

# USER'S INFORMATION, MAINTENANCE AND SERVICE MANUAL

DOWNFLOW/UPFLOW  
ELECTRIC FURNACE

MODELS: EBE/EUE SERIES



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## CONTACT INFORMATION

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

Johnson Controls Unitary Products  
Consumer Relations  
5005 York Drive  
Norman, OK 73069

We recommend that the user read all sections of this manual and keep the manual for future reference.

### WARNING

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

### CAUTION

*This furnace and its components, including the air conditioning coils and blowers listed on the A/C accessory sticker were listed in combination as a system by Underwriters Laboratories.*

*Use of other components not tested in combination with this furnace may make the equipment in violation of State Codes, may create a hazard, and may ruin the equipment.*

*In addition, the National Manufactured Housing Construction and Safety Standards Act and its Regulations require the use of components listed or certified by a nationally recognized testing laboratory in all manufactured homes built and sold subject to that act.*

### WARNING

**FOR YOUR SAFETY - Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.**

**For personal safety be sure to turn the electrical power OFF at the household service box and at the furnace before attempting any service or maintenance operations. Homeowner should never perform any maintenance which requires opening the furnace electrical panel.**

**Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.**

### WARNING

**To avoid the possibility of electrical shock do not open electrical box panels.**

## SECTION I: SAFETY



This is a safety alert symbol. When you see this symbol on labels or in manuals, be alert to the potential for personal injury.

Understand and pay particular attention to the signal words **DANGER**, **WARNING**, or **CAUTION**.

**DANGER** indicates an **imminently** hazardous situation, which, if not avoided, **will result in death or serious injury**.

**WARNING** indicates a **potentially** hazardous situation, which, if not avoided, **could result in death or serious injury**.

**CAUTION** indicates a potentially hazardous situation, which, if not avoided **may result in minor or moderate injury**. It is also used to alert against unsafe practices and hazards involving only property damage.

## SECTION II: TO OPERATE FURNACE

1. Be sure electrical power to furnace is turned on at the house-hold service box.
2. Set wall thermostat to the desired temperature.
3. If furnace is equipped with Air Conditioning, the System Switch, located at the wall thermostat, must be turned to HEAT in order for the furnace to operate in the heating model.

### WARNING

If you have an air conditioner which does not use the furnace blower for air distribution and operates completely independent of the furnace, the thermostat system must have an interlock to prevent the furnace and air conditioner from operating at the same time. Such operation could cause equipment damage, energy waste and overheating of the home.

The interlock system usually contains a heat-cool switch which must be turned to either HEAT or COOL to activate either heating or cooling operation.

If an interlock system has not been provided, the electrical supply to the furnace must be turned OFF at the household service box, when the air conditioner is being used. When operating the furnace, the electrical supply to the air conditioner must be turned OFF.

### TO SHUT FURNACE OFF

1. Turn thermostat to its lowest setting.

### NOTICE

Furnace will still operate if room temperature falls below thermostat setting.

2. For complete shut-down, turn off electrical power at the household service box.

## SECTION III: SEQUENCE OF OPERATION

When room thermostat calls for heat, 24-volt power is supplied to the heating element switches. As soon as the first heating element switch closes, the blower starts and power is supplied to the first heating element. Each additional element is staged on in successive intervals.

When the room thermostat is satisfied and no more heat is required, the elements sequence off in the reverse order and the blower will then turn off.

### LIMIT CONTROLS

Each element has an automatic limit switch which is wired into the circuit and shuts off power to that element if the heat at that point exceeds the allowable maximum heat.

## BLOWER REMOVAL

### NOTICE

Only authorized service technicians should remove the blower.

To remove blower from furnace, turn off power at household service box, turn furnace circuit breakers OFF. Disconnect wiring to blower, and remove five (5) screws holding blower in furnace and slide blower out from front of the furnace. See Figure 1 or 2.

Re-install blower in reverse order when assembling back into furnace.

