Street:
- City: Zip/Postal
- State/Province: Phone:
- Contact:

### DATE REQUESTED
- 

### REQUESTOR:
- 

### DISTRIBUTOR:
- Name:
- Street:

### EQUIPMENT DATA:
- PACKAGE UNIT
- Gas Type: Natural_______ Propane (LP) _______
- Model#: Serial # Date Installed:

### PROBLEM SUMMARY:
- 

### CORRECTIVE ACTIONS TAKEN:
- 

### ADDITIONAL INFORMATION:
- 

### ACCESSORIES? (CHECK THOSE INSTALLED):
- Low Ambient Kit
- Compressor Time Delay
- Mild Weather Kit
- Crankcase Heater
- Hard Start Kit
- Filter-Drier
- Compressor Sound Enclosure
- Oil Separator
- High Pressure Cutout
- Low Pressure Cutout
- Discharge Line Muffler
- Hot Water Recovery
- Hot Gas Bypass
- Pump Down Kit
- Accumulator
- Other:

HEATING DATA

H1 Supply Air Temperature _______ °F
H2 Return Air Temperature _______ °F
H3 Return Air Static Pressure – Downstream of coil + _______ "W.C."
H4 Return Air Static Pressure – Upstream of the coil + _______ "W.C."
H5 Supply Air Static Pressure + _______ "W.C."
H6 Filter: Type/Size ___________ Condition ___________ H7 Blower Motor R.P.M.: ___________
H8 Actual Voltage (Measured): Line Voltage/Standby* _________ Line Voltage/Running _________
H9 Unit Grounded? □ Yes □ No
H10 Plenum Size: Return _________ Supply _________ Number of Runs _________
H11 Gas Pressure: Inlet _________ 1st Stage _________ 2nd Stage _________

*Measure standby voltage before unit is put into operation.

COOLING DATA

C1 Compressor Amps _________ C2 Outdoor Fan Amps _________
C3 Condenser Air Discharge Temperature _______ °F
C4 Line Voltage: Standby _________ Starting _________ Running _________
C5 Low Voltage _________ C6 Wire Size _________ C7 Outdoor Temperature _________
C8 Discharge Line Temperature _______ °F
C9 Coil Condition: □ Dirty □ Clean □ Fin Condition _________
C10 Suction Pressure _________ C11 Suction Line Temperature _________
C12 Liquid Line Pressure _________ C13 Liquid Line Temperature _________
C14 Suction Line Set Size _________ Length _________
C15 Liquid Line Set Size _________ Length _________

C11 (Suction Line Temperature) – C10 (suction Pressure) = _______ °F Superheat
C13 (Liquid Line Temperature) – C12 (Liquid Pressure) = _______ °F Subcooling

### AIR CONDITIONING JOBSITE INFORMATION SHEET

**OWNER**
- Name: ____________________________
- Street: ____________________________
- City: ____________________________ Zip/Postal: ______
- State/Province: ______ Phone: ______
- Contact: ____________________________

**DATE REQUESTED**

**REQUESTOR:** ____________________________

**DISTRIBUTOR:**
- Name: ____________________________
- Street: ____________________________

**EQUIPMENT DATA:**

**OUTDOOR UNIT**
- Model#: __________ Serial #: __________ Date Installed: __________

**EVAPORATOR**
- Model#: __________ Serial #: __________ Date Installed: __________

**AIR HANDLER**
- Model#: __________ Serial #: __________ Date Installed: __________

**FURNACE**
- Model#: __________ Serial #: __________ Date Installed: __________

**PROBLEM SUMMARY:**

__________________________________________________________

__________________________________________________________

__________________________________________________________

**CORRECTIVE ACTIONS TAKEN:**

__________________________________________________________

__________________________________________________________

__________________________________________________________

**ADDITIONAL INFORMATION:**

__________________________________________________________

__________________________________________________________

**ACCESSORIES? (CHECK THOSE INSTALLED):**

- [ ] Low Ambient Kit
- [ ] Compressor Time Delay
- [ ] Mild Weather Kit
- [ ] Crankcase Heater
- [ ] Hard Start Kit
- [ ] Filter-Drier
- [ ] Compressor Sound Enclosure
- [ ] Oil Separator
- [ ] High Pressure Cutout
- [ ] Low Pressure Cutout
- [ ] Discharge Line Muffler
- [ ] Hot Water Recovery
- [ ] Hot Gas Bypass
- [ ] Pump Down Kit
- [ ] Accumulator
- [ ] Other: ____________________________
COMMERCIAL JOBSITE INFORMATION SHEET

➢ OWNER
Name: ____________________________
Street: ____________________________
City: ____________________________  Zip/Postal ________
State/Province: ________________  Phone: ________________
Contact: ____________________________

➢ DATE REQUESTED ____________________________
➢ REQUESTOR: ____________________________

➢ DISTRIBUTOR:
Name: ____________________________
Street: ____________________________

➢ EQUIPMENT DATA:
OUTDOOR UNIT
Gas Type: Natural_______ Propane (LP) _______
Model#: ____________________________  Serial # ____________________________  Date Installed: __________

EVAPORATOR
Model#: ____________________________  Serial # ____________________________  Date Installed: __________

AIR HANDLER
Model#: ____________________________  Serial # ____________________________  Date Installed: __________

FURNACE
Model#: ____________________________  Serial # ____________________________  Date Installed: __________

➢ PROBLEM SUMMARY:
________________________________________________________________________________________

➢ CORRECTIVE ACTIONS TAKEN:
________________________________________________________________________________________

➢ ADDITIONAL INFORMATION:
________________________________________________________________________________________

➢ ACCESSORIES? (CHECK THOSE INSTALLED):

