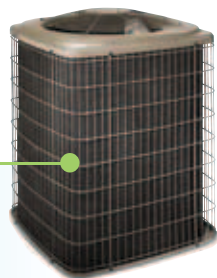


Great ideas individually...
together they're brilliant!



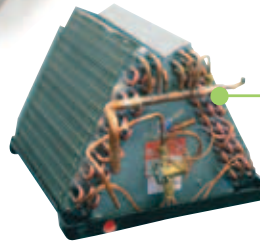
FURNACES

- Air Conditioner and heat pump ready
- Coil cabinet allows the addition of an AC coil without the moisture problems associated with open air coils
- Sound absorbing insulation for ultra-quiet operation
- 80% and 90% efficiency models available (gas)



AIR CONDITIONERS with Micro Channel Technology

- Smaller & lighter than comparable brands
- Uses up to 50% less refrigerant than comparable units
- 13 SEER efficiency
- 2-ton through 5-ton capacity
- Available sweat-fit & quick connect configurations



EVAPORATOR COILS

- Designed for added efficiencies when used in combination with a micro channel condensing unit
- 13 SEER efficiency
- Works with any MH furnace
- 2-ton through 5-ton capacities



STYLECREST®

Warranty Service Policy Guide For Manufactured Housing



DECLARATION

Style Crest, Inc. is the Exclusive Master Distributor for Unitary Products Group (UPG), of furnaces, air conditioners, and heat pumps built for the Manufactured Housing industry market.

Style Crest, Inc. is also the distributor of fireplace products manufactured by FMI; and VEXAR™ evaporator coils manufactured by Mortex for use in the Manufactured Housing market place.

STYLE CREST ELECTRONIC WARRANTY CLAIM PROCESSING

Style Crest has streamlined and improved our warranty claim processing procedure by moving to an online claim filing system. For additional information, **please e-mail warranty@stylecrest.net** with the following information: the full company name, address, telephone number, e-mail address, fax number and the contact person that will be processing your claims.

STYLE CREST TECHNICAL WEBSITE

Style Crest has a new Technical Website (www.stylecrestservice.com) in which you are able to access installation instructions, repair parts lists, technical data and much more for our Manufactured Housing equipment. The website will also allow us to send Service Bulletins via e-mail to all designated Authorized Service Centers and Distributors.

If you are an Authorized Service Center or Distributor and have not been notified of this website, please contact the Service Department at 1-800-228-7896 for your personalized access code.

TABLE OF CONTENTS



WARRANTY SERVICE POLICY

The following pages contain the policy for in-warranty service of the Coleman, Evcon, Red T Vexar and Winchester brands of manufactured housing heating, air conditioning, heat pump equipment, and air quality devices manufactured by: Unitary Products Group (UPG), and fireplaces, manufactured by FMI and sold by Style Crest, Inc. (SCI) and VEXAR™ indoor coils manufactured by Mortex and sold by Style Crest, Inc. (SCI).

There are significant changes and detailed explanations of our policies; therefore, please take time to read the entire policy guide so you will be familiar with these changes. You can help avoid costly errors and/or delays in claim

processing by better understanding the proper procedures, and allowances. It is also an excellent idea to keep a copy of the guide for handy reference should a situation develop that you may question.

NOTE

This service policy may be terminated or modified at any time at the sole discretion of Style Crest. If questions arise regarding the policy, you should contact:

Style Crest, Inc.
P.O. Box 19110
Wichita, KS 67204-9110

INDEX

A. Basic Warranties.....	1	M. Extended Service Contracts	6
B. Responsibility of Servicer.....	1	N. Warranty on Repair Parts Purchased and Installed on Out-of-Warranty Appliances.....	7
C. Responsibility of Style Crest	1	O. Warranty Claim Summary	7
D. Electronic Claim Filing	1	P. Sample Warranty Claim Form	8
E. In-Warranty Labor Allowances	2	Q. Compressor Manufacturing Date Codes... Flat Rate Time Allowances	11 thru 15
F. Flat Rate Schedule Background.....	3	Claim Processing Reminder	16
G. Compressor Replacement & Return Policy	3	MFG Housing Equipment Warranty Chart	17
H. Refrigerant Leak Policy	4	VEXAR Coil Warranty Information.....	18
I. Freight Policy	4	JCI and VEXAR Nomenclature.....	19
J. Handling of In-Warranty Calls	4	Notes.....	20-22
K. Equipment Required to Perform Service ...	5		
L. Proper Procedure for Completing & Submitting Manufactured Housing Warranty Claims.....	5		

This policy will become effective on January 1, 2010 and will remain in effect until rescinded or replaced at a later date. Style Crest reserves the right to edit or revise this publication or any portion therein without notice.

A. Basic Warranties

Retail Consumer – Style Crest, Inc. (SCI) warrants manufactured housing products manufactured by: UPG, FMI, and Mortex that are sold by Style Crest, Inc. against defects in material or factory workmanship for the term specified in individual warranty certificates which come packed with all of the equipment with the exception of VEXAR™ (Mortex) coils. (refer to page 18)

1. Service Agency – Style Crest agrees to provide the service agency with service information and to reimburse the agency for services in accordance with the service policy, flat rate manual, service center agreement and current product warranties. Through our distribution network, SCI reserves the right to deny future claims for warranty service, for any reason, after a service company has been so notified.

B. Responsibility of Servicer

Any company, service center, home dealer, gas company, independent heating & air conditioning agency, or distributor purchasing manufactured housing heating, air conditioning, heat pump, or air quality devices from SCI for resale, will be responsible for service on the products sold by said entity in accordance with this Service Policy Guide and other applicable service agreements which may exist between said company and SCI. It is also the responsibility of the servicing company to submit a Warranty Claim for any reimbursement through Style Crest's distribution network, pursuant to the equipment warranty and this policy guide.

C. Responsibility of Style Crest as the Master Distributor

The responsibility of SCI under this service policy shall be to provide replacement parts through the Style Crest distributor, for any parts which shall upon the company's inspection, be proven as defective within the warranty period and to reimburse the servicing company in accordance with the "Labor Allowances" section of this policy.