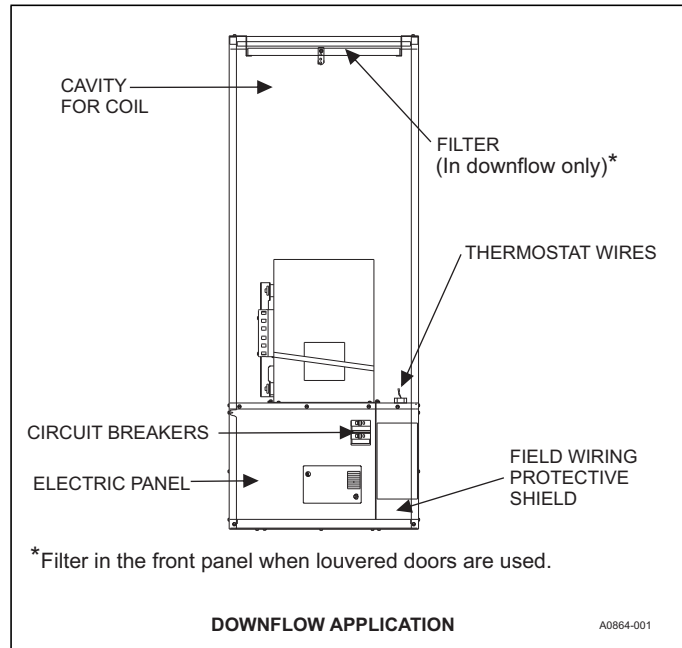
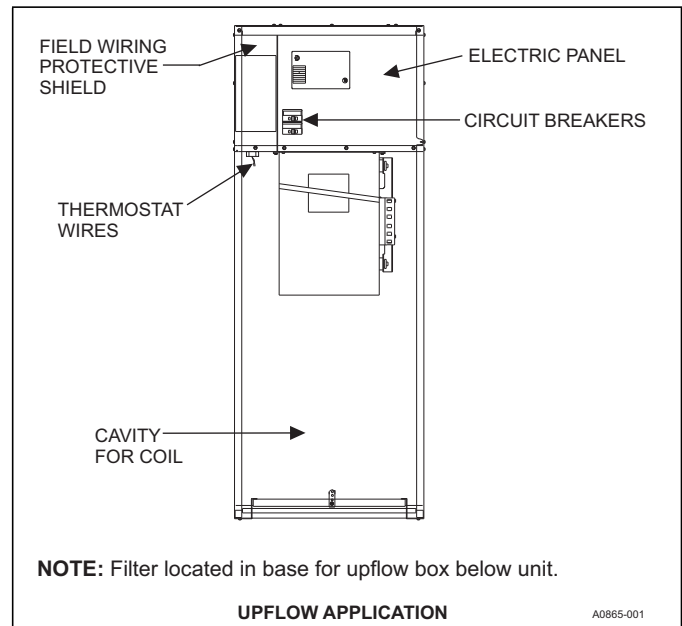


FIGURE 1: EBE Downflow Component Locations



NOTE: Filter located in base for upflow box below unit.

FIGURE 2: EUE Upflow Component Locations

## SECTION IV: FURNACE OPERATION

### CIRCUIT BREAKERS

Your electric furnace is equipped with a unique safety feature - circuit breakers. These circuit breakers are located behind the door of the furnace, near the bottom of the furnace. See Figure 1. If a component should fail inside the furnace, the circuit breakers will prevent damage that can be caused by an electrical short.

### WARNING

*You must first de-energize the furnace at the main household power supply and lock it.*

If the breakers ever trip, they can be reset by first turning off the power to the furnace at the home's circuit breaker panel. Then remove the furnace door and reset the circuit breaker in the furnace. Re-install the furnace door and turn the power back on at the home's breaker panel. If for some reason these circuit breakers should trip again, a service technician should be contacted as a problem exists inside the furnace. A list of authorized service centers is provided with every furnace and will assist you in obtaining service for your furnace.

### LUBRICATION

The blower motor bearings are factory sealed. Additional lubrication is not required.

### BLOWER ASSEMBLY

Every electric furnace comes equipped with a blower capable of operating a heat pump or air conditioner. With the addition of the proper heat pump, you can enjoy comfort and savings all year long. An air conditioner will also work with your furnace and will provide cool summer days, at a very low operating cost.

### AIR FILTER

The filter supplied with the furnace is a throw-away type. Filters need to be cleaned frequently. Shake out all loose dirt, and use vacuum cleaner to clean additionally. This method of cleaning will prolong life of filters. DO change filters often since clean filters not only provide added comfort, better and cleaner environment, but increase the efficiency of the furnace as well.

**FILTER LOCATION:** The furnace's front panel must be removed to gain access to the filter of the downflow furnace. (See Figure 1.) However, the filter for the upflow furnace\* is located behind the return air grill, adjacent to the furnace closet or any other location in the return air.

### RETURN AIR

Return air must be provided back to the circulating blower in order to provide air distribution. **DO NOT OBSTRUCT ANY RETURN AIR GRILLE.** To do so will cause the furnace heating elements to cycle off and on repeatedly.

### WHILE YOU'RE AWAY

The power supply to your furnace is equipped with either a fused or breaker type disconnect. In case of an overload, this will interrupt the operation of your furnace until it is reset or fuse replaced. For this reason it is never practical to assume that the furnace will operate unattended for long periods of time, especially if there is a possibility of damage to your property because of freezing. So, if you plan to be away, arrange for someone to check your home every day or so.