☐ Low Ambient Kit    ☐ Oil Separator    ☐ Pump Down Kit
☐ Compressor Time Delay  ☐ High Pressure Cutout  ☐ Accumulator
☐ Mild Weather Kit  ☐ Low Pressure Cutout  ☐ Other:
☐ Crankcase Heater  ☐ Discharge Line Muffler
☐ Hard Start Kit  ☐ Hot Water Recovery
☐ Filter-Drier  ☐ Hot Gas Bypass
☐ Compressor Sound Enclosure

COMMERCIAL JOBSITE INFORMATION SHEET

HEATING DATA

H1 Supply Air Temperature ____________ °F
H2 Return Air Temperature ____________ °F
H3 Return Air Static Pressure – Downstream of Coil + "W.C. H1 – H2 = _______ °F (Temperature Rise)
H4 Return Air Static Pressure – Upstream of the Coil + "W.C. Total Static Pressure + _______ "W.C.
H5 Supply Air Static Pressure + _______ "W.C.
H6 Filter: Type/Size ________________ Condition ________________ H7 Blower Motor R.P.M.: __________
H8 Actual Voltage (Measured): Line Voltage/Standby* __________ Line Voltage/Running __________
Line Voltage/Standby* __________ Line Voltage/Running __________
H9 Unit Grounded? □ Yes □ No
H10 Plenum Size: Return ______ Supply ______ Number of Runs ______
H11 Gas Pressure: Inlet ______ 1st Stage ______ 2nd Stage ______

*Measure standby voltage before unit is put into operation.

COOLING DATA

C1 Compressor Amps ____________ C2 Outdoor Fan Amps ____________
C3 Condenser Air Discharge Temperature ____________ °F
C4 Line Voltage: Standby ____________ Starting ____________ Running ____________
C5 Low Voltage ____________ C6 Wire Size ____________ C7 Outdoor Temperature ____________
C8 Discharge Line Temperature ____________ °F
C9 Coil Condition: □ Dirty □ Clean Fin Condition ____________
C10 Suction Pressure ____________ C11 Suction Line Temperature ____________
C12 Liquid Line Pressure ____________ C13 Liquid Line Temperature ____________

LINE SET DATA (Split Systems Only)

C14 Suction Line Set Size ____________ Length ____________
C15 Liquid Line Set Size ____________ Length ____________
C11 (Suction Line Temperature) – C10 (suction Pressure) = _______ °F Superheat
C13 (Liquid Line Temperature) – C12 (Liquid Pressure) = _______ °F Subcooling

### Section V - Current Warranty Certificates

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ALLIED AIR ENTERPRISES
EQUIPMENT LIMITED WARRANTY
APPLIES IN U.S.A. AND CANADA ONLY
FAILURE TO MAINTAIN YOUR EQUIPMENT WILL VOID THIS WARRANTY

COVERED EQUIPMENT - The following Allied Air Enterprises heating and cooling equipment is covered by the Limited Warranty,

Condensing Units: 25CU13, 45CU13, 45CU14, 45CU18, 45CU24, 2AC13, 2AC14, 4AC13, 4AC14
Heat Pumps: 2SHP13, 4SHP13, 2SHP14, 4SHP14, 4SHP16, 4SHP18, 2HP13, 2HP14, 4HP13, 4HP14, 4HP16, 4HP18
Gas Furnaces: G1N80, G1D80, G2D80, G1D91, G1D93, G2D93, G2D95, FPBB, CG80, CG90, CG92, CG93, CG95, A96, A95, A95SV, A93, A80, 92G1, 95G2, 95G2V, 95G1, 80G2, 80G1
Oil Furnace: LB80B, LB80F, LH80F, LUF80, LH80F, RH80, RL80, RL80F, RLHR, LB8UF, LB8BF, LB8HR, LB8HF
Electric Furnace: EFC, EPV
Evaporator Coils: EC, EU, EH, EM
Air handlers: BCSS2, RBCS2
Package Equipment: 2PCE13, 4PCE13, 4PCE15, 2PGE13, 4PGE13, 4PGE15, 2PH13, 4PH13, 4PH15, 2SG13, 2SH13, 2SA13, RGE13, RPGE13, RHP13, RCE13, RPHP13, RPCE13
Unit Heaters: LF24, (30,000 to 75,000 Btuh units)

PARTS and COMPRESSOR COVERAGE
The covered equipment and covered parts and compressor are warranted by Allied Air for a period of five (5) years from the date of the original installation, when installed in a residential application (which includes homes, duplexes, apartments and condominiums). The covered equipment and covered parts are warranted for a period of one (1) year and compressor is warranted for five (5) years by Allied Air from the date of the original installation in non-residential applications. If, during this period, a covered component fails because of a manufacturing defect, Allied Air will provide a free replacement part to the owner through a licensed service contractor utilizing an Allied Air distributor. You must pay shipping charges and all other costs of warranty service. Allied Air will not pay labor involved in diagnostic calls or in removing, repairing, servicing or replacing parts. Such cost may be covered by a separate warranty provided by the installer.

HEAT EXCHANGER EXTENDED COVERAGE
All covered heat exchangers are warranted by Allied Air for a period of twenty (20) years from the date of original installation in a residential application. Heat exchangers in all non-residential applications are warranted for a period of ten (10) years. Heat Exchanger Availability: If a replacement heat exchanger is no longer available for a unit covered by this warranty, Allied Air will allow a credit toward the purchase of an equivalent Allied Air furnace (at the current suggested distributor's cost). NOTICE: If the date of original installation cannot be verified, the warranty period will be deemed to begin ninety (90) days after the date of manufacture. (The LF24 unit heaters are not eligible for the extended warranty coverage).

