

M e m o

To: **Dealer Installation & Service Managers** From: **Josh Wheale**

Re: **Replacement Units in the Field** Date: **21 July 2008**

Effective August 15 2008 we are requiring that an HVAC Distributors Inc Start-up Sheet be completed in full to receive credit for any condenser/gas furnace that is replaced in the field under warranty. Amana/Goodman Technical Services are requiring that we are able to provide this at their request to receive unit credits. We also feel that this will help your technicians along with the manufacturer and the Technical Service Dept. of HVAC determine and correct any causes of future failures beyond factory defect. A copy of the start-up sheet is attached for your reference.

For equipment that has a unit replacement warranty due to compressor/heat exchanger failure from the manufacturer you will follow the same procedure as in the past. You will inform Sales/Parts/Tech Services that you have such a failure and they will send you a replacement unit. A return will be created. You will be faxed or emailed a copy of our start-up sheet at this time. Once the unit is replaced you will fill out our warranty tag completely along with the start-up sheet. These will be faxed to the Warranty Dept. who will forward the start-up sheet to the Tech Service Dept. for review. Once the warranty tag is received by our Warranty Dept. the return tag will be faxed to you and the unit will be returned to HVAC Distributors Inc. After Tech Services receives and reviews the start-up sheet, credit will be issued to the dealer.

For equipment that was approved by the Tech Service Dept. to be replaced under special circumstances you will provide the homeowners name, address, phone number, installation date, and serial number of the equipment. At that time a return will be faxed to you and the unit will be returned to HVAC Distributors. A start-up sheet will be forwarded to you or use a copy of the one attached. Once the start-up sheet is completed and returned to the Service Dept. for review the credit will be issued.

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Along with the doing a proper start-up it is required that when replacing a condensing unit for whatever reason that the lineset and evaporator coil be flushed with RX11 or a comparable substitute. As we all know new condensing units do not come with suction line filter driers. Contaminants and restrictions that may have caused the original failure are likely to be in the lineset or evap coil and if not removed could result in future premature failures.

HVAC Distributors is committed to providing our dealers with the best possible support. If you have any questions concerning this memo please contact myself or Bruce Snyder @ extension 1241. Thank you.

Josh x1146