



Dear Dependable Customer,

Congratulations on the purchase of your new home. We at **Dependable Heating & Air Conditioning** proudly designed and installed the comfort system in your new home.

We would like to welcome you to our family of over 100,000 satisfied customers. Our staff of fully trained service technicians are available to help you maintain your heating and air conditioning system.

We would like to remind you to have your furnace and air conditioner serviced after it's first year of operation. Preventive maintenance service, or as we call them "clean and checks" will guarantee that you never "overpay" your local Utility by allowing your furnace or air conditioner to loose efficiency. Efficiency is lost and your Utility bill goes up when the furnace or air conditioner is not clean, checked and oiled. Regular maintenance will allow us to find all any small problems that need to repair prior to the loss of your "comfort systems" operation. Furnaces and air conditioners never break or need repairs when it is convenient!!

If you have not installed Air Conditioning in your home we have a special "off season" price available to you for a limited time. Many of our air conditioners are certified with the "Energy Star" label and qualify for Utility Company incentives.

We are a qualified **Carrier Factory Authorized Dealer**. This certification lets you know that we've met Carrier Corporation's rigid criteria and careful scrutiny for the quality of our products, knowledge and service.

If you have any questions about your comfort system, please contact us at any numbers listed below. We would be happy to assist you in anyway we can.

Thank you,
Dependable Heating & Air Conditioning
Phone (707) 446-1511 (925) 946-1511 Fax (707) 693-9842
www.DependableAir.com

1855 N. First Street, Suite A, Dixon, California 95620 • Lic. #337847
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Table Of Contents

Topic	Page
Preventative Maintenance	1
Warranties	2
Extended Warranty Programs	2
Gas Furnace Start-Up Procedure	3
Fuses/Circuit Breakers Electrical Information	4
Airflow/Register Adjustment	5
Filter Maintenance	5-6
System Sizing/Operating Tips	6-7-8
Zoning System	8
Calling for Service	8-9
Warranty Information	9-10
Reference Guide	11
Troubleshooting Guide	12
Homeowner Fax Form	13
Contact information.....	14
Preventative Maintenance Contact.....	15
Index	16

I Preventative Maintenance

Preventative maintenance of your furnace and air conditioning system is just as important to the operation of your “comfort system” as having the oil changed in your car.

Regular preventative maintenance, or “clean and check” as we like to call it, will guarantee that you never “overpay” your local utility by allowing your furnace or air conditioner to lose efficiency. Efficiency is lost and your utility bill goes up when the furnace or air conditioner is not cleaned, checked, and oiled. Regular maintenance will allow us to find any small problems prior to the loss of your “comfort system’s” operation.

Dependable Heating and Air Conditioning offers a yearly preventative maintenance program where you can pay as little as \$125.00 - \$155.00 for two clean and check service calls. One of these calls is performed in the spring and one in the fall.

During our “clean and check” service visit in the spring, we perform the 15-point checklist on your air conditioner listed below:

15 Point Spring “Clean and Check” Service

1. Check operating pressures
2. Check voltage and amperage to all motors with meter
3. Check air temperature across evaporator
4. Check for adequate refrigerant charge
5. Check evaporator superheat
6. Lubricate all moving
7. Check belt and adjust tension
8. Check filters
9. Check pressure switch cut-out settings
10. Check electrical lockout circuits
11. Check start contractor
12. Check all wiring and connections
13. Check and adjust thermostat
14. Check temperature across condenser
15. Check condensate drain

12 Point Fall Service Check

1. Check and adjust thermostat
2. Clean and adjust all safety controls
3. Check burners and controls
4. Adjust pressure regulator
5. Adjust burner for efficiency
6. Check for gas leaks in furnace
7. Lubricate all accessible moving parts
8. Check belts and adjust tension
9. Check filters
10. Check flue pipes
11. Check total performance of system
12. Carbon Monoxide Emission Test

In addition to these 12 items, we also do a carbon monoxide test to insure the safe operation of your furnace.