EXCLUDED COMPONENTS
The following components are not covered by this warranty: cabinets, cabinet pieces, air filters, driers, refrigerant, refrigerant line sets, belts, wiring, fuses, oil nozzles, unit accessories and any parts not affecting unit operation.

CARE OF EQUIPMENT
Your new Allied Air unit must be properly installed, operated and maintained in accordance with the unit installation, operation and maintenance instructions provided with each Allied Air unit. Failure to provide maintenance per Allied Air instructions will void this warranty.

WARRANTY PROCEDURE
When service or warranty parts are required:
1. Call your local licensed service dealer or contractor
2. If the installing dealer is unable to provide warranty service, check online at www.alliedair.com.
3. Be prepared to furnish the following information:
   a. Complete model and serial number
   b. Proof of required periodic maintenance, installation date and location.
   c. An accurate description of the problem

WARRANTY LIMITATIONS
1. This warranty is void if the covered equipment is removed from the original installation site.
2. This warranty does not cover damage or defect resulting from:
   a. Flood, wind, fire, lightning, mold, or installation and operation in a corrosive atmosphere, or otherwise in contact with corrosive materials (chlorine, fluorine, salt, recycled waste water, urine, fertilizers, or other damaging substances or chemicals). Accident, or neglect or unreasonable use or operation of the equipment including operation of electrical equipment at voltages other than the range specified on the unit nameplate (includes damages caused by brownouts).
   b. Modification, change or alteration of the equipment, except as directed in writing by Allied Air.
   c. Operation with system components (indoor unit, outdoor unit and refrigerant control devices) which are not an ARI match or meet the specifications recommended by Allied Air.
   d. Operation of furnaces with return air temperatures of less than 60ºF (16ºC) or operation of a furnace field installed downstream from a cooling coil.
   e. Use of contaminated or refrigerant not compatible with the unit.

The installation of replacement parts under the terms of this warranty does not extend the original warranty period.

Allied Air makes no express warranties other than the warranty specified above. All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are excluded to the extent to a period legally permissible. Should such exclusion or limitation of the warranty be unenforceable, such implied warranties are in any event limited to a period of one (1) year. Liability for incidental and consequential damages is excluded. Some states do not allow limitation of incidental damages, so the limitations or exclusions may not apply to you.

Allied Air will not pay electrical or fuel costs, or increases in electricity or fuel costs, for any reason whatsoever, including additional or unusual use of supplemental electric heat. This warranty does not cover lodging expenses or labor charges.

Allied Air shall not be liable for any default or delay in performance under this warranty caused by any contingency beyond its control.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

NOTE TO CUSTOMER
Please complete information below and retain this warranty for your records and future reference.

Outside Unit Model Number: ___________________________________________ Serial Number: ___________________________ Installed Date: ________________
Furnace / Air Handler: ________________________________________________ Serial Number: ___________________________ Installed Date: ________________
Indoor Coil Model Number: ___________________________________________ Serial Number: ___________________________ Installed Date: ________________

Installing Company Name: _____________________________________________ Phone: ________________________________
Installing Company Address: ____________________________________________ State/Province: ____________________ Zip/Postal Code: ___________


215 Metropolitan Drive, West Columbia, SC 29170
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WP20595203
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MAGIC-PAK EQUIPMENT LIMITED WARRANTY
APPLIES IN U.S.A. AND CANADA ONLY
FAILURE TO MAINTAIN YOUR EQUIPMENT WILL VOID THIS WARRANTY

COVERED EQUIPMENT
The following Allied Air Enterprises heating and cooling equipment is covered by the Limited Warranty:

Thru-the-Wall Units: MCE, MGE, MHP, EWC, HWC, HW

FIVE (5) YEAR COVERAGE – RESIDENTIAL APPLICATIONS
The covered equipment and covered component are warranted by Allied Air for a period of five (5) years from the date of the original installation, when installed in a residential application (single-family dwelling which includes homes, duplexes, apartments and condominiums). If, during this period, a covered component fails because of a manufacturing defect, Allied Air will provide a free replacement part to the owner through a licensed service contractor. You must pay shipping charges and all other costs of warranty service. Allied Air will not pay labor involved in diagnostic calls or in removing, repairing, servicing or replacing parts. Such costs may be covered by a separate warranty provided by the installer.

ONE (1) YEAR COVERAGE – NON-RESIDENTIAL APPLICATIONS
The covered equipment and covered component are warranted by Allied Air for a period of one (1) year from the date of the original installation, when installed in non-residential application. If, during this period, a covered component fails because of a manufacturing defect, Allied Air will provide a free replacement part to the owner through a licensed service contractor. You must pay shipping charges and all other costs of warranty service. Allied Air will not pay labor involved in diagnostic calls or in removing, repairing, servicing or replacing parts. Such costs may be covered by a separate warranty provided by the installer.

EXTENDED COVERAGE
Your Allied Air limited warranty provides extended coverage on the components outlined below. The extended coverage begins with the date of the original unit installation and represents the total warranty period for the specific component.