### AT THE BEGINNING OF EACH HEATING SEASON

### NOTICE

*Be sure electrical supply to furnace is turned off at the household service box and furnace circuit breakers before cleaning.*

1. Replace filters as discussed previously. Clean dust and lint from in and around the furnace. Clean dust and lint from blower and blower compartment.
2. If furnace fails to operate properly:
  - a. Be sure electrical power is being supplied to furnace. Check main household power supply.
  - b. If, after following this procedure, the furnace still fails to operate, shut off furnace and contact your service technician.

### YOUR AUTHORIZED SERVICE TECHNICIAN

Your furnace's best friend is your service technician. If the unit gives any indication of improper operation, call your authorized service technician. If the service technician is allowed to perform the normal routine care of your furnace, many times he can detect potential difficulties and make corrections before trouble develops. Preventive maintenance of this type will allow you to operate this unit with a minimum of concern and pay for itself in added years of comfort.

### OPTIONAL AIR CONDITIONING ACCESSORIES

### WARNING

*Failure to install this insulation and coil shelf kit could result in damage to equipment and/or personal injury. Liability and warranty from the manufacturer could also be void.*

#### EBE Furnace Models

The EBE furnace is already equipped with a blower and control system to add-on air conditioning and heat pump. The coil shelf kit (3500-8981 for downflow coils up to 5 ton or any coil with drain pan longer than 19-1/2" and 3500-8602 extension cabinet for any coils taller than 19-1/2") must be installed when adding on remote air conditioning systems. With the 3500-8981 coil shelf installed in the EBE model, the coil cavity accepts coils no taller than 19-1/2", no wider than 18-1/4" and no deeper than 20-1/2".

#### EUE Furnace Models

No extension cabinet and coil shelf are needed for the EUE upflow furnace. The coil shelf is already installed in the EUE models. Like the above furnace models, the coil cavity accepts coils no taller than 19-1/2", no wider than 18-1/4" and no deeper than 20-1/2".

### NOTICE

*If the controls are located at the top of the unit, the furnace is an upflow furnace and the airflow is forced up through the furnace and into the airways.*