Neither SCI nor UPG/FMI/Mortex shall be responsible for paying requests for labor or for providing warranty parts to rectify deficiencies which can be attributed to sources other than UPG/FMI/Mortex factory workmanship (i.e. mis-wiring, insufficient or collapsed ducts, or any other problems associated with the installation of the appliance). SCI/UPG/FMI/Mortex shall not be responsible for failed merchandise as a result of misuse or abuse by the user and/or installer.

SCI will not pay mark-up or retail price on parts, nor will SCI pay servicer's overtime charges. SCI is not responsible for freight damage. Freight damage should be filed with the freight company.

Service work performed that cannot be attributed to defects in material and/or UPG/FMI/Mortex factory workmanship **must not** be billed to SCI. In cases where SCI/UPG/FMI/Mortex is not liable for the service work, the responsible party should be contacted for payment of services.

D. Electronic Claim Filing

In December 2005, Style Crest announced the streamlining and improvement of our claim processing procedure by moving to an online claim filing system. Service Companies choosing to file their claims electronically **must first email SCI at warranty@stylecrest.net** with the following information: Full company name, address, telephone number, fax number and contact person responsible for filing warranty claim.

Once your information has been verified and entered into the electronic claim system, you will receive a confirmation letter with instructions on contacting the provider and claim processing instructions.

Many SCI Distributors will continue to process warranty claims for their customer base via the electronic claim system. Service Companies are encouraged to contact their distributor for this information.

Claims for heat exchangers, compressors, burner assemblies, accessories and full unit change outs must be filed with the distributor they were obtained from.

Random Audits

Claims filed via the electronic claim processing system are not required to be forwarded to SCI. Distributors and service companies must retain the claim in the event that SCI selects the claim for audit purposes. In addition, not all parts are required to be returned with the claim, **however** those parts not required to be returned **must** be held for sixty days from the date the claim is submitted via the electronic claim processing system in the event that the claim and parts are selected as part of the random audit process.

All defective parts that are required to be returned must be returned prepaid with a copy of the claim to: **Warranty Returns, 8909 E. 35th Street North, Wichita, Kansas 67219.** Claims and parts requested to be returned as part of a random selection that do not meet the audit criteria are subject to a potential bill back of any amount paid by SCI.

Unit, Indoor Coil, and/or Assembly Replacements

Complete units, indoor coils and/or assemblies (example: blower assembly) shall not be changed out to correct a service problem **without first receiving prior authorization** from the SCI Service Department located in Wichita. In the event that an authorization is received, the authorization **must be** listed on the claim at the time of submittal.

Should a unit, indoor coil and/or assembly be changed out without prior authorization, they become the property of the entity authorizing the exchange.

Should a unit, indoor coil and or assembly be changed with prior authorization, they carry the remainder of the original warranty coverage.

E. In-Warranty Labor Allowances

Heating & Cooling Products

1. Labor for Replacement of Parts

In addition to providing in-warranty replacement parts, SCI will also pay an authorized service center's rate for "on the job" labor time for replacement of any part which shall, upon the company's inspection, be proven as defective. The exact time allowance to be paid is stated in the

manufactured housing "Flat Rate Labor Schedule."

Some products/accessories have parts only warranties and therefore are not eligible for labor allowance. Refer to the product's warranty certificate for exact coverage.

2. Labor allowance for claims not involving a defective part

The vast majority of service problems require a replacement part; however, the policy makes provisions for the few that may not. If a problem can be directly attributed to a UPG/FMI/Mortex product deficiency, a labor claim for correction of the problem may be submitted through SCI. However, it will be necessary to submit a complete and detailed description of the complaint and service required on the claim before payment is considered.

No labor will be paid for normal maintenance and adjustments, including such things as setting gas pressure, tightening screws, replacing fuses, adjusting impellers, correcting wiring or other similar items which are to be done upon installation of the appliance and set-up of the home.

No labor will be paid for field repair of replacement parts, such as motors, etc.

Complete units, and/or assemblies, shall not be changed out to correct a service problem without prior authorization from SCI's Wichita Service Department. Should they be changed out, they become the property of the entity making the exchange.

3. TRIP CHARGE

Under the Manufactured Housing 'labor rate' program, no allowances will be made for travel time or mileage charges. SC will allow a \$32.50 trip charge for any service call between one (1) and fifty (50) miles (round trip), and a \$65.00 trip charge for any service call between fifty-one (51) and one hundred (100) miles (round trip). Service calls, which exceed one hundred (100) miles, must receive prior approval from SCI's Wichita Service Department. Claims authorized and submitted in excess of 100 miles will be processed at \$.65/mile. Claims without authorization listed on the claim will

be adjusted to the 100 mile maximum allowed.

Round Trip mileage must be entered in the appropriate section of the claim form and/or the claim entry screen. In the event that multiple service calls are performed on the same date, at the same location, (i.e. mobile home courts, etc.), then only one trip charge will be allowed.

F. Flat Rate Labor Schedule Background

The flat rate-flat time concept has been used throughout the Manufactured Housing industry with excellent success. It is apparent that this concept has spread into every industry where servicing organizations performs in-warranty service. The flat rate concept can be advantageous to all concerned, provided it is set up properly.

Manufactured Housing's labor rate allowance allows all authorized service centers to bill their contracted hourly rate per the flat rate time allowance.

Labor rate for non-contracted service companies is \$50 per hour.

G. Compressor Replacement & Return Policy

1. The compressor warranty is only valid for condensers installed with the correct AHRI rated evaporation coil.
2. The Manufactured Housing Policy currently allows \$350.00 flat rate compressor allowance when the unit is within labor coverage. This increase has been made in recognition of the significant cost of making two trips. This allowance includes all expenses incurred, including refrigerant, misc. fittings, and refrigerant, reclaim fee, AND trip charges. Suction and liquid line filter driers must be installed on compressor change-outs. The old and new compressor serial numbers are required.
3. We are all aware of the problems involved in properly cleaning up an air

conditioning system following a compressor failure. It is a standard and recognized procedure to flush a system.