Heat Exchangers:
MGE, HWC, HW (Aluminized - All applications) Ten (10) years
MGE, HWC, HW (Stainless - All applications) Twenty (20) years
For those models for which the limited lifetime heat exchanger warranty is offered, it will apply only to those Residential Applications where the original purchaser of the equipment owns and occupies the residence where the equipment is located at the time of the warranty claim. When a warranty claim is made under the limited lifetime heat exchanger warranty for a Residential Application and a subsequent owner or a non-owner occupies the residence where the equipment is located, then coverage under the limited lifetime heat exchanger warranty is limited to twenty (20) years from the date of installation.

Heat Exchanger Availability:
If a replacement heat exchanger is no longer available for a unit covered by this warranty, Allied Air will allow a credit toward the purchase of an equivalent Allied Air furnace (at current suggested unit selling price).

Compressors: MCE, MGE, MHP, EWC, HWC - Five (5) years
Extended warranty coverage on the compressors applies to the original equipment purchaser, subject to proof of purchase.

Electric Heating Elements: MCE, MHP, EWC - Ten (10) years
Extended warranty coverage on the electric heating elements compressors applies to the original equipment purchaser, subject to proof of purchase.

EXCLUDED COMPONENTS
The following components are not covered by this warranty: cabinets, cabinet pieces, air filters, ollers, refrigerant, refrigerant line sets, bolts, wiring, fuses, oil nozzles and unit accessories.

REPAIRS
All repairs of covered components must be made with authorized service parts by a licensed service dealer or contractor. Labor charges are not covered by this warranty. Such costs may be covered by a separate warranty provided by the installer.

CARE OF EQUIPMENT
Your Allied Air unit must be properly installed, operated and maintained in accordance with the unit installation, operation and maintenance instructions provided with each Allied Air unit. Failure to provide maintenance per Allied Air instructions will void this warranty. You may be asked to provide proof of installation documentation of annual and other periodic preventive mainenance.

WARRANTY PROCEDURE
When warranty parts are required:
1. Be prepared to furnish the following information:
   a. Complete model and serial number
   b. Proof of required periodic maintenance, installation date and location
   c. An accurate description of the problem
   d. Call your local licensed service dealer or contractor
2. If the installing dealer is unable to provide warranty parts, check the yellow pages for another licensed service dealer or contractor in your area or:
   Allied Air Enterprises, Inc.
   215 Metropolitan Drive
   West Columbia, SC 29170
   1-800-515-3501

WARRANTY LIMITATIONS
1. This warranty is void if the covered equipment is removed from the original installation site.
2. This warranty does not cover damage or defect resulting from:
   a. Flood, wind, fire, lightning, mold, or installation and operation in a corrosive atmosphere, or otherwise in contact with corrosive materials, water, water, salt, recycled water, water, rust, fertilizers, or other damaging substances or chemicals.
   b. Accident, neglect or unreasonable use or operation of the equipment including operation of electrical equipment at voltages other than the range specified on the unit nameplate (includes damages caused by brownouts).
   c. Modification, change or alteration of the equipment, except as directed in writing by Allied Air.
   d. Operation with system components (indoor unit, outdoor unit and refrigerant control devices) which do not match or exceed the specifications recommended by Allied Air.
   e. Operation of furnaces with return air temperatures of less than 68°F (19°C) or operation of a furnace field installed downstream from a cooling coil.
   f. Use of contaminated or alternate refrigerant.

The installation of replacement parts under the terms of this warranty does not extend the original warranty period.

Allied Air Enterprises makes no express warranties other than the warranty specified above. All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are excluded to the extent to a period legally permissible. Should such exclusion or limitation of the warranty be unenforceable, such implied warranties are in any event limited to a period on one (1) year. Liability for incidental and consequential damages is excluded. Some states do not allow limitation of incidental damages, so the limitations or exclusions may not apply to you.

Allied Air will not pay electricity or fuel costs, or increases in electricity or fuel costs, for any reason whatsoever, including additional or unusual use of supplemental electric heat. This warranty does not cover lodging expenses or labor charges.

Allied Air shall not be liable for any default or delay in performance under this warranty caused by any contingency beyond its control.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

NOTE TO CUSTOMER:
Please complete information below and retain this warranty for your records and future reference.

Unit Model Number:
Serial Number:
Installing Contractor:
Phone:

Allied Air
215 Metropolitan Drive, West Columbia, SC 29170

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LIMITED EXTENDED WARRANTY - ADDITIONAL 5-YEAR LIMITED EXTENDED PARTS WARRANTY

Allied Air Enterprises, Inc. ("Allied") provides its air conditioning and heating products with a standard five-year parts warranty. This limited extended parts warranty is in addition to and is intended to supplement Allied’s standard 5-year parts warranty. As such, this limited extended warranty provides for a total of 10-years of limited warranty coverage (Standard 5-Year Limited Parts Warranty plus Additional 5-Year Limited Extended Parts warranty).

EXTENDED COVERAGE - Parts

The covered equipment and parts are warranted by Allied for a total of 10 YEARS (standard 5 Year Limited Parts Warranty) from the date of original installation, except as provided below.

HEAT EXCHANGERS

The covered Residential heating equipment’s heat exchanger is warranted by Allied Air for a Limited Lifetime (standard 20 Year Limited Warranty) from the date of original installation, except as provided below.

This warranty applies only to the original purchaser of the unit and cannot be transferred. If during this period, a covered part fails because of a defect in materials or workmanship under normal use and maintenance, Allied Air will provide a free replacement part to the purchaser through an Armstrong Air, Air Ease, Ducane or Concord dealer or other licensed service contractor through an authorized Allied distributor. The purchaser must pay shipping costs, including labor, of the warranty service.