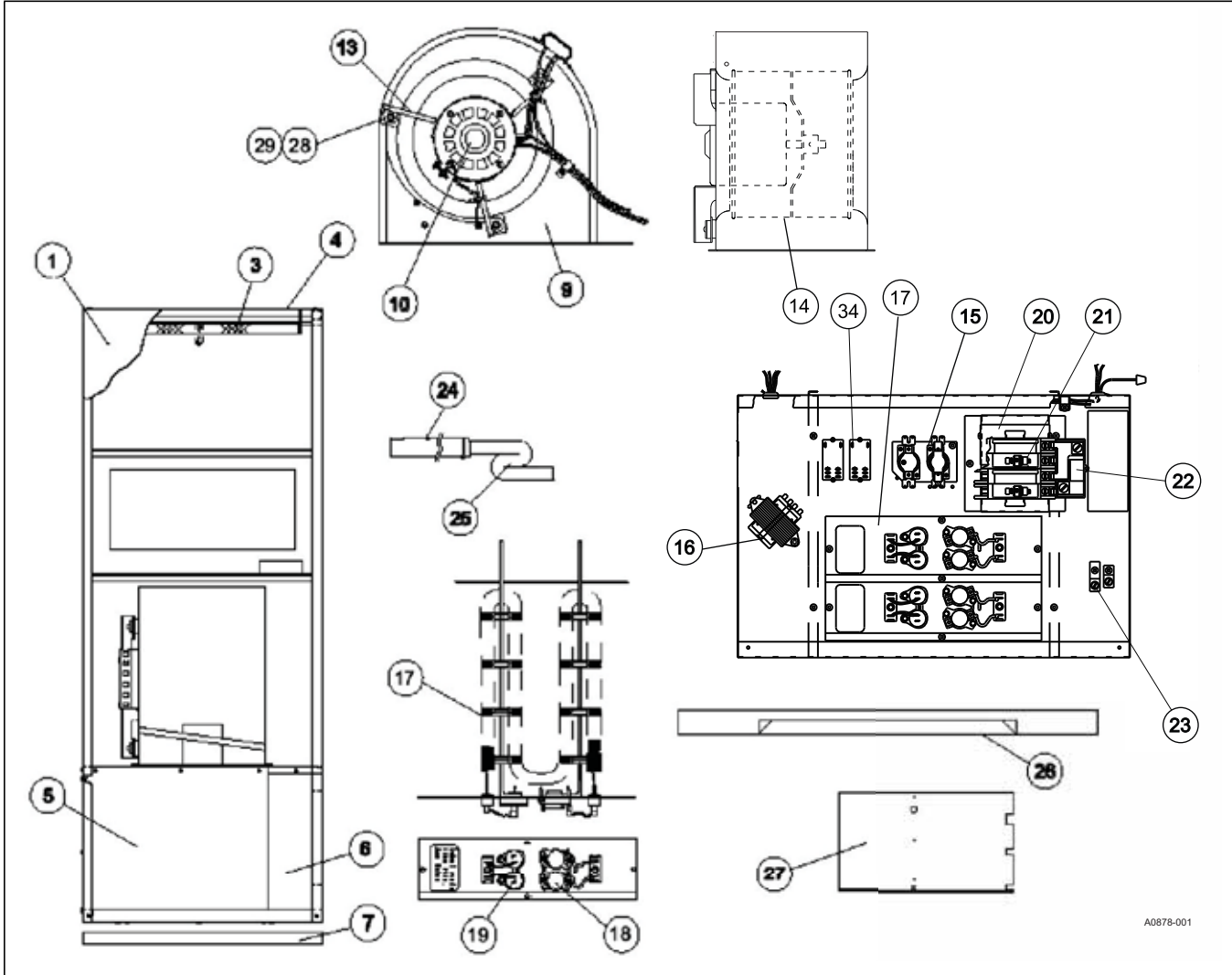
### HIGH PERFORMANCE BLOWER ACCESSORY PACKAGE

### CAUTION

*All areas around the line sets, drain hoses and other openings in the furnace should be sealed airtight. Use some moldable compound or caulking to seal the area. Failure to do so may result in loss of performance and premature compressor failure.*

All EBE/EUE furnaces are equipped with a blower and control system to add-on air conditioning and heat pumps to specified sizes. If the requirement is to achieve more air flow or cooling than specified, then the blower inside the furnace has to be replaced with an accessory blower package 3500-7901\*. This accessory blower package would deliver air conditioning up to 5-tons. Please refer to the installation instructions packed with the accessory package for more information.

SECTION V: REPAIR PARTS LIST



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FIGURE 3: EBE Downflow Application

ITEM	DESCRIPTION	EBE10A	EBE12A	EBE15A
1	Front Panel (Louvered, Insulated)	3501-9211	3501-9211	3501-9211
2* (Opt)	Front Panel (Solid, Insulated)	3501-9111	3501-9111	3501-9111
3	Filter (16 x 20 x 1)	S1-1214-2511	S1-1214-2511	S1-1214-2511
4	Support Angle.Top (Door)	S1-3500-1861	S1-3500-1861	S1-3500-1861
5	Cover, Electric Box	S1-3500-2351/A	S1-3500-2361/A	S1-3500-2361/A
6	Cover (Service Entrance)	S1-3500-1271	S1-3500-1271	S1-3500-1271
7	Sub-base	S1-3500-1071/B	S1-3500-1071/B	S1-3500-1071/B
8	---	---	---	---
9	Blower Housing	S1-37323744001	S1-37323744001	S1-37323744001
10	Blower Motor, Std. ECM (Prgm)	<b>S1-02439707000</b>	<b>S1-02439707000</b>	<b>S1-02439707000</b>
11	---	---	---	---
12	---	---	---	---
13	Motor Mount Assembly Kit (1PC)	S1-37319831002	S1-37319831002	S1-37319831002
14	Blower Wheel	S1-02632627700	S1-02632627700	S1-02632627700
15	Sequencer	S1-3110-3571	S1-3110-3571	S1-3115-3571
16	Transformer (240/24V-40A)	S1-3300-3861	S1-3300-3861	S1-3300-3861
17	Heater Element Assembly w/Limit and Jumper Wire	(9.6Kw) S1-02541236000	(11.2Kw) S1-02541238000	(4.8Kw) & (9.6Kw) S1-02541237000 S1-02541236000
18	Limit Switch	S1-02541249000 (Open 200, Close 140)	S1-02541249000 (Open 200, Close 140)	S1-02541249000 (Open 200, Close 140)
19	Fusible Link	S1-02541250000	S1-02541250000	S1-02541250000
20	Bracket (Circuit Breaker)	3500-128	3500-128	3500-128
21	Circuit Breaker (1 Req'd)	S1-3500-377P/A	---	---
	Circuit Breaker (2 Req'd)	---	S1-3500-377P/A	S1-3500-377P/A
22	Buss Bar (See Note 2)	S1-3500-378P	S1-3500-378P	S1-3500-378P
23	Ground Lug (Large)	1216-231	1216-231	1216-231
	Ground Lug (Small)	---	---	S1-02521798000
24	Drain Tube (See Note 1)	S1-02922184001	S1-02922184001	S1-02922184001
25	Condensate Trap (See Note 1)	S1-3240-3051	S1-3240-3051	S1-3240-3051
26	Coil Shelf (See Note 1)	3500-174	3500-174	3500-174
27	Coil Shelf Panel (See Note 1)	3500-171	3500-171	3500-171
28	Ferrule (3 Req'd)	S1-02320541000	S1-02320541000	S1-02320541000
29	Grommet (3 Req'd)	S1-02814740000	S1-02814740000	S1-02814740000
30	Fuse	S1-02532746026	S1-02532746026	S1-02532746026
31*	Wiring diagram	5395383	5395384	5395385
32*	Harness, Wire, ECM	<b>S1-02550192000</b>	<b>S1-02550192000</b>	<b>S1-02550192000</b>
33*	Cover, Service	S1-3500-1271	S1-3500-1271	S1-3500-1271
34	Relay, Control (1 Req'd)	S1-02436281000	S1-02436281000	---
	Relay, Control (2 Req'd)	---	---	S1-02436281000