All our preventative maintenance programs include 10% off on all repairs, if needed, and “preferred” scheduling on those hot or cold days where finding a company to repair your “comfort system” is next to impossible. This preventative maintenance service contract can be renewed annually for as long as you would prefer.

*See the following page for a copy of our current Preventative Maintenance Contract.
Please give us a call if you have any questions.*

II Warranties

Your “comfort system” comes with the following warranties:

AIR CONDITIONER:

1-year parts and labor coverage

5-years on the Compressor (parts only)

FURNACE:

1-year parts and labor coverage

20-years on the Heat Exchanger (parts only)

3-years on the main circuit board (parts only)

THERMOSTAT:

1-year parts and labor coverage

ALL OTHER PARTS:

1-year parts and labor coverage

III Extended Warranty Programs

It's a good bet that during the 1st year of operation you will not experience any repair costs on your new “comfort system.” However, after the first year, the cost of repairs can be expensive and troublesome.

Dependable extended warranty programs are available to take the worry and hassle out of costly repairs. Dependable offers 1-year extensions, 2nd through 5th year extensions, and 2nd through 10th year extensions. Please call us for prices and information as you consider an investment in your family's comfort with an extended warranty.

IV Gas Furnace Start-up Procedure

It is recommended that you try your furnace as soon as you've moved into your new home. To test the furnace, first set the thermostat to HEAT and select a temperature considerably higher than the current room temperature. It may take several minutes for the furnace to come on, and, if this is the first time the unit has been operated, there may be some smoke and a burning smell from the room registers. These things are normal, so don't be alarmed. The smoke and burning smell will not last very long.

If your furnace does not start, or blows only room-temperature or cold air, try turning off the thermostat and waiting a few minutes before you try to start the process again. Remember to wait a few minutes between on/off cycles.

Your furnace is equipped with an automatic pilot ignition system and may take several attempts (4 to 6) to start (on the first start only). The on/off process described above purges air from the gas lines, allowing a pure flow of gas to the pilot ignition system.

Again, do not be alarmed by smoke and/or a burning smell from your registers when using the furnace for the first time. The smoke and smell will dissipate quickly with use.

Your furnace blower (fan) will not come on immediately and could delay up to roughly 3 minutes. It will continue to run for 3 to 4 minutes after the furnace has been turned off by the thermostat.

V Fuses/Circuit Breakers

Electrical Information

Furnaces are generally powered by a standard electrical cord. The circuit breaker for the furnace is located in the circuit breaker panel. Due to a door lockout switch, the furnace doors must be properly positioned on the unit for the furnace to operate.

Air conditioning fuses are located in the electrical disconnect box, outside the house near the air conditioning equipment. Typically, they are located in a handle-type “pull-out” disconnect, but they may also be found in the form of an on/off switch or a circuit breaker. The fuses in the pull-out disconnect must be secured tightly in position to insure operation of the air conditioning equipment.

When checking for bad fuses, you will not be able to visually inspect for a good or bad fuse. A continuity tester is the tool used to check fuses. If you do not have access to a continuity tester, you must replace the fuses with new ones. It is recommended that you keep an extra set of maximum-rated fuses on hand. The correct fuse size is listed on the nameplate of the air conditioner and should also be listed on the inside of the fuse disconnect box. When in doubt of the size needed, use the same size you have just removed from the pull-out. Use only time delay, dual element fuses, as they are the only type specifically designed for air conditioning equipment. Please note the direction of the pull-out when you remove it to check or replace fuses. It is only operational in one direction.

Circuit breakers for the air conditioning equipment are also located in the circuit breaker panel and should be labeled as such. Both the furnace and air conditioning circuit breakers must be in the “on” position for operation of the equipment. If one of the breakers has tripped off, both twin levers for that breaker must be turned completely to the “off” position, then back to the “on” to reset them.

The fuses and circuit breakers for your equipment have been installed by an electrical contractor. Dependable Heating & Air Conditioning does not replace and is not responsible for trouble-shooting or resetting of fuses or circuit breakers.

Note:

A large percentage of service calls is attributed to fuse failure or tripped circuit breakers. This is largely due to voltage interruptions or temporary low voltage in the area. Always check fuses and circuit breakers before calling for service on your equipment, as failure to do so could result in your service call being non-warranty paid service.