EXCLUDED COMPONENTS-

The following components are expressly not covered by this limited warranty: cabinets, cabinet pieces, air filters, driers, refrigerant, refrigerant line sets, belts, wiring, fuses, oil nozzles, and unit accessories.

COVERAGE REQUIREMENTS-

1. The unit is an Armstrong Air, Air Ease, Ducane, or Concord branded unit;
2. The unit is installed in a residential application, which is an owner-occupied single-family residence. No commercial applications are allowed;
3. The unit is properly registered with Allied Air within 60-days after the original date of installation. To register, follow the direction and complete the attached warranty card and return to Allied via certified mail. All registration cards must be mailed to Warranty Administration, Allied Air Enterprises, 215 metropolitan Drive, West Columbia, South Carolina, 29170, or on line at www.alliedair.com.
4. The unit is designed and operated with R-410A refrigerant. Products using R-22 refrigerant do not qualify; and
5. The unit is part of a complete ARI matched system and installed by a state certified or licensed contractor in accordance with the unit installation, operation, and maintenance instructions provided with the unit.

If this extended warranty does not apply, then parts are warranted for the standard warranty period of 5 YEARS and heat exchangers 20 YEARS. This limited extended warranty does not apply to, and no warranty is offered by Allied Air, on any unit ordered over the internet. Any part replaced pursuant to this limited extended warranty is warranted only for the unexpired portion of the limited extended warranty term applying to the original part. The installation of replacement parts under the terms of this limited extended warranty does not extend the warranty period.

This limited extended warranty is an extension of Allied Air’s standard warranty. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE TERM OF THIS LIMITED EXTENDED WARRANTY.

Some states and provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

ALLIED SHALL IN NO EVENT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO EXTRA UTILITY EXPENSES OR DAMAGES TO PROPERTY. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Allied is not responsible for:

1. Damage or repairs required as a result of flood, fire, wind, lightening strike (to the home or unit), corrosive atmosphere, contact with corrosive material (Chlorine, fluorine, salt, recycled waste water, fertilizers or other damaging substances) or other conditions beyond the control of Allied;
2. Use of parts, accessories, or refrigerant not compatible with the unit;
3. Modification, change or alteration of the unit, except as expressly directed in writing by Allied;
4. Improper use, accident, neglect or unreasonable use or operation of the unit, including operation of electrical equipment at voltages other than the range specified on the unit nameplate;
5. Operation with system parts (indoor unit, outdoor unit and refrigerant control devices) which are not ARI matched or do not meet the specifications recommended by Allied;
6. Damage or repairs required as a consequence of faulty or installation or application;
7. Normal maintenance as described in the installation and operating manual, such as cleaning of coils, filter cleaning and/or replacement and lubrication; and
8. Changes in the appearance or sound of the unit that do not affect its performance.

The parties intend this writing as a final expression of their agreement with respect to warranties. Allied Air makes no other warranty beyond that which is expressly contained in this writing.

Allied Air shall not be liable for any default or delay in performance under this warranty caused by any contingency beyond its control, including the unavailability of replacement parts. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state or province to province.

Steps for getting replacement parts under this limited extended warranty:
If you suspect a defect in your equipment, please contact the installer of the unit to obtain assistance. If unsuccessful, please contact an Allied dealer or distributor in your area. If unable to obtain local assistance, refer to Allied’s website (www.alliedair.com) or contact Allied Air at 1-800-448-5872.

1. This excludes residents of states or provinces where registration requirements are prohibited, such as California and Quebec. Residents of these states or provinces may either register as noted above or provide proof of when the unit was purchased and installed, such as an original invoice from the contractor with the Owner’s name, address, purchase date, serial and model number.

ALLIED AIR ENTERPRISES EQUIPMENT LIMITED WARRANTY

APPLIES IN U.S.A. AND CANADA ONLY

FAILURE TO MAINTAIN YOUR EQUIPMENT WILL VOID THIS WARRANTY

COVERED EQUIPMENT
The following Allied Air Enterprises heating and cooling equipment is covered by the Limited Warranty,

Condensing Units: 13ACD
Heat Pumps: 13HPD

PARTS and COMPRESSOR COVERAGE
The covered equipment and covered parts and compressor are warranted by Allied Air for a period of five (5) years from the date of the original installation, when installed in a residential application (which includes homes, duplexes, apartments and condominiums). The covered equipment and covered parts are warranted for a period of one (1) year and compressor is warranted for five (5) years by Allied Air from the date of the original installation, when installed in non-residential applications. If, during this period, a covered component fails because of a manufacturing defect, Allied Air will provide a free replacement part to the owner through a licensed service contractor utilizing an Allied Air distributor. You must pay shipping charges and all other costs of warranty service. Allied Air will not pay labor involved in diagnostic calls or in removing, repairing, servicing or replacing parts. Such cost may be covered by a separate warranty provided by the installer.

EXCLUDED COMPONENTS
The following components are not covered by this warranty: cabinets, cabinet pieces, air filters, driers, refrigerant, refrigerant line sets, wiring, fuses, unit accessories and any parts not affecting unit operation.

CARE OF EQUIPMENT
Your new Allied Air component must be properly installed, operated and maintained in accordance with the unit installation, operation and maintenance instructions provided with each Allied Air unit. Failure to provide maintenance per Allied Air instructions will void this warranty.

WARRANTY PROCEDURE
When service or warranty parts are required:
1. Call your local licensed service dealer or contractor
2. If the installing dealer is unable to provide warranty service, check online at www.alliedair.com
3. Be prepared to furnish the following information:
   a. Complete model and serial number of both the indoor and outdoor units.
   b. Proof of required periodic maintenance, installation date and location.
   c. An accurate description of the problem.