**NOTE:** \*Not Shown

New replacement parts shown in **bold** face type at the first printing of parts list dated 11/17.

Major components and suggested stocking items are shown with shaded item number.

"<" Across from row indicates a change in that row.

--- Not applicable to specified model.

All parts with three digit suffix numbers are "Special Order" parts. These parts are subject to factory availability and require extra time for delivery.

1 Not Standard with furnace, contained in accessory kit no. 3500-8981.

2 Standard on EBE12A.

ITEM	DESCRIPTION	EBE17A	EBE20A	EBE23A
1	Front Panel (Louvered, Insulated)	3501-9211	3501-9211	3501-9211
2* (Opt)	Front Panel (Solid, Insulated)	3501-9111	3501-9111	3501-9111
3	Filter (16 x 20 x 1)	S1-1214-2511	S1-1214-2511	S1-1214-2511
4	Support Angle, Top (Door)	S1-3500-1861	S1-3500-1861	S1-3500-1861
5	Cover, Electric Box	S1-3500-2361/A	S1-3500-2361/A	S1-3500-2361/A
6	Cover (Service Entrance)	S1-3500-1271	S1-3500-1271	S1-3500-1271
7	Sub-base	S1-3500-1071/B	S1-3500-1071/B	S1-3500-1071/B
8	---	---	---	---
9	Blower Housing	S1-37323744001	S1-37323744001	S1-37323744001
10	Blower Motor, Std. ECM (Prgm)	<b>S1-02439707000</b>	<b>S1-02439707000</b>	<b>S1-02439707000</b>
11	---	---	---	---
12	---	---	---	---
13	Motor Mount Assembly Kit (1PC)	S1-37319831002	S1-37319831002	S1-37319831002
14	Blower Wheel	S1-02632627700	S1-02632627700	S1-02632627700
15	Sequencer	S1-3115-3571	S1-3120A3571	S1-3120A3571
16	Transformer (240/24V-40A)	S1-3300-3861	S1-3300-3861	S1-3300-3861
17	Heater Element Assembly w/Limit and Jumper Wire	(5.6Kw) & (10.4Kw) S1-02541239000 S1-02541240000	2 Ea. (9.6Kw) S1-02541236000	(10.4Kw) & (11.2Kw) S1-02541240000 S1-02541238000
18	Limit Switch	S1-02541249000 (Open 200, Close 140)	S1-02541249000 (Open 200, Close 140)	S1-02541249000 (Open 200, Close 140)
19	Fusible Link	S1-02541250000	S1-02541250000	S1-02541250000
20	Bracket (Circuit Breaker)	3500-128	3500-128	3500-128
21	Circuit Breaker (2 Req'd) (See Note 2)	S1-3500-377P/A	S1-3500-377P/A	S1-3500-377P/A
22	Buss Bar	S1-3500-378P	S1-3500-378P	S1-3500-378P
23	Ground Lug (Large)	1216-231	1216-231	1216-231
	Ground Lug (Small)	S1-02521798000	S1-02521798000	S1-02521798000
24	Drain Tube (See Note 1)	S1-02922184001	S1-02922184001	S1-02922184001
25	Condensate Trap (See Note 1)	S1-3240-3051	S1-3240-3051	S1-3240-3051
26	Coil Shelf (See Note 1)	3500-174	3500-174	3500-174
27	Coil Shelf Panel (See Note 1)	3500-171	3500-171	3500-171
28	Ferrule (3 Req'd)	S1-02320541000	S1-02320541000	S1-02320541000
29	Grommet (3 Req'd)	S1-02814740000	S1-02814740000	S1-02814740000
30	Fuse	S1-02532746026	S1-02532746026	S1-02532746026
31*	Wiring diagram	5395387	5395388	5395389
32*	Harness, Wire, ECM	<b>S1-02550192000</b>	<b>S1-02550192000</b>	<b>S1-02550192000</b>
33*	Cover, Service	S1-3500-1271	S1-3500-1271	S1-3500-1271
34	Relay, Control (2 Req'd)	S1-02436281000	S1-02436281000	S1-02436281000

**NOTE:** \*Not Shown

New replacement parts shown in **bold** face type at the first printing of parts list dated 11/17.