VI Airflow/Register Adjustment

The duct work in your home is designed for “Average Exposure” situations. This means that you may wish to adjust some registers in your home to suit your personal needs and seasonal weather conditions. If one room is too hot during the cooling season, close down other registers slightly to force more air to that room.

In two-story homes, seasonal adjustment of registers may be necessary to compensate for the natural tendency of heat to rise. To offset this factor, you would close off registers upstairs in the winter, to force more heat to the first floor, whereas for the cooling season, you will want to close off the first floor registers. Additionally, you may wish to partially close registers in the rooms you don't spend much time in, forcing more air to the rooms of more frequent use.

To insure adequate airflow and proper operation for your equipment, it is not recommended that more than 20% of the registers in your home be completely closed at one time. It is also important to keep filters clean to insure proper airflow and function of the system.

VII Filter Maintenance

There are two types of air filters used in heating and air conditioning equipment. Your system will have one of the two.

The first type of filter is a washable material, approximately 1” thick, located in the base of your furnace. This filter should be removed and cleaned every 30-45 days, depending on the amount of use your system gets. Remove the filter, and flush dirt and dust out with water or water and a mild spray cleaner. When cleaning, try to force the dirt out in the same direction it came in. After the filter has dried, return it to the furnace compartment. Take care to reinstall the furnace door properly, as this will affect the operation of your equipment.

The second type of filter is a disposable fiberglass filter framed in cardboard. This filter is generally located in the return-air grill, either in a wall or the ceiling. This type of filter should be replaced and not cleaned, again every 30-45 days. Disposable filters are relatively inexpensive and can be purchased at many grocery, hardware, and variety stores. Dependable Heating & Air Conditioning does not supply replacement filters, nor is the replacement or cleaning of filters covered by warranty.

Remember, your filters must be cleaned on a regular basis. Allowing filters to become dirty or clogged can impair the performance of the equipment and may even cause severe damage to system components. This type of damage is not covered by any warranty and can be very costly so it is important to make filter changing or cleaning a regular concern. Return-air grills and registers should be kept unobstructed at all times to assure proper airflow and prevent possible damage to the system.

VIII System Sizing/Operating Tips

The heating and air conditioning system installed in your home has been designed and sized to provide maximum comfort and energy efficiency, as outlined by the State of California Title 24 Energy Requirements.

Listed below are the design assumptions used for calculating the heating and cooling loads for your home:

1) Outdoor design temperature

- a) Winter: .2% design temperature, or 31 degrees (Fahrenheit) for Sacramento. This temperature will be met or exceeded 99.8% of the time, all year. Approximately 22 hours per year will fall below this temperature.
- b) Summer: .5% design temperature, or 100 degrees (Fahrenheit) for Sacramento. This temperature will be exceeded about 39 hours per year.

2) Indoor design temperature

- a) Winter: 70 degrees indoor, as dictated by the California Energy Commission (CEC).
- b) Summer: 78 degrees indoor, with a 4.5 degree swing factor, as dictated by the CEC and FHA.

3) Building Characteristics

- a) Insulation and physical envelope as per plans, i.e., R-11 walls, T-30 ceiling, dual glaze windows, etc.
- b) Windows are assumed to have drapes or mini-blinds. The house is assumed with the worst possible orientation, usually east facing, which would result in the highest possible cooling solar gain on the structure.

Once a heating and cooling load calculation is done, the resulting loads are analyzed to determine the “tonnage” of the equipment to be installed. According to the ACCA manual “J” (state-approved calculation and sizing manual), the cooling equipment capacity should not be less than the calculated load, nor should it exceed the load by more than 15%. The concern for over sizing arises from the fact that it causes a reduction in efficiency, operating cost increases, and control over space conditions is lessened. Optimum efficiency and control occur when the equipment operates under a full load. Since full load conditions only occur a few hours per year, properly sized equipment operates at over size capacity and reduced efficiency most of the time. Over sizing the equipment would be preferable to over sizing, in regard to efficiency and longevity, but space conditions would drift when extremes in weather occur. In practice, a cooling unit may exceed the 15% factor if it is the next largest size available above the cooling load.