WARRANTY LIMITATIONS
1. This warranty is void if the covered equipment is removed from the original installation site.
2. This warranty does not cover damage or defect resulting from:
   a. Flood, wind, fire, lightning, mold, or installation and operation in a corrosive atmosphere, or otherwise in contact with corrosive materials (chlorine, fluorine, salt, recycled waste water, urine, fertilizers, or other damaging substances or chemicals).
   b. Accident, or neglect or unreasonable use or operation of the equipment including operation of electrical equipment at voltages other than the range specified on the unit nameplate (includes damages caused by brownouts).
   c. Modification, change or alteration of the equipment, except as directed in writing by Allied Air.
   d. Operation with system components (indoor unit, outdoor unit and refrigerant control devices) which are not an AHRI match or do not meet the specifications recommended by Allied Air.
   e. Operation of furnaces with return air temperatures of less than 60º F (16º C) or operation of a furnace field installed downstream from a cooling coil.
   f. Use of contaminated refrigerant or refrigerant not compatible with the unit.

The installation of replacement parts under the terms of this warranty does not extend the original warranty period.

ALLIED AIR MAKES NO EXPRESS WARRANTIES OTHER THAN THE WARRANTY SPECIFIED ABOVE. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED TO THE MAXIMUM EXTENT PERMITTED UNDER LAW. SHOULD SUCH DISCLAIMER OR LIMITATION OF THE WARRANTY BE UNENFORCEABLE, SUCH IMPLIED WARRANTIES ARE IN ANY EVENT LIMITED TO A PERIOD OF ONE (1) YEAR. LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES IS EXCLUDED. SOME STATES DO NOT ALLOW LIMITATION OF INCIDENTAL DAMAGES, SO THE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. ALLIED AIR WILL NOT PAY ELECTRICITY OR FUEL COSTS, OR INCREASES IN ELECTRICITY OR FUEL COSTS, FOR ANY REASON WHATSOEVER, INCLUDING ADDITIONAL OR UNUSUAL USE OF SUPPLEMENTAL ELECTRIC HEAT. THIS WARRANTY DOES NOT COVER LODGING EXPENSES OR LABOR CHARGES.

Allied Air shall not be liable for any default or delay in performance under this warranty caused by any contingency beyond its control.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

NOTE TO CUSTOMER:
Please complete information below and retain this warranty for your records and future reference.

Outside Unit Model Number: ___________________________ Serial Number: ___________________________ Installed Date: ____________
Furnace / Air Handler: ___________________________ Serial Number: ___________________________ Installed Date: ____________
Indoor Coil Model Number: ___________________________ Serial Number: ___________________________ Installed Date: ____________
Installing Company Name: ___________________________________________ Phone: ___________________________
Installing Company Address: ___________________________________________ State/Province: ___________________________ Zip/Postal Code: ___________________________

215 Metropolitan Drive, West Columbia, SC 29170
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EQUIPMENT LIMITED WARRANTY
APPLIES IN U.S.A. AND CANADA ONLY

FAILURE TO MAINTAIN YOUR EQUIPMENT WILL VOID THIS WARRANTY.

COVERED EQUIPMENT
The following heating and cooling equipment is covered by the Limited Warranty:
Oil Furnaces: LG14.
Unit Duct Heaters: LD24 (all units), LF24 and TUA (100,000 to 400,000 Btu/h units).
Evaporator Coils: C17.
Air Handlers: ACHOB2, C17B, C17T, TAA.
Condensing Units: 25CU13LC, 45CU13LC, TSA.
Heat Pumps: 25HP13LC, 45HP13LC, TPA.
Packaged Equipment: KCA, KGA, KHA, TCA, TGA, TGA, TGA, RGE13, RHP13, RGE13.
ONE (1) YEAR COVERAGE – ALL APPLICATIONS
The covered equipment and covered components are warranted by the manufacturer for a period of one (1) year from the date of the original unit installation, when installed and operated in accordance with the manufacturer’s recommendations. If, during this period, a covered component fails because of a manufacturing defect, the manufacturer will provide a free replacement part to the owner. The owner must pay shipping charges and all other costs of warranty service.

EXTENDED COVERAGE
This limited warranty provides extended coverage on the components outlined below. The extended warranty coverage begins with the date of the original unit installation and represents the total warranty period for the specific component.
Heat Exchangers:
KGA and TGA (Aluminized – All applications) – Ten (10) years.
KGA and TGA (Stainless – All applications) – Fifteen (15) years.
RGE13, RHP13 and RGE13 – Ten (10) years.
LF24 and TUA (Aluminized – All applications) – Ten (10) years.
LF24 and TUA (Stainless – All applications) – Fifteen (15) years.

LD24 (Aluminized – All applications) – Two (2) years.
LD24 (Stainless – All applications) – Five (5) years.
LG14 (All applications) – Five (5) years.

Burners:
LG14 – Three (3) years.
Compressors: 25CU13LC, 25HP13LC, 45CU13LC, 45HP13LC – Five (5) years.
TSA, TPA – Five (5) years.
KCA, KGA, KHA, TCA, TGA, TGA, TGA – Five (5) years.
RGE13, RHP13, RGE13 – Five (5) years.
NOTE: If the date of original installation cannot be verified, the warranty period will be deemed to begin six (6) months after the date of manufacture.

COMPONENT AVAILABILITY
In the event that a component covered by this warranty is no longer available, the manufacturer will, at its option, provide a new, suitable, substitute component or allow the owner to purchase an equivalent new unit at a reduced price of 20 percent of the list price in effect on the date of the failure. The owner must pay shipping charges and all other costs of warranty service.