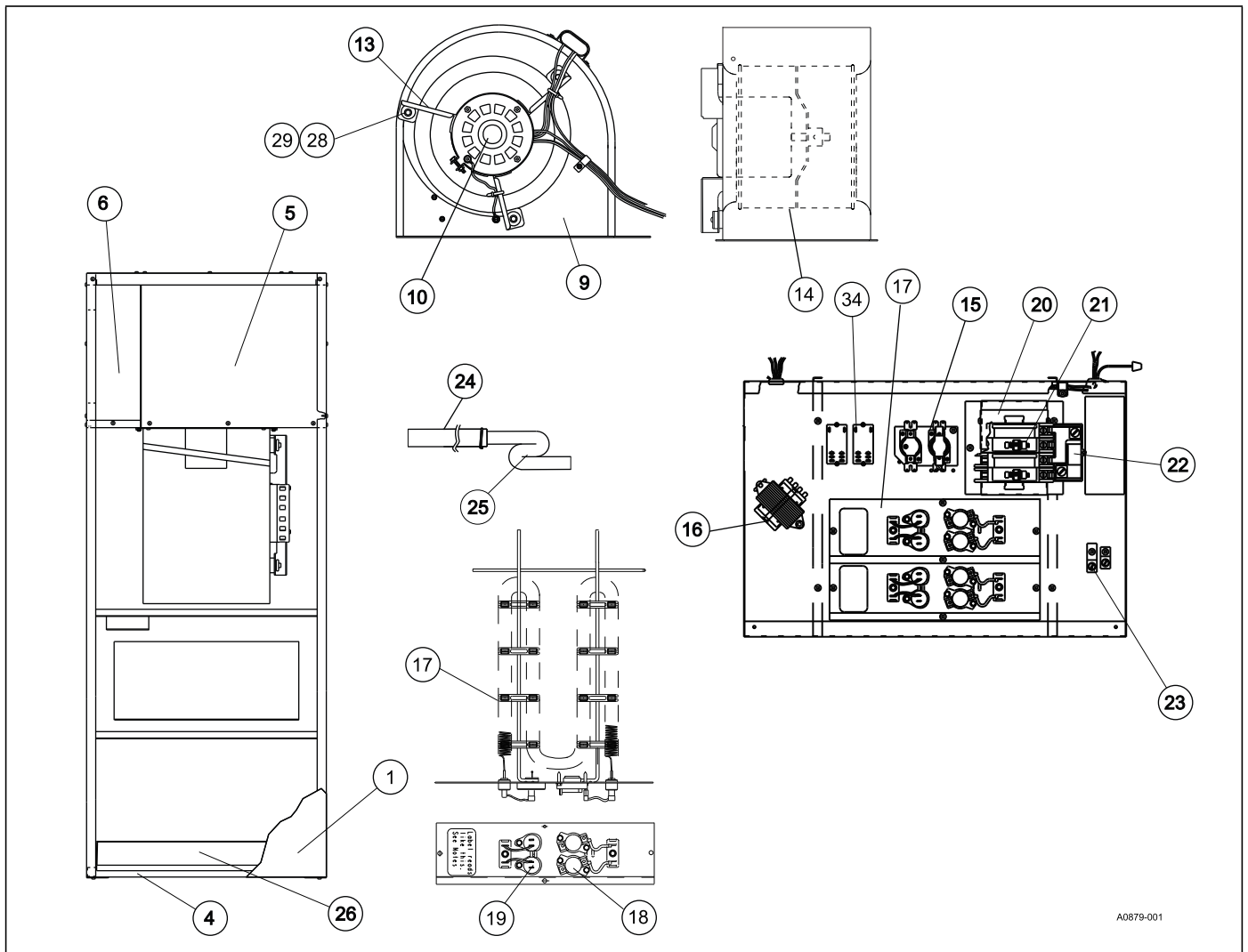
Major components and suggested stocking items are shown with shaded item number.

"<" Across from row indicates a change in that row.

--- Not applicable to specified model.

All parts with three digit suffix numbers are "Special Order" parts. These parts are subject to factory availability and require extra time for delivery.