4. All manufacturers of air conditioning equipment recognize the value of the addition of the liquid line drier and a suction line filter drier installed on all compressor change-outs.
5. Compressor failures due to electrical shorts or burnouts require the change out of compressor plug harness.
6. Heat pumps which utilize a liquid line drier on both the indoor and outdoor coils will be required to have both changed.
7. Since SCI recognizes the importance of the above procedure, we will furnish these parts with all compressor replacements on an in-warranty basis. The driers will be shipped in the same manner as all in-warranty parts. They will be billed to the firm placing the order, and credit will be issued upon receipt of the inoperative compressor, and a claim noting that the suction line filter drier has been installed

IMPORTANT

Failure to comply with this policy will result in a denial of your compressor claim.

8. SCI/UPG do not require all compressors to be returned. Before returning any defective compressor, you must determine the manufacturing date of the compressor, which is shown on the compressor data plate. (See page 9-10.)
9. Both the old and the new compressor serial numbers are required on the claim form.

10. COMPRESSORS 20 MONTHS OLD OR LESS:

Entire compressor must be returned freight prepaid to SCI distributor from which the replacement compressor was purchased. Compressor ports must be properly sealed to prevent loss of oil during shipping. The SCI distributor is to return the compressor as previously instructed.

11. COMPRESSORS MORE THAN 20 MONTHS OLD:

Remove and return ONLY the compressor data plate. It is not necessary to return the compressor; it may be scrapped in accordance with local, state, and Federal environmental codes.

(See page 10 for various manufacturers' date codes.)

Compressors returned incorrectly are subject to a \$75.00 disposal fee in addition to freight charges. Fees will be deducted from the claim payment.

H. Refrigerant Leak Policy

SCI will pay a reasonable amount for refrigerant leaks within the following guidelines and limitations. This policy applies to either packaged and split air conditioners or heat pumps, indoor or outdoor coils.

1. Effective March 1, 2010 maximum payment for refrigerant shall be at \$9.00 per lb. The maximum amount of refrigerant shall be the system charge plus three (3) pounds.
2. Maximum labor allowed shall be two (2) hours.
3. The exact location of the leak must be listed on the claim form, (i.e., 3rd U-bend from the top of A-coil; ("repaired leak in A-coil" is an unacceptable description
4. Model and serial numbers of product serviced must be supplied; for example, if the A-coil is repaired, A-coil model and serial numbers must be provided. Claims filed on split cooling systems should include both the indoor and outdoor model and serial numbers.
5. A \$40.00 service charge will be allowed for reclaiming refrigerant during the labor warranty period. Federal law requires refrigerant to be reclaimed prior to opening a sealed refrigeration system. Uncontaminated recovered refrigerant should be used to recharge systems before adding new refrigerant. SCI will only pay for both refrigerant and refrigerant recovery in the case of a refrigerant leak, or when the original system refrigerant is contaminated.

6. Items not covered by warranty are as follows: Field piping, pre-charged coupling connections, solder, acetylene, miscellaneous fittings, overcharge in the system, undercharge if no leak is detected and repaired.

An overcharge or undercharge where no leak is present should be a routine part of normal system checkout upon installation.

I. Freight Policy

If it is determined that a replacement part is required from an SCI Distributor, and the dealer orders the required part from the distributor, the part will be shipped and billed in accordance with the distributor's policy and the dealer's account with the distributor. Freight charges are not covered by warranty.

J. Handling of In-Warranty Calls

1. **Taking the call for service.** Prior to going on a service call, the servicer should secure all information possible from the customer. The information you should request is:
 - a. Consumer's name, address and telephone number.
 - b. Type of appliance (gas, oil, electric, air conditioning, or heat pump; fireplace or indoor coil), including model and serial number.
 - c. It is the servicer's responsibility to validate warranty prior to filing a claim. If the date of purchase is over 1 (one) year from the date of manufacture, a copy of proof of purchase **will** be required. (See serial number nomenclature for date of manufacture.) Advise the consumer that they must provide a copy of proof of purchase to validate the warranty. If the consumer is not to be at home, advise them to leave a copy of the proof of purchase in a predetermined place for submittal with the claim.
 - d. Date customer purchased appliance or date of purchase of home if appliance was installed as original factory equipment in a manufactured home.

- e. Get description of problem as best as customer can describe it. This would be helpful in determining the repair parts that may be necessary.
- f. Set a definite appointment for "time of service."
- g. It is extremely important to advise the customer that he/she is obligated for all service not covered by warranty.

2. While at the home:

- a. Complete the requirements of the claim form.
- b. Determine the cause of failure. If the failure can be handled under warranty, proceed under the warranty guidelines. If it is not a warranty problem, the consumer should be advised of the fact that he is obligated for all charges.
- c. If the problem is a direct result of a defect in material or workmanship, SCI will handle per the terms set forth in the certificate of warranty supplied with the appliance by UPG/FMI/Mortex, the flat rate schedule and service policy.
- d. If the problem is a result of improper installation, improper set up, or is part of normal consumer maintenance or adjustment, SCI will not be responsible for any service expense. Service work performed that cannot be attributed to defects in material and product workmanship **must not** be billed to SCI. In cases where SCI is not liable for the service work, the responsible party should be contacted for payment of services prior to performing the work.
- e. Complete all warranty repairs and check for proper operation.
- f. Record, in detail, defects found and corrections required.
- g. The service person must sign the claim form in the space provided.
- h. Have the claim form signed by the consumer upon completion of the required service. If the consumer is not at home, the claim should be marked accordingly. Verification of service performed and appliance purchase date

may be required more often under these circumstances.

IMPORTANT Any required service not shown in this guide is to be approved by Style Crest Inc. For approval call the Style Crest Wichita Service Department at 1-800-228-7896.

K. Equipment Required To Perform Service

UPG/FMI/Mortex equipment is built so that all components are accessible for service. In order to perform service, a good assortment of hand tools is required, such as open end wrenches, screw drivers, pliers, a set of allen wrenches and a couple of small pipe wrenches. There is, of course, a need for certain test equipment. Test instruments required are:

<u>HEATING</u>	<u>AIR CONDITIONING</u>
Millivolt meter	Welding Torch
Manometer	Charging Lines & Gauges
Amprobe (volt-ohms-amps)	Leak Detector
"G" Bushing	Vacuum Pump
Ohm Meter	Thermometers (min, two)
Micro Ampmeter	Reclaimer/Recycler
	Refrigerant

L. Proper Procedure for Completing and Submitting Manufactured Housing Claims

Improperly completed warranty claims cause unnecessary delays in processing claims. The information contained in this booklet, along with that on the warranty claim form should enable you to properly complete the claim. **Claims must be filed within thirty days from the service date.** In addition, any required parts must be returned with a copy of the claim. Any claim filed electronically will not be approved until the tracking number for the parts required to be returned has been received and the return confirmed.