Continued

Once an equipment selection has been made, the duct system can be designed. We use a HeatCalc program which calculates the load on a room-by-room basis then allocates the airflow of the unit (CFM) on a proportional basis to the room loads, so that all rooms have an equal percentage of the excess capacity of the system over the calculated load. The duct work is then sized to the cooling load for each room, because it requires higher airflow than the heating load.

Armed with an understanding of the design of your air conditioning system, there are some things you can do to best utilize and maintain it.

- 1) Understand that the system is designed to maintain a temperature, rather than to attain it, during design conditions. You can see that, on a 100-degree day, the system is designed to maintain an indoor temperature of 78 degrees, or about 22 degrees differential. If the house were allowed to reach 95 degrees indoors, the unit would be unable to bring the temperature down to 78 degrees because of the tremendous heat load the house and its furnishings would have stored up, which it was not designed for. This means you should not turn the system off during high heat conditions, unless you will be leaving your home for extended periods of time and are willing to wait for the house to cool down. Heating will be slightly better, due to a larger over-size allowance, but it is still affected by this principle. Also, realize if outdoor temperature rises above the design conditions, then the indoor temperature rises accordingly. An indoor temperature of 83 degrees with an outdoor temperature of 105 degrees would be quite possible.
- 2) Do not be alarmed if the unit runs continuously during peak conditions. It is designed to do so and is, in fact, operating more efficiently for energy consumption and life expectancy if running for prolonged periods rather than cycling on and off frequently.
- 3) Your duct system is designed for "Average Exposure," which means that you may need to adjust some registers to suit your personal needs. If one room is too hot during cooling season, close down other registers slightly to force more air to that room. In two-story homes, you may need to seasonally adjust registers, with more open upstairs in summer and the opposite in winter, to offset the natural tendency of heat to rise. You may even wish to leave your fan on continuously during peak temperatures, to maintain a more uniform temperature throughout the house.
- 4) Clean or change filters regularly, every 30-45 days. This increases performance and efficiency.
- 5) If the outdoor unit does not run, check the circuit breakers and replace the fuses, if needed. Call for service if these measures are not successful.
- 6) It is recommended that a professional perform preventative maintenance annually.
- 7) Beat the rush! Check your system for heating and cooling operations prior to each season's change. This will allow for faster service should there be a problem prior to seasonal busy periods.

8) Refer to you manufacturers' and owners' manuals or other sections of this guide for further information on the operation and maintenance of your system.

9) Do not minimize the benefit of window-shading devices! Rooms with a large amount of glass on east, west, or southern exposures are very sensitive to the lack of window coverings. Since all windows are assumed to have coverings, room temperatures will drift if drapes are open when the sun's rays are directly striking the glass. Light-colored drapes or blinds can cut solar heat gain in half, dramatically reducing your cooling bills. Exterior shady screens and reflective coatings can reduce solar heat gain by up to 65A%.

IX Zoning

Carrier's WeatherMaker Two Zone allows you to personalize your comfort for precise indoor weather. Every family and every individual has different indoor weather needs. That's why we designed the WeatherMaker Two Zone to your specific demands. By dividing your home into two separate areas, or zones, the WeatherMaker Two Zone can be set at different temperatures within your home according to season or personal preference, to make your system operate more efficiently. That's important because the needs of each of these areas can be affected by large windows, high ceilings, positioning of the sun and other variables. With WeatherMaker Two Zone, you'll enjoy enhanced temperature control and economical system performance.

With a thermostat in each zone, WeatherMaker Two Zone can detect where and when conditioned air is needed. These thermostats send information to a central controller which activates the system, adjusting the dampers in the ductwork and sending conditioned air to the zone in which it is needed.

It is important to remember that your zoning system is not designed to eliminate all the airflow to a zone that is closed. Some "bypass" is required for sizing reasons.