EXCLUDED COMPONENTS
The following components are not protected by this warranty: cabinets, cabinet pieces, air filters, drippers, refrigerant, belts, wiring, fuses and unit accessories.

REPAIRS
All repairs of covered components must be made with authorized service parts by a licensed professional service contractor (or equivalent).

CARE OF EQUIPMENT
This new unit must be properly installed, operated and maintained by a licensed professional installer (or equivalent) or service agency in accordance with the unit installation, operation and maintenance instructions provided with each unit. Failure to provide maintenance per the manufacturer’s instructions will void this warranty. The owner may be asked to provide written documentation of annual and other periodic preventive maintenance.

WARRANTY PROCEDURE
When warranty parts are required:
1. Be prepared to furnish the following information:
   a. Complete model and serial number.
   b. Proof of required periodic maintenance, installation date and location if warranty claim.
   c. An accurate description of the problem.
2. Call your local installing contractor.
3. If the installing contractor is unable to provide warranty parts, check the yellow pages for another contractor in your area. If you are unable to secure assistance from a contractor, contact the appropriate manufacturer listed below:
   Lennox Industries Inc. Allied Air Enterprises
   P.O. Box 799000 215 Metropolitan Drive
   Dallas, TX 75359-9900 West Columbia, SC 29170
   1-800-9LENNIX 1-800-444-5972

WARRANTY LIMITATIONS
1. The manufacturer will not pay labor involved in diagnostic calls, or in removing, repairing, servicing, or replacing parts. Such costs may be covered by a separate warranty provided by the installing contractor.
2. This warranty is void if the covered equipment is removed from the installation site.
3. This warranty does not cover damage or defect resulting from:
   a. Flood, wind, fire, lightning, mold, or installation and operation in a corrosive atmosphere, or otherwise in contact with corrosive materials (chlorine, fluorine, salt, recycled waste water, urine, fertilizers, or other damaging substances or chemicals).
   b. Accident, neglect, or unreasonable use or operation of the equipment, including operation of electrical equipment at voltages other than the range specified on the unit nameplate (including damage caused by brownouts), or reverse rotation of compressors or motors due to improper phasing.
   c. Modification, change or alteration of the equipment, except as directed in writing by the manufacturer.
   d. Operation with system components (indoor unit, outdoor unit and refrigerant control devices) which do not match or meet the specifications recommended by the manufacturer.
   e. Operation of packaged gas/electric units (equipped with aluminized heat exchanger) with mixed air temperatures of less than 45 °F (7 °C).
   f. Operation of furnaces with return air temperatures of less than 60 °F (16 °C) or operation of a furnace field-installed downstream from a cooling coil.
   g. Use of contaminated or alternate refrigerant.

The installation of replacement parts under terms of this warranty will not extend the original warranty period.
The manufacturer makes no express warranties other than the warranty specified above. All implied warranties, including the implied warranty of merchantability and fitness for a particular purpose, are excluded to the extent legally permissible. Should such exclusion or limitation of the warranty be unenforceable, such implied warranties are in any event limited to a period of one (1) year. Liability for incidental and consequent damages is excluded. Some states do not allow limitations on the duration of an implied warranty or the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions may not apply to you.
The manufacturer will not pay electricity or fuel costs, or increases in electricity or fuel costs, for any reason whatsoever, including additional or unusual use of supplemental electric heat. This warranty does not cover lodging expenses.
The manufacturer shall not be liable for any default or delay in performance under this warranty caused by any contingency beyond its control.
This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

NOTE TO CUSTOMER
Please complete information below and retain this warranty for your records and future reference.
Unit Model Number: Serial Number: Date: Installing Contractor: Phone:

Supersedes 1/1/2011

WP20595203 70
Quality Care Program Equipment Limited Warranty
Applies in USA and Canada only

COVERED EQUIPMENT
The following Allied Air Complete Comfort™ equipment is covered by this Limited Warranty.
Media Air Cleaners, CCC and Germicidal Lights (UV and C1UVC), Whole home Humidifiers (CCWB and CCWP), Whole Home Dehumidifier (CCWH).

FIVE (5) YEAR COVERAGE —
Germicidal Lights, CCWH Whole-Home Dehumidifier,
CCWB and CCWP Humidifiers —

RESIDENTIAL APPLICATIONS
The covered equipment and covered components are warranted by Allied Air Enterprises for a period of five (5) years from the date of the original unit installation, when installed in a Residential Application. If during this period, a covered component fails because of a manufacturing defect, Allied Air will provide a free replacement part to the owner through a licensed service contractor. In the event that a proprietary part is no longer available for any reason, Allied Air will allow a credit toward the purchase of an equivalent Allied Air component (at the current suggested component selling price). You must pay shipping charges and all other costs of warranty service. *An additional five (5) year limited parts warranty is available if registered with a qualified system within 60 days of install.

ONE (1) YEAR COVERAGE —
ALL UNITS —NON-RESIDENTIAL APPLICATIONS
Covered equipment and covered components are warranted by Allied Air Enterprises for a period of one (1) year from the date of the original unit installation when installed in a “Non-Residential Application.” (Non-Residential Applications include all properties which were not defined as Residential Applications in the definition above.) If, during this period, a covered component fails because of a manufacturing defect, Allied Air will provide a free replacement part to the owner through licensed service contractor. In the event that a proprietary part is no longer available for any reason, Allied Air will allow a credit toward the purchase of an equivalent Allied Air component (at the current suggested component selling price). You must pay shipping charges and all other costs of warranty service.