1 Not Standard with furnace, contained in accessory kit no. 3500-8981



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**FIGURE 4:** EUE Upflow Application

ITEM	DESCRIPTION	EUE10A	EUE12A	EUE15A
1	Front Panel (Solid, Insulated)	3501-9111	3501-9111	3501-9111
2*	Handle, Door	7990-315/A	7990-315/A	7990-315/A
3	---	---	---	---
4	Support Angle.Top (Door)	S1-3500-1861	S1-3500-1861	S1-3500-1861
5	Cover, Electric Box	S1-3500-2351/A	S1-3500-2361/A	S1-3500-2361/A
6	Cover (Service Entrance)	S1-3500-1271	S1-3500-1271	S1-3500-1271
7	---	---	---	---
8	---	---	---	---
9	Blower Housing	S1-37323744001	S1-37323744001	S1-37323744001
10	Blower Motor	<b>S1-02439707000</b>	<b>S1-02439707000</b>	<b>S1-02439707000</b>
11	---	---	---	---
12	---	---	---	---
13	Motor Mount Assembly Kit (1PC)	S1-37319831002	S1-37319831002	S1-37319831002
14	Blower Wheel	S1-02632627700	S1-02632627700	S1-02632627700
15	Sequencer	S1-3110-3571	S1-3110-3571	S1-3115-3571
16	Transformer (240/24V-40A)	S1-3300-3861	S1-3300-3861	S1-3300-3861
17	Heater Element Assembly w/Limit and Jumper Wire	(9.6Kw) S1-02541236000	(11.2Kw) S1-02541238000	(4.8Kw) & (9.6Kw) S1-02541237000 S1-02541236000
18	Limit Switch	S1-02541249000 (Open 200, Close 140)	S1-02541249000 (Open 200, Close 140)	S1-02541249000 (Open 200, Close 140)
19	Fusible Link	S1-02541250000	S1-02541250000	S1-02541250000
20	Bracket (Circuit Breaker)	3500-128	3500-128	3500-128
21	Circuit Breaker (1 Req'd)	S1-3500-377P/A	---	---
	Circuit Breaker (2 Req'd)	---	S1-3500-377P/A	S1-3500-377P/A
22	Buss Bar (See Note 2)	S1-3500-378P	S1-3500-378P	S1-3500-378P
23	Ground Lug (Large)	1216-231	1216-231	1216-231
	Ground Lug (Small)	---	---	S1-02521798000
24	Drain Tube (See Note 1)	S1-02922184001	S1-02922184001	S1-02922184001
25	Condensate Trap (See Note 1)	S1-3240-3051	S1-3240-3051	S1-3240-3051
26	Coil Shelf	3500-8981	3500-8981	3500-8981
27	---	---	---	---
28	Ferrule (3 Req'd)	S1-02320541000	S1-02320541000	S1-02320541000
29	Grommet (3 Req'd)	S1-02814740000	S1-02814740000	S1-02814740000
30	Fuse	S1-02532746026	S1-02532746026	S1-02532746026
31*	Wiring diagram	5395383	5395384	5395385
32*	Wire Harness, ECM	<b>S1-02550192000</b>	<b>S1-02550192000</b>	<b>S1-02550192000</b>
33	---	---	---	---
34	Relay, Control (1 ea.)	S1-02436281000	S1-02436281000	---
	Relay, Control (2 ea.)	---	---	S1-02436281000

**NOTE:** \*Not Shown

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Major components and suggested stocking items are shown with shaded item number.

"<" Across from row indicates a change in that row. Changes are in red.

--- Not applicable to specified model.

All parts with three digit suffix numbers are "Special Order" parts. These parts are subject to factory availability and require extra time for delivery.