X Calling for Service

If you do need to call for service on your gas furnace, heat pump systems, or air conditioner, please follow the guidelines listed below.

Warranty

Be sure that fuses, circuit breakers, and thermostat have been checked, as described in your Homeowners' Manual and earlier in this guide. Our most common non-warranty repairs are related to circuit breakers that are tripped off, bad fuses, or improperly set thermostats. These types of service are not covered by warranty and could result in you being charged for your service call.

Information

When placing your request for service, please have ready the name of your subdivision, the builder, your lot number, and address. Also provide your move-in date and brief, but specific, description of your service problem.

Entry

We require entry to your home in most cases but do not need anyone to be there unless we are providing paid service on a C.O.D. basis. If it is inconvenient for you to be home on the day of your service call, please arrange another method of entry, i.e., a key left with a neighbor, subdivision staff or sales office staff, or under the front mat. We can also arrange to call you at work ½ to 1 hour before your call so that you can come home just long enough to let us in. Because it is impossible to know how long each repair will take, appointments for specific times are not available.

To schedule a service call, please contact our office at 707-446-1511. If you are calling from the Bay Area, call 925-946-1511. We will appreciate your patience during peak heating and cooling seasons, as we have a great number of customers calling at those times. All calls are answered in the order they are received.

If you have access to a fax machine, you may fax your service request to our Vacaville office at 707-451-6584, using a copy of the enclosed service request form. Please do not fax requests for same-day service or for service at specific times or on weekends. If you wish to confirm that your faxed request has been received and scheduled, please call the Vacaville phone number. After office hours, our answering service will take your message but will not be able to schedule a service call. Your message will be forwarded to the service office on the next business day, and your call will be returned. Please remember that we handle a great number of calls during very hot or cold weather, and it may be more convenient for you to call back to the office during normal business hours. Remember, a call placed to the answering service does not constitute a scheduled service call.

Please remove and copy the fax form on page 14.

XI Warranty Information

Check the things you can do for yourself:

- 1) Check fuses and circuit breakers, insuring their replacement or resetting, if needed.
- 2) Make sure all doors and panels are in place.
- 3) Clean or replace filters regularly, every 30-45 days.
- 4) Make sure that the thermostat is set for the proper function and temperature.
- 5) Make sure the gas valve and/or power supply to the system is on.
- 6) Check room registers, making sure they are adjusted as you desire.
- 7) Make sure the outdoor unit air circulation is not restricted. It should be cleaned regularly, free of dirt, leaves, grass, etc. Do not cover the outdoor unit, but protect it from being marked by your pet.

8) Read the Homeowners' Manual.

By doing these things yourself, you can save yourself money. Many unnecessary service calls result in the Service Technician doing what you can do for yourself.

Dependable will not be responsible for:

1) Normal maintenance, as outlined in the Homeowners' Manual. This includes cleaning or replacement of filters, cleaning or lubrication of system components.

2) Failure to start due to voltage conditions, blown fuses, open circuit breakers, or other damages due to the inadequacy or interruption of electrical or gas services. Homes with gas heat require that all gas lines be free of air.

3) Damage or repairs needed as a consequence of misapplication, abuse, unauthorized servicing by an unauthorized dealer, or unauthorized alterations or improper operation, as outlined in the Homeowners' Manual. The above could result in termination of the Dependable Warranty.

4) Damage as a result of floods, wind, fires, lightning, accidents, corrosive atmosphere, or other conditions beyond the control of Dependable.

5) Electricity or fuel costs, or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.

6) Resetting of reset switches (see Page 11).