A sample claim is shown on page 8 of this book. The items listed below are required information for proper claims.

1. Consumer's name and address.
2. Model and serial number of appliance serviced.
3. Purchase date of appliance being serviced. If supplied as original equipment in the home, list the date the home was occupied/accepted.
4. Date service was performed.
5. Name, address, and telephone number of servicing organization.
6. Servicer's Tax Identification Number or Social Security Number. (W-9 is required to be on file)
7. Nature of complaint and description of service work performed.
8. Consumer's signature, whenever possible.
9. Servicer's signature.
10. The old and new compressor model and serial numbers must be supplied if applicable. In the event of an **authorized product** replacement, the new unit serial number must be supplied, and the authorization listed on the claim.
11. **Fill in labor allowance.**
 - a. Labor will be the time allowed in the flat rate time schedule multiplied by the contracted labor rate.
 - b. A \$32.50 trip charge may be claimed for any service call between one (1) and fifty (50) miles (round trip), and a \$65.00 trip charge may be claimed for any service call between fifty-one (51) and one hundred (100) miles (round trip). Reference product summary page for those units eligible for the trip allowance. Mileage submitted in excess of 100 miles will be adjusted to the 100 mile maximum.
12. The parts must be marked with the appropriate claim number and either held at the submitters location for 60 days; or if the part is required to be returned, the labeled part and a copy of the claim must be returned to:

**Warranty Receiving
8909 E. 35th Street North
Wichita, KS 67226**

M. Extended Service Contracts

Extended service contracts may be purchased for manufactured housing heating and cooling products manufactured by UPG and sold by Style Crest Inc. by contacting your sales representative or calling 1-800-945-4440. Ask for the HVAC Administrator.

Filing claims against Extended Service Contracts

It is the consumer's responsibility to provide the servicer with proof of contract coverage when requesting service. The extended Service Contract must be signed by the Style Crest Contract Administrator to be valid. A Manufactured Housing warranty claim form should be used whenever possible, with the following **required** information:

- a. Consumer name and address
- b. Model and serial numbers of appliance serviced
- c. Copy of Contract
- d. Date of service
- e. Detailed statement of service performed
- f. Itemized detail of charges assessed
- g. Consumer's signature

Defective parts do not have to be returned with the claim, with the exception of a compressor if less than 20 months old, or the compressor data plate for compressors 21 months or older. Replacement parts will be provided through our distribution network and the servicer will be paid in accordance with our then current suggested retail price listing (**except for compressors, driers replaced with compressor, and heat exchangers which are covered under the original warranty supplied with the equipment. These items receive part credit at the service company's purchase price from the Style Crest Inc. Distributor**). The servicer is expected to warrant their workmanship for a period of ninety (90) days from the date of service.

Items Covered:

A reasonable amount of labor, as determined by Style Crest Inc, will be paid to the servicer for the replacement of any defective part(s) or repairs to correct factory workmanship. See labor charts on pages 11 – 15. Style Crest will allow \$9.00 a pound for refrigerant up to the system charge plus three (3) pounds in the event of a refrigerant leak, or when the original systems refrigerant is contaminated.

Example of items not covered by Extended Service Contracts include but are not limited to:

- Servicer's overtime charges
- Freight Expenses
- Fuses
- Nozzles
- Thermostats

Service for items not normally covered by UPG/SCI during the first year of warranty such as installation problems, normal routine maintenance, act of Nature and in general, any items which are beyond the control of Manufacturer. Please refer to the contract front for specific information concerning exclusions of coverage.

N. Warranty on Repair Parts Purchased and Installed On Out of Warranty Appliances or Accessories

Source-1 Service Parts are warranted for the 12-month period following their installation or remainder of the original equipment warranty whichever is greater. In the event of a replacement part failure within the warranty period, a new part may be furnished freight collect. **There are no labor allowances on any Source-1 service parts.** Source-1 claims **must be** filed with the distributor the parts were purchased from

For more information regarding the Source-1 part warranty procedure, please reference the "Unitary Products Group Source-1 Parts Warranty Manual", or contact the UPG Warranty Administration Department at (866) 621-9675 or write to:

**Unitary Products Group
Warranty Administration
3110 N. Mead Street
Wichita, KS 67219**

NOTE: SOURCE 1 WARRANTY CLAIMS ARE NOT TO BE ENTERED VIA THE SCI ELECTRONIC CLAIM FILING SYSTEM.

P. Warranty Claim Requirements Summary

- Claim # area – Servicer may provide number of their choice
- Appliance model and serial number
- Date of installation / purchase
- Consumer Name and Address
- Consumer Signature
- Servicer Signature
- Change liquid and suction line filters with compressor replacement
- A complete system check should be performed at the time of installation
- Compressors 20 months old or less must be returned
- Return claim and parts together, properly packaged, to your distributor within 30 days. If filing claims online you will need to retain the parts for 60 days and return to Source 1 any parts that are selected by audit. (refer to warranty receiving on page 6.)
- *If date of installation/purchase is more than 1 year past the date of production of the appliance, a proof of purchase is required. Date of production can be determined by looking at the first 4 characters of the serial number, which indicates the year and month of production.
- Approved mileage in excess of 100 miles will be processed at sixty five (65¢) cents per mile.
- Authorization for mileage in excess of 100 miles round trip **will not be given** for appliances sold as an after-market item. (Appliances **not shipped** as original equipment with the home.)
- Claims for mileage in excess of 100 miles without prior approval will be adjusted to 100 miles without notification.

