

Ducted Systems Technical Services: Service Tips Letter

Letter: ST-004-22

Date: March 14, 2022, Effective: March 14, 2022 Expires: March 14, 2025

To: S1 HVAC Branch and Distributor Principal, Sales Manager, Service Manager, Parts Manager, Warranty Manager, Training Manager, Delegated Administrator.
Ducted Systems Technical Services, DS Parts/S1, ES Americas, ADTI Channel, Account Representatives, Marketing, Sales, Warranty teams.

Subject: **Obsoleted Replacement/Service Heat Exchangers**

Product/s: 45-inch condensing gas furnaces models:
PXU, PXD, PUR, PDH, PDR, G9T, G9D, G9V, FG9, PCLU, PBLD, XYF9, DGU, and GUD

Summary: **This letter provides resolution for obsolete heat exchangers still covered by warranty.**

This letter supersedes expired letters ST-023-15, ST-024-15, and ST-025-15

Dear valued customer:

Heat exchangers for the above models have been obsoleted and in some cases, Source One stock of replacement heat exchangers may no longer be available. The model furnaces listed above typically carry a 20-year heat exchanger warranty for residential applications, a 10-year warranty for non-residential applications, or a limited lifetime warranty to the original purchaser for residential applications. A lifetime limited warranty should be interpreted as the typical “lifetime” of a residential gas furnace – not forever. For clarification, the warranty terms for a failed heat exchanger are shown below.

YORK warrants the primary heat exchangers in this product to be free from defects in factory workmanship and material under normal use and service and will at its option, repair or furnish a replacement heat exchanger, either new or reconditioned, that meets the intended fit, use and function of the original heat exchanger for any heat exchanger furnished by YORK which proves to have such defects within the duration of warranty coverage. Alternatively, YORK may, at its option, extend a replacement allowance to be applied toward the purchase of a new furnace or packaged unit marketed by YORK. The exact amount of the allowance will be determined at the discretion of YORK, based upon current market conditions, but in no case shall this allowance exceed thirty (30) percent of the original consumer purchase price of the furnace, excluding such items as ductwork, wiring, piping and installation costs. YORK shall have no responsibility hereunder for installation, shipping, handling or other charges except as specifically provided herein. The duration of warrant coverage, measured from the date of initial installation, is as outlined in the following table.

FURNACE HEAT EXCHANGER WARRANTY TABLE			
Furnace Type	Authorized Warranty Period		
	Residential Applications		Non-Residential Applications
	Original Owner	Subsequent Owner	
Gas 90+ AFUE Upflow & Downflow	Lifetime	20 Years	10 Years
Gas 78-80% AFUE Upflow, Downflow, Horizontal	20 Years		

The above-listed 45” model furnaces typically contain a tube-type primary heat exchanger and a stainless-steel secondary heat exchanger. If a heat exchanger is needed to fulfill a warranty obligation place an order with Source One. If a heat exchanger is not available but is in fact covered by the unit warranty, a

concession request can be made through Source One but in this circumstance to expedite the process, the concession request should be made through residential distributor technical support.

With the recent move to a new warranty/product tracking system, some of the Elyria serial numbers (serial numbers starting with the letter **E**) did not carry over. Most of the 45" condensing gas furnace models were built at the Elyria OH plant which was closed in 2001. This means the majority of 45" condensing furnaces are beyond the 20-year standard residential heat exchanger warranty. The legacy warranty system in most cases automatically always applied the lifetime heat exchanger warranty to every furnace whether it was registered or not. Even if product tracking shows a lifetime heat exchanger warranty, it may or may not qualify as such as it depends on residential, non-residential, or residential – original purchaser to properly set the terms of the heat exchanger warranty.

Since most heat exchanger failures occur or are found during heating season, everyone must work together to establish and expedite the entire warranty process due to a possible no-heat situation.

Prior to a concession request, confirm the furnace is registered as installed and if not registered, register it with the correct install date and consumer information so the appropriate warranty terms can be established once we are contacted. If the original installation date is unavailable, the date shipped must be used. If the serial number does not show up in product tracking, call or email residential technical support as we still have access to the internal legacy warranty system. If the furnace has been installed for more than 20 years, is registered but the registration does not contain the customer's name and address, the work order/service ticket from the servicing dealer to the homeowner when the failed heat exchanger was discovered is required. If the furnace is under a valid heat exchanger warranty, a concession (warranty voucher) may be issued for a \$500.00 credit to be used toward the purchase of a replacement UPG furnace model of customer choice. The replacement furnace will carry the balance of the original unit's warranty and is eligible for consumer purchase of any applicable extended warranty coverage. The rating plate from the old furnace must be kept for auditing purposes.

Please follow these procedures when filing a warranty claim for a replacement furnace once a concession has been issued:

1. File a unit change out claim.
2. Reference this service tips letter ST-XXX-21 on the warranty claim
3. Reference the Warranty Voucher number provided by Ducted Systems.
4. Select unit change out and enter the new unit serial number and date of installation.

If you have any questions on this feel free to call Ducted Systems Technical Services at 1-877-874-7378 and speak with a technical support representative or email us at be-ams-be-ductedsystemsresidentialdistributorsupport@jci.com

Warm regards,



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