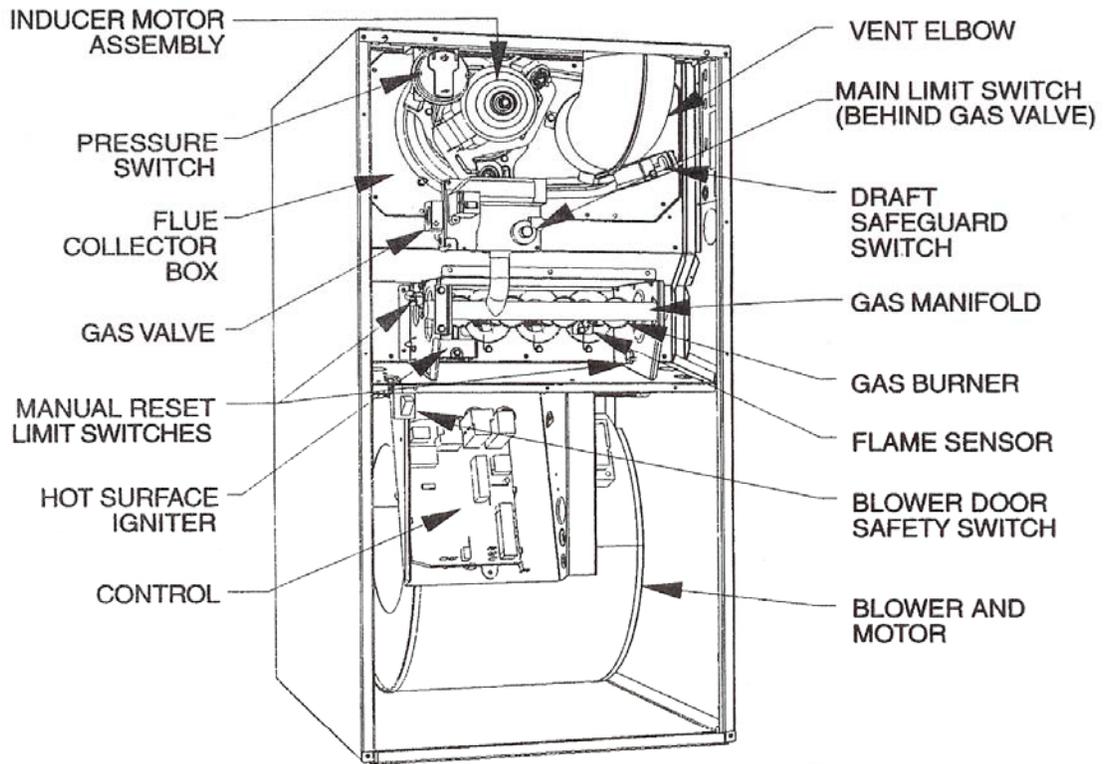
7) Repair bills incurred by customer due to failure of customer to contact Dependable for repairs.

Before we can respond:

Owner must agree to pay for repair if any of the above items are the reason for service.

Reference Guide

Furnace Components



RATING PLATE
NOT SHOWN
(LOCATED ON
BLOWER DOOR)

A02041

*Elbow may be turned to a different position, depending on type of installation

NOTE: The 58STA/STX Furnaces are for use with natural gas. These furnaces can be field-converted for propane gas with a factory-authorized and listed accessory conversion kit.

Troubleshooting Guide

Problem	See Page On
No cool air/air conditioning	Thermostat Operation Filter Maintenance Airflow/Register Adjustment Fuses/Circuit Breakers
No heat/room temperature air	Gas Furnace Start-Up Thermostat Operation Fuses/Circuit Breakers Filter Maintenance
No airflow to all/some rooms	Airflow/Register Adjustment System Sizing/Operating Tips Filter Maintenance
Smoke/Burning smell from register	Gas Furnace Start-Up
Fan won't turn off	Thermostat Operation Gas Furnace Start-Up
No filter in grill/furnace	Filter Maintenance
Not cool/warm fast enough	System Sizing/Operating Tips
Thermostat display is blank	Possible cause, clogged filter Filter Maintenance



Homeowner Fax Form

Request for Heating/Air Conditioning Service

Date Faxed _____ Service Request Date _____

Homeowner/Tenant Name _____

Street Address _____

City _____ Zip Code _____ Lot # _____

Move-in Date _____ Request Placed By _____

Home Phone _____ Work Phone _____

Subdivision Name _____

Builder/Contractor _____

Problem Description _____

Breakers/Fuses/Thermostat Checked Yes No

Entry Instructions _____

Notes/Comments _____

Contact Information

Contact
Dependable Sheet Metal
1855 N. First Street, Suite A, Dixon, CA 95620
Fax: 707-693-9842
Email: don@dependableair.com