- Over charge or under charge – **not covered under warranty.** This condition should be detected at time of installation/start-up. Labor and/or trip charges will not be covered. Refrigerant will be reimbursed for an “under charge” without locating and repairing a leak at \$9.00 per pound.
- **Complete assemblies should not be changed out. Only the inoperative part(s) should be removed and replaced.**

Appliance Note: The SC policy does not provide an allowance or cover the time to re-position a unit from an inaccessible location.

The claim number field is left blank for the service company to use whatever number they choose, such as service invoice, date of service, distributor invoice number, or other relevant number.

Q. Sample Warranty Claim Form



Mailing Address: Style Crest, Inc. P.O. Box 19110 • Wichita, KS 67204

Manufactured Housing Warranty Claim Form

THIS CLAIM FORM IS NOT TO BE USED FOR SOURCE ONE WARRANTY RETURNS

IMPORTANT: any required service not shown in the Service Rate Schedule and Policies Manual is to be approved in advance by Style Crest, Inc. For approval, call the Style Crest hot line in Wichita, Kansas at 800-231-4822.

HOMEOWNER: _____
 ADDRESS: _____
 CITY/STATE/ZIP: _____
 PHONE: _____

SERVICER'S NAME: _____
 ADDRESS: _____
 CITY/STATE/ZIP: _____
 PHONE: _____
 TAX ID OR SS#: _____

CLAIM No. _____
 Purchase/Install Date: _____
 Service Date: _____

FURNACE Model # _____
 FURNACE Serial # _____
 Condenser Model # _____
 Condenser Serial # _____
 COIL Model # _____
 COIL Serial # _____

FOR BLEND AIR AND FIREPLACE CLAIMS USE THE FURNACE LINE# FOR MODEL# & SERIAL#

Complaint and Maintenance required to correct: _____

I certify my appliance(s) has/have been serviced and is operating satisfactorily _____
 (Customer Signature)
 I certify my I have properly serviced the customer's appliance(s) _____
 (Servicer Signature)

OLD Compressor/Unit S/N#: _____ SERVICER'S WARRANTY #: _____
 NEW Compressor/Unit S/N#: _____ Extension Service Contract # or P.O.# _____

CLAIM ALLOWANCE IF APPLICABLE:
 LABOR \$ _____ Trip Mileage _____ Trip Charge \$ _____ Lbs. _____ Refrigerant \$ _____ Reclaim \$ _____ TOTAL \$ _____

ALL CLAIMS MUST BE FILED AT THE SOURCE WITHIN 30 DAYS FROM THE DATE OF SERVICE.

PARTS REPLACED

Qty	Installed Part #	Description	Price or Invoice #	Failed Part#	RET/Scrap
1					RET/Scrap
1					RET/Scrap
1					RET/Scrap
1					RET/Scrap

Date Received: _____ Parts Examined By: _____
 Date Worked: _____ Transportation: _____

It is strongly recommended that you purchase your repair parts through a Style Crest Distributor, that you return your part(s) and claim(s) together to the Style Crest Distributor. Any claim(s) involving accessories, heat exchanger, compressor, or an authorized product replacement must be returned to your Style Crest Distributor. In order to receive invoice credit for repair parts purchased through your Style Crest Distributor, the part(s) and claim(s) must be returned together to the Style Crest Distributor. Claim payment will not be split.

TO BE FILLED IN BY STYLE CREST DISTRIBUTOR
 Distributor Name: _____ Distributor Address: _____ Date Claim Received: _____
 Distributor Reference #: _____ Distributor City/State/Zip: _____

- "Help Us Help You"**
1. Is your claim form complete?
 2. Have you referenced your Service Rate Schedule and Policies Manual?
 3. Have you given a complete description of service?

PART RETURN SHIPPING ADDRESS:
 Source 1 - Warranty Receiving
 8909 E. 35th Street North
 Wichita, KS 67226

MH HVAC WCF 12/03/09
 002009AR

R. Compressor Manufacturing Date Codes

Bristol Scroll Compressors

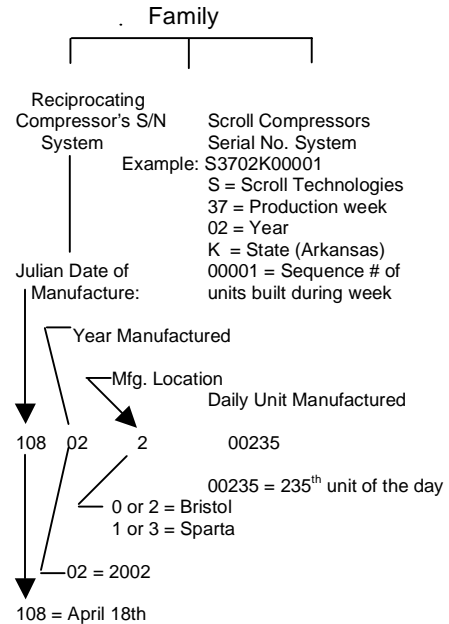
Scroll compressor's data tags comprise of **two** tags. One tag contains the Model number, B/M number, customer P/N and warranty claim. The **second** tag, which contains Safety Instructions, is where the compressor serial number is located. An example of a scroll compressor serial number: S3701K00001.

- The first position (**S**) = Scroll Technologies
- The second & third positions (**37**) = Production week
- The fourth & fifth position (**01**) = Year of production
- Sixth position (**K**) = State produced
- Seventh through eleventh position (**00001**) = Sequence number of unit

Bristol Reciprocating Compressors

Reciprocating compressor's data tag consist of only one tag. The serial number is located on the line that begins with an (S) followed by the compressor's serial number. An example of a reciprocating compressor serial number: 10701005231

- The first three positions (**107**) = Day/Month of production
 - The fourth & fifth positions (**01**) = Year produced
 - Remaining positions (**005231**) = Sequence number
- | | |
|-----------------------|------------------------|
| 1 – 31 days = Jan. | 182 – 212 days = July |
| 32 – 50 days = Feb. | 213 – 243 days = Aug. |
| 60 – 90 days = Mar. | 244 – 273 days = Sept. |
| 91 – 120 days = Apr. | 274 – 304 days = Oct. |
| 121 – 151 days = May | 305 – 334 days = Nov. |
| 152 – 181 days = June | 335 – 365 days = Dec. |



Copeland Compressors

The first two positions of the Copeland serial number equal the year the compressor was manufactured. The third position (letter) of the serial number is the month the compressor was manufactured. An example of this is: **01F123456L**. This serial number would be for a compressor built in 2001 (**01**) in June (**F**). The remaining positions are sequence numbers and location produced.