COMPONENT AVAILABILITY
In the event that a component covered by this warranty is no longer available, Allied Air Enterprises will, at its option, provide a free suitable substitute component or allow the owner to purchase an equivalent new Complete Comfort ™ unit at a reduced price. The owner must pay shipping charges and all other costs of warranty service.

EXCLUDED COMPONENTS
Service and/or standard maintenance components are not covered by any warranty. Such items include: lamps (such as UVA and UVC lamps), metal inserts, pleated and non-pleated filters, evaporative media and all other replacement items identified in the Complete Comfort™ unit’s Installation Instructions. These items must be replaced per the Maintenance Instructions to ensure effective operation of your Complete Comfort™ unit.

REPAIRS
All repairs of covered components must be made with authorized service parts by a qualified service dealer or contractor.

CARE OF EQUIPMENT
Your new Complete Comfort™ unit must be properly installed, operated and maintained in accordance with the unit Installation, Operation and Maintenance Instructions provided with each Allied Air Enterprises Complete Comfort™ unit. Failure to provide maintenance per Allied Air Enterprises instructions will void this warranty. You may be asked to provide written documentation of periodic preventive maintenance.

WARRANTY PROCEDURE
When warranty parts are required:
1 - Be prepared to furnish the following information:
   a - Proof of purchase.
   b - Proof of required periodic maintenance installation date and location.
   c - An accurate description of the problem.
2 - Call your local licensed service contractor.
3 - If the installing dealer is unable to provide warranty parts, check the Yellow pages for an Allied Air Distributor in your area. Refer to the Allied Air Enterprises website at www.alliedair.com.

Allied Air Enterprises
215 Metropolitan Drive
West Columbia, SC - 29170
(1-800-515-8501)
Defective parts are to be returned to Allied Air Distributors by the servicing contractor no later than thirty (30) days after the failure, as part of the warranty claim process.

**ALLIED AIR ENTERPRISES WARRANTY LIMITATIONS**

1 - Allied Air will not pay labor involved in diagnostic calls, or in removing, repairing, servicing, or replacing parts. Such costs may be covered by a separate warranty provided by the installing contractor.

2 - This warranty is void if the covered equipment is removed from the original installation site.

3 - This warranty does not cover damage or defect resulting from:
   a - Flood, wind, fire, lightning, mold, or installation and operation in a corrosive atmosphere, or otherwise in contact with corrosive materials (chlorine, fluorine, salt, recycled waste water, urine, fertilizers, or other damaging substances or chemicals).
   b - Accident, or neglect or unreasonable use or operation of the equipment, including operation of electrical equipment at voltages other than the range specified on the unit nameplate (includes damages caused by brownouts).
   c - Modification, change or alteration of the equipment, except as directed in writing by Allied Air Enterprises.
   d - Operation with system components (indoor unit, outdoor unit and refrigerant control devices) which do not match or meet the specifications recommended by Allied Air Enterprises.

The installation of replacement parts under the terms of this warranty does not extend the original warranty period.

Allied Air Enterprises makes no express warranties other than the warranty specified. All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are excluded to the extent legally permissible. Should such exclusion or limitation of the warranty be unenforceable, such implied warranties are in any event limited to a period of one (1) year. Liability for incidental and consequential damages is excluded. Some states do not allow limitations on the duration of an implied warranty or the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions may not apply to you.

Allied Air Enterprises will not pay electricity or fuel costs, or increases in electricity or fuel costs, for any reason whatsoever, including additional or unusual use of supplemental electric heat. This warranty does not cover lodging expenses. Allied Air Enterprises shall not be liable for any default or delay in performance under this warranty caused by any contingency beyond its control.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

*Must be registered within 60 days at www.alliedair.com

**NOTE TO CUSTOMER:**
Please complete information below and retain this warranty for your records and future reference.

Unit Model Number:_____________________________________________________________

Serial Number: __________________________ Date: __________________________

Installing Contractor: __________________________ Phone: __________________________
GLOSSARY TERMS SECTION
<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessory</td>
<td>Non-essential but desirable component(s) enhancement that is added to the unit.</td>
</tr>
<tr>
<td>Agent</td>
<td>Refers to Risk Management, DSR or DSM</td>
</tr>
<tr>
<td>Allied</td>
<td>In this document Allied Air refers to the face of business for Allied branded equipment.</td>
</tr>
<tr>
<td>ALF</td>
<td>Refers to Allied Labor Form – to be used for labor falling outside of the standard allowable concession</td>
</tr>
<tr>
<td>ERF</td>
<td>Refers to Equipment Replacement Form – to be used when requesting a unit replacement</td>
</tr>
<tr>
<td>Heat Strips</td>
<td>Electric heating elements typically field installed in blower coil or air handlers.</td>
</tr>
<tr>
<td>Kits</td>
<td>Field added component essential to proper equipment operation</td>
</tr>
<tr>
<td>RMA</td>
<td>Return Material Authorization – Necessary for the return of a unit or failed component</td>
</tr>
<tr>
<td>SRP</td>
<td><strong>Service Repair Parts</strong> - Electrical or Mechanical functional parts used to repair equipment (AKA shelf stock)</td>
</tr>
<tr>
<td>ICR</td>
<td>Indoor Coil Return Form - To be used when an evaporator coil is changed-out</td>
</tr>
<tr>
<td>IAQ</td>
<td>Indoor Air Quality Parts - Complete Comfort</td>
</tr>
</tbody>
</table>