1 Not Standard with furnace.

2 Standard on EUE12A.



ITEM	DESCRIPTION	EUE17A	EUE20A	EUE23A
1				
1	Front Panel (Solid, Insulated)	3501-9111	3501-9111	3501-9111
2*	Handle, Door	7990-315/A	7990-315/A	7990-315/A
3	---	---	---	---
4	Support Angle, Top (Door)	S1-3500-1861	S1-3500-1861	S1-3500-1861
5	Cover, Electric Box	S1-3500-2361/A	S1-3500-2361/A	S1-3500-2361/A
6	Cover (Service Entrance)	S1-3500-1271	S1-3500-1271	S1-3500-1271
7	---	---	---	---
8	---	---	---	---
9	Blower Housing	S1-37323744001	S1-37323744001	S1-37323744001
10	Blower Motor	<b>S1-02439707000</b>	<b>S1-02439707000</b>	<b>S1-02439707000</b>
11	---	---	---	---
12	---	---	---	---
13	Motor Mount Assembly Kit (1PC)	S1-37319831002	S1-37319831002	S1-37319831002
14	Blower Wheel	S1-02632627700	S1-02632627700	S1-02632627700
15	Sequencer	S1-3115-3571	S1-3120A3571	S1-3120A3571
16	Transformer (240/24V-40A)	S1-3300-3861	S1-3300-3861	S1-3300-3861
17	Heater Element Assembly w/Limit and Jumper Wire	(5.6Kw) & (10.4Kw) S1-02541239000 S1-02541240000	2 Ea. (9.6Kw) S1-02541236000	(10.4Kw) & (11.2Kw) S1-02541240000 S1-02541238000
18	Limit Switch	S1-02541249000 (Open 200, Close 140)	S1-02541249000 (Open 200, Close 140)	S1-02541249000 (Open 200, Close 140)
19	Fusible Link	S1-02541250000	S1-02541250000	S1-02541250000
20	Bracket (Circuit Breaker)	3500-128	3500-128	3500-128
21	Circuit Breaker (2 Req'd)	S1-3500-377P/A	S1-3500-377P/A	S1-3500-377P/A
22	Buss Bar	S1-3500-378P	S1-3500-378P	S1-3500-378P
23	Ground Lug (Large)	1216-231	1216-231	1216-231
	Ground Lug (Small)	S1-02521798000	S1-02521798000	S1-02521798000
24	Drain Tube (See Note 1)	S1-02922184001	S1-02922184001	S1-02922184001
25	Condensate Trap (See Note 1)	S1-3240-3051	S1-3240-3051	S1-3240-3051
26	Coil Shelf	3500-8981	3500-8981	3500-8981
27	---	---	---	---
28	Ferrule (3 Req'd)	S1-02320541000	S1-02320541000	S1-02320541000
29	Grommet (3 Req'd)	S1-02814740000	S1-02814740000	S1-02814740000
30	Fuse	S1-02532746026	S1-02532746026	S1-02532746026
31*	Wiring diagram	5395387	5395388	5395389
32*	Wire Harness, ECM	<b>S1-02550192000</b>	<b>S1-02550192000</b>	<b>S1-02550192000</b>
33	---	---	---	---
34	Relay, Control (2 ea.)	S1-02436281000	S1-02436281000	S1-02436281000

**NOTE:** \*Not Shown

New replacement parts shown in **bold** face type at the first printing of parts list dated 11/17.

Major components and suggested stocking items are shown with shaded item number.

"<" Across from row indicates a change in that row. Changes are in red.

--- Not applicable to specified model.

All parts with three digit suffix numbers are "Special Order" parts. These parts are subject to factory availability and require extra time for delivery.

1 Not Standard with furnace.

## NOTES

# Limited Warranty

## Manufactured Housing Electric Furnaces

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

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

For this warranty to apply, the product must be installed according to Company recommendations and specifications, and in accordance with all local, state, and national codes; and the product or residence must not be removed from its place of original installation. This warranty does not apply to any unit sold over the Internet, by telephone or other electronic means unless the dealer that buys or sells a unit over the Internet, by telephone or other electronic means also installs the unit. In the absence of a recorded Warranty Registration Card, the warranty period will begin upon product shipment from Company. If you are unaware of the effective warranty date, contact Company at (877) 874-7378 or [www.upgproductregistration.com](http://www.upgproductregistration.com).

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

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

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

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

**FOR WARRANTY SERVICE OR REPAIR:** Contact your installing or servicing dealer.

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

Furnace Model	Parts Coverage	Labor and Trip Coverage*
EBE/EUE	2 years	1 year
<b>NOTES:</b>		
*The warranty period for any replacement part provided here under shall not extend beyond the warranty period stated above.		
The warranty period will begin on the purchase date of the residence when the product is installed as original equipment, or the installation date when installed in a residence previously purchased by the consumer.		

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

**FOR WARRANTY SERVICE OR REPAIR:** Notify the Installing Dealer or a Participating Dealer, preferably in writing, as soon as possible after you have discovered the problem. Be sure to include the Product Model Number, Unit Serial Number, Installation Date, and a description of the problem. You may find the Installing Dealer's name on this page or on the equipment, and you can locate Participating Dealers online. If a Dealer response is not received within a reasonable amount of time, notify Company at: Johnson Controls Unitary Products, Consumer Relations, 5005 York Drive, Norman, OK 73069 or by telephone at (877) 874-7378. All warranty service or repair will be performed during regular business hours, Monday through Friday 9:00 AM - 5:00 PM. Service requests sent to Company without prior Dealer contact will be referred back to a Participating Dealer. Because this process takes time, it is in the best interest of the Consumer to contact a Participating Dealer directly.

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

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

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

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