- | | | |
|------------------|-----------------|------------------|
| A – Jan. | E – May | I – Sept. |
| B – Feb. | F – June | J – Oct. |
| C – March | G – July | K – Nov. |
| D – April | H – Aug. | L – Dec. |

Danfoss Scroll Technologies: 20 Months from Mfg Date.
 SERIAL NUMBER: S 41 99 K XXXXXX

↓ Scroll
 ↓ Production Week
 ↘ Year (1999)

Interpretation: Vendor Warranty Period runs from the week of October 5, 1999 through the week of June 5, 2001.

JAN	=	1-5
FEB	=	6-9
MAR	=	10-13
APR	=	14-17
MAY	=	18-22
JUN	=	23-26
JUL	=	27-31
AUG	=	32-35
SEP	=	36-39
OCT	=	40-44
NOV	=	45-48
DEC	=	49-52

DANFOSS INC.: 20 Months from Manufactured Date.
 SERIAL NUMBER: N B 10 1234567

↙ Year (2002)
 ↓ Month (February)
 ↘ Factory Code
 ↘ 7 Digit Serial Number

10 – Trevoux, France
 11 – Anse, France
 14 – Lawrenceville, GA

Interpretation: Vendor Warranty Period runs from February 2002 through October 2004.

K	-	1999
L	-	2000
M	-	2001
N	-	2002
P	-	2003
Q	-	2004
R	-	2005
S	-	2006
T	-	2007
U	-	2008

A	-	JAN
B	-	FEB
C	-	MAR
D	-	APR
E	-	MAY
F	-	JUN
G	-	JUL
H	-	AUG
J	-	SEP
K	-	OCT
L	-	NOV
M	-	DEC

Panasonic Industrial Company

Labeled - **Matsushita Electrical** (Rotary Compressors)

Date Code and Bar Code Number

Date Code



The date code can be located vertically in the shell (body) of the compressor. This number determines the date of the manufacture of the compressor.

Sample: OK050305M12





OK	Inspected & Certified by MCM Quality Control
05	Production Year
03	Production Month
05	Production Day

Bar Code Number

The bar code number can be located in the right side of the compressor's label/nameplate. The barcode number is used to determine the compressor type as well as the production information. Please see sample below.

2J35S236B 1A 
 THERMALLY PROTECTED R22
 1PH 60Hz 208/230V LRA68
Matsushita Electric Industrial Co., Ltd.
 SERIAL NO. J35BM C0033109
 7078017U MADE IN MALAYSIA 



	WARNING / DANGER
	Danger of Electric Shock <ul style="list-style-type: none"> • Earth the equipment. • Disconnect power before work. • Mount the terminal cover in place.
	Danger of Explosion or Fire <ul style="list-style-type: none"> • Do not use unprescribed refrigerants and oils. • Do not compress air. • Wear protective goggles.
	Caution , Hot Surface <ul style="list-style-type: none"> • Do not touch with bare hands.

When listing this compressor either on-line or on your claim form you would list the compressor serial number as 1AC0033109.

Note: Fuses are not covered under standard warranty.

Gas Heating - HSI Models

(Model and serial numbers of furnace required)

Replace	Time Allowance
Limit Switch	1.0 Hour
Transformer	1.0 Hour
System Switch	1.0 Hour
Gas Valve	1.0 Hour
Motor (Blower)	1.0 Hour
Blower Motor Mounts	1.0 Hour

Replace	Time Allowance
Heat Exchanger	3.5 Hours
Igniter (HSI)	1.0 Hour
Booster Assy. (Motor, Wheel, Mounts)	1.0 Hour
Flame Sensor	1.0 Hour
Integrated Board	1.0 Hour
Blower Wheel	1.0 Hour

90+% Furnace

(Model and Serial Number Required)

Replace	Time Allowance
Blower Motor	1.0 Hour
Vent Motor	1.0 Hour
High Limit	1.0 Hour
Control Board	1.0 Hour
Flame Sensor	1.0 Hour
Transformer	1.0 Hour
Gas Valve	1.0 Hour
Blower Wheel	1.0 Hour

Replace	Time Allowance
Secondary Heat Exchanger	3.5 Hours
Primary Heat Exchanger	3.5 Hours
Capacitor	1.0 Hour
Roll-out Switch	1.0 Hour
Igniter	1.0 hour
Pressure Switch	1.0 Hour
Upper Limit Switch	1.0 Hour
Burner Assy.	1.0 Hour

Electric Heating

(Model and Serial Number Required)

Replace	Time Allowance
Transformer	1.0 Hour
Sequencer	1.0 Hour
Limit Switch	1.0 Hour
Circuit Breaker	1.0 Hour

Replace	Time Allowance
Relay	1.0 Hour
Element Assembly	1.0 Hour
Blower Motor	1.0 Hour
Blower Motor Mount	1.0 Hour
Blower Wheel	1.0 Hour

Heater package for self-contained units require model & serial numbers of the condensing unit. Fuses are not covered.

Blend-Air Controls

(Model and serial numbers of Blend-Air Unit required)

Replace	Time Allowance
All Components (Includes Wiring Corrections)	1.0 Hour

Oil Heating

(Model and serial numbers of furnace required)

Replace	Time Allowance
Fan Switch	1.0 Hour
Limit Switch	1.0 Hour
Transformer 24V	1.0 Hour
System Switch	1.0 Hour
Blower Motor	1.0 Hour
Pilot Burner	1.0 Hour
Blower Motor Mount	1.0 Hour
Blower Wheel	1.0 Hour

Replace	Time Allowance
Primary Control	1.0 Hour
Ignition Transformer	1.0 Hour
Fuel Pump	1.0 Hour
Pump Coupling	1.0 Hour
Electrodes	1.0 Hour
Cad Cell	1.0 Hour
Heat Exchanger	3.5 Hours
Burner Motor & Cent. Switch	1.0 Hour
Combustion Chamber Assm.	2.0 Hours

Gas Conversion Burner

(Model and serial numbers of furnace required)

Note: Labor covered only on conversion burners installed with a new oil furnace.

Replace	Time Allowance
Combustion Blower Assy.	1.0 Hour
Time Delay Relay	1.0 Hour
Transformer	1.0 Hour
Module	1.0 Hour

Replace	Time Allowance
Disconnect Assy.	1.0 Hour
Gas Valve	1.0 Hour
Pilot Burner/Electrode	1.0 Hour
Electrode Wire	1.0 Hour

Note: Labor covered only on conversion burners installed with a new oil furnace

Wood Burning Fireplace

(Model and serial numbers of fireplace required)

Replace	Time Allowance
Door Kit	1.0 Hour
Complete Blower Assembly	1.0 Hour
Bottom Refractory (2 piece)	1.0 Hour
Side Refractory	1.0 Hour
Blower Motor	1.0 Hour
Door Handles	1.0 Hour

Replace	Time Allowance
Back Refractory	1.0 Hour
Grate	1.0 Hour
Screen	1.0 Hour
Blower Fan Blades	1.0 Hour
Blower Switch	1.0 Hour

Gas Fireplace

(Model and serial numbers of fireplace required)

Replace	Time Allowance
Safety Door Switch	1.0 Hour
Gas Valve	1.0 Hour
Remote Control Unit	1.0 Hour
Refractory Panels	1.0 Hour

Replace	Time Allowance
Blower Assembly	1.0 Hour
Pilot Assembly	1.0 Hour
Piezo Ignitor	1.0 Hour

Electric Fireplace

(Model and serial numbers of fireplace required)

Replace	Time Allowance
Log Set	1.0 Hour
Transformer	1.5 Hour
Main Control Board	1.5 Hour
LED Drum Assembly	1.0 Hour
Motor	1.0 Hour
Remote Control	1.0 Hour
Blower	1.5 Hour

Replace	Time Allowance
Rear Glass	1.5 Hours
Remote Control Sensor	1.0 Hour
Heater/Blower Bracket	1.0Hour
Back Light Strip	1.0 Hour
Glass Doors	1.0 Hour
Grate	1.0 Hour
Heater	1.5 Hour

Air Conditioning

Model and serial numbers of condensing unit are required except as noted. See Furnace for heater component parts. **Old and new** compressor serial numbers **are required** on any compressor change out.

Replace	Time Allowance
Contactora	1.0 Hour
Transformer	1.0 Hour
Fan Motor	1.0 Hour
Fan Blade	1.0 Hour
Fan Mount	1.0 Hour
Run Capacitor	1.0 Hour
Start Relay	1.0 Hour
* Distributor Assembly	2.0 Hours

Replace	Time Allowance
*Expansion Valve	2.0 Hours
••Compressor and Driers	\$350.00
XX Refrigeration Leaks	2.0 Hours Max.
Condenser Coil	2.5 Hours
X• Evaporator Coil	2.5 Hours
Drain Pan	2.5 Hours
Drier Only	2.0 Hours

*** Model and serial numbers of A-coil may be required for processing.**

A/C Blowers & Control Boxes

(Model and serial numbers of condensing unit are required and Condensing unit must be within warranty)

Replace	Time Allowance
Blower Motor	1.0 Hour
Blower Motor Mount	1.0 Hour
Blower Wheel	1.0 Hour
Run Capacitor	1.0 Hour
Transformer	1.0 Hour

Replace	Time Allowance
Heat/Cool Relay	1.0 Hour
Blower Relay	1.0 Hour
Heat/Cool Switch	1.0 Hour
Auto/Cont. Switch	1.0 Hour

HEAT PUMP

(Model and serial numbers of condensing unit are required)

See Furnace for heater component parts. Old and new compressor serial numbers are required on any compressor change out)

Replace	Time Allowance
Contactora	1.0 Hour
Fan Motor	1.0 Hour
Fan Blade	1.0 Hour
Capacitor	1.0 Hour
Outdoor Thermostat	1.0 Hour
Reversing Valve Solenoid	1.0 Hour
Defrost Control Board	1.0 Hour
Crankcase Heater	1.0 Hour
Reversing Valve	2.5 Hours
Accumulator	2.0 Hours
Drier Only	2.0 Hours
TXV	2.0 Hours

Replace	Time Allowance
Hi-Pressure Switch	2.0 Hours
••Compressor and Driers	\$350.00
Severe Burn Out Allowance (Contact SC Wichita Service)	\$ 40.00
Bullet Restrictor/orifice	2.0 Hours
XX Refrigeration Leaks	2.0 Hours Max.
Condenser Coil	2.5 Hours
X Evaporator Coil	2.5 Hours
Dist. Assembly	2.0 Hours
Coil Sensor	1.0 Hour
Blower Motor (self-contained)	1.0 Hour
Drain Pan	2.5 Hours

ADDITIONAL INFORMATION

Fuses and nozzles are not covered under warranty.

Hard Start Kits are covered for parts only, (NO LABOR) under warranty just for the first week following installation.

••Allowance includes ALL expenses incurred, including refrigerant, misc. fittings, refrigerant reclaim fee, AND trip charges. Suction and liquid line filter driers must be installed on compressor change-outs. Old and new compressor serial numbers are required on any compressor change out.

X – Requires prior authorization from the SC Wichita Service Department with a detailed description of the needed work.

XX- Allowance will be actual time spent repairing leak, up to a maximum of two hours. Refrigerant will be paid at \$9.00 per pound per the system charge plus three pounds. The exact location of the refrigeration leak must be provided.

Certain warrantable conditions will still require a more detailed statement of service in order to avoid any delay in claims processing.

When performing service on an A coil, the model and serial number of the outdoor air conditioner or heat pump unit may be required for the claim to be processed.

A \$40.00 service charge will be allowed for reclaiming refrigerant during the labor warranty period.

Note: Federal law requires refrigerant to be reclaimed prior to opening a sealed refrigeration system. Uncontaminated recovered refrigerant should be used to recharge systems before adding new refrigerant. SCI will only pay for both refrigerant and refrigerant recovery in the case of a refrigerant leak, or when the original system refrigerant is contaminated.

CLAIM PROCESSING REMINDER

In conclusion, we would like to stress the importance that claims are submitted with complete and accurate information, and in a timely manner. While a high percentage of claims submitted do have the required information, many do not. Below are the most common claim errors and omissions.

1. Incomplete/incorrect appliance serial number for the equipment serviced.
2. The date of purchase/installation, the date of service or both dates are not provided on the claim.
3. The date of purchase is questionable. In the event that the unit installed is over one year from the manufacturing date, servicer **MUST** obtain and supply a verification of the purchase date and attach to the claim form in the event that a proof of purchase is required.
4. The service described on the claim does not match the model/serial numbers provided. Examples: Repairs are made to the blend air, however, the model and serial numbers of the furnace are provided. Refrigerant leak repaired on the A-coil, however, only the model and serial numbers of the outdoor unit are provided.
5. Not supplying the complete retail consumer information, including name, address, city, state and zip code, which are required for claims processing.
6. Source 1 claims are the responsibility of UPG and must be filed with UPG by the distributor.
7. Providing a vague description or no description of the service performed. If a refrigeration leak is notated, the exact location of the leak must be supplied.
8. Not supplying the old **and** new compressor serial numbers or the old **and** new unit serial number if a change out of the unit has received prior authorization.
9. Servicer must supply the correct part number of the installed part, taken off of the new part prior to installation, and servicer must supply the correct part number of the failed part, taken off of the removed part.
10. Not returning required parts timely.
11. Not listing round trip mileage on the claim.
12. Filing claims in excess of 30 days after the service date and/or failure to respond to information requests in excess of 30 days from the date of the information request letter.

SPECIAL NOTE: The Service Company filing the claim via the electronic claim filing system is responsible for any claims in incomplete (I) status, and either returning required parts or correcting information for claims in manufacturer's review status (M).

2010 Manufactured Housing Equipment Warranty Data *

Product	Model	Parts	Heat Exchanger	Compressor	Labor	Trip
Air Conditioners-R410A						
Quick connect*	CCGDxx	5 years	NA	5 years	1 year	1 year
Sweat Fit*	GCGDxx	5 years	NA	5 years	30 day	NA
Packaged A/C* **	PACxx,NLxx	5 years	NA	5 years	1 year	1 year
Gas Pack	DxYZxx	5 years	20 years	10 years	30 day	NA
Heat Pumps-R410A						
Quick connect*	CHGDxx	5 years	NA	5 years	1 year	1 year
Sweat Fit*	GHGDxx	5 years	NA	5 years	30 day	NA
Packaged H/P* **	PHPxx,UBxx	5 years	NA	5 years	1 year	1 year
VEXAR Coils	See separate sheet in the Policy Guide					
Furnaces						
Electric*	EBxx	2 years	NA	NA	2 years	2 years
Gas 80% AFUE*	DGAA,DGAH, DFAA, DFAH	2 years	10 Years	NA	2 years	2 years
Gas 90+% AFUE*	DGAD, DGAE, DGAF	2 years	15 Years	NA	2 years	2 years
Gas 90+% AFUE*	UGAD, UGAE, UGAF	2 years	15 Years	NA	2 years	2 years
Gas 95% AFUE*	MG9Sxx	2 years	15 Years	NA	2 years	2 years
Air Handlers*	F2RP, AHXxx	5 years	NA	NA	30 days	NA
Blend Air	All Models	2 years	NA	NA	2 years	2 years
Fireplaces	All Models	2 years	NA	NA	2 years	2 years

*** Extended parts and labor service agreements are available-contact your sales representative.**

**Packaged units (PAC/PHP/NL/UB) sold by Style Crest for the MH/Modular channel have one year labor and trip coverage. This coverage is not applicable for any other application.

Indoor evaporator coils sold under the VEXAR brand name by Style Crest Inc., carry the following warranties:

VEXAR R410A evaporator coil warranty

AS A SYSTEM

When installed as a system with the correctly matched AHRI-rated condenser also supplied by Style Crest, Inc. the VEXAR evaporator coil (410A) carries the same labor warranty as the related condenser. Parts warranty carries the same term as the related condenser to a maximum of 5 years-Note VEXAR coils are NOT eligible for 10 year parts warranty. Warranty claims must be filed with Style Crest.

AS A SEPARATE COMPONENT

When purchased as an individual component, VEXAR indoor evaporator coils (410A) carry a 30 day labor and 5 year parts warranty to the original homeowner. Costs for refrigerant are not included. Warranty claims must be filed with Style Crest.

* * * * *

VEXAR R22 evaporator coil warranty

AS A SYSTEM

When installed as a system with the correctly matched AHRI-rated condenser also supplied by Style Crest, Inc. the VEXAR evaporator coil (R22) carries the same labor warranty as the related condenser. Parts warranty carries the same term as the related condenser.

AS A SEPARATE COMPONENT

When purchased as an individual component, VEXAR indoor evaporator coils (R22) carry a one year part only warranty. Costs for refrigerant are not included. Warranty claims must be filed with Style Crest.

JCI Serial Number Nomenclature

After October 6, 2004

The N represents where the product was manufactured

N = Norman

W = Wichita

A = Apodaca (Mexico)

S = Source 1

The L represents the month in which the product was manufactured

A = January

B = February

C = March

D = April

E = May

F = June

G = July

H = August

K = September

L = October

M = November

N = December

NOL4123456

The 0 and 4 represents the year in which the product was manufactured

EXAMPLE:

0*4 = 2004

0*5 = 2005

1*6 = 2016

The last 6 digits are a sequenced number

VEXAR Indoor Coil Serial Number Nomenclature

The M represents the brand number

M0525090008

The last 4 digits are the production #

The first two digits (0 and 5) represent the month in which the product was manufactured

The next two digits (2 and 5) represent the day in which the product was manufactured

The next two digits (underlined) represent the year in which the product was manufactured



800.945.4440 • www.stylecrestproducts.com • www.stylecrestservice.com

Style Crest® Inc. • 2450 Enterprise Street • Fremont, Ohio 43420 • Copyright SCI 2010
Item #900908189