707-446-1511



Turn to the Experts
[Read More](#)

Operating Hours:

Monday through Friday - 7:00 AM to 6:00 PM



Toll Free:
800-794-1003

Contra Costa:
925-946-1511

Yolo County:
530-662-1534

Solano County:
707-446-1511

Dixon:
707-678-9600

Sales Department

New construction, replacement of equipment, duct cleaning, air purification and window replacement

Email

don@dependableair.com
john@dependableair.com

Sheet Metal - Purchase & Sales

Gutter, downspouts, and sheet metal shop questions/concerns

Email

earnie@dependableair.com
jeff@dependableair.com

Office

To contact representatives in our office

Email

phil@dependableair.com
brad@dependableair.com
kknudson@dependableair.com
sherri@dependableair.com

Billing Department

Billing questions or problems

Email

robin@dependableair.com

Website

Website questions or problems

Email

webmaster@dependableair.com

Preventative Maintenance Contact



Dependable Heating & Air Conditioning

8155 N. First Street, Dixon, CA 95620
 (707) 446-1511 • (925) 946-1511 • (707) 678-9600 • Fax (707) 451-6584
 www.DependableAir.com • State Contractor Lic. #337847

*"Dependable
Since 1968"*

CUSTOMER	
Name _____	
Address _____	
City _____	St. _____ Zip _____
Phone (H) _____	
(W) _____	

EQUIPMENT ADDRESS	
Name _____	
Address _____	
City _____	St. _____ Zip _____
Phone (H) _____	
(W) _____	

EQUIPMENT LISTINGS			
Unit	Make	Model	Serial

BENEFITS

- I. Preferred Customer Treatment: Comfort Agreement Customers take top priority over non-agreement customers.
- II. 10% Gratuity off all repairs. Labor and Materials: Includes compressor and heat exchanger.
- III. Up to 2 lbs. of R-22 at no charge during inspections only.
- IV. No overtime rates or travel rated charged to comfort agreement customers.

15 Point Spring Service Check

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. Check operating pressures 2. Check voltage and amperage to all motors with meeter 3. Check air temperature drup across evaporator 4. Check for adequate refrigerant charge 5. Check evaporator superheat 6. Lubricate all moving parts 7. Check belt and adjust tension 8. Check filters | <ol style="list-style-type: none"> 9. Check pressure switch cut-out settings 10. Check electrical lockout circuits 11. Check start contactor 12. Check all wiring and connections 13. Check and adjust thermostat 14. Check air temperature across condenser 15. Check condensate drain |
|--|--|

13 Point Fall Service Check

1. Check and adjust thermostat
2. Clean and adjust all safety controls
3. Check burners and controls
4. Check and adjust pilot
5. Adjust burner for efficiency
6. Check for gas leaks in furnace
7. Lubricate all accessable moving parts
8. Check belts and adjust tension
9. Check filters
10. Check flue pipes
11. Adjust pressure regulator
12. Check total performance of system

The comfort agreement begins _____ through _____ at three visits per year. The comfort agreement service is to be performed in the months of _____, _____ and _____. The confort agreement annual payment of \$ _____ per system per year.

Company acceptance _____ Date _____
 Customer acceptance _____ Date _____

Total payment _____ by Check, Mastercard, Visa (check one) Approval # _____

Thank you for allowing us to serve you better.

Index

Airflow / Register Adjustment	5
Service Call	8
Bay Area Service Call	9
Electrical Information	
Fuses / Circuit Breakers	3
Fan	3
Filter	
Maintenance	5
Gas Furnance / Air Conditioner	
Start-Up	3
No Airflow	12
No Cool Air	12
No Heat	12
Not Cool / Warm Fast Enough	12
Smoke / Burning Smell	12
System Sizing / Operating Tips	6
Temperature	
Indoor / Outdoor Design	6
Zoning Systems	8
Warranty	
Information.	2
Things You Can Do	7
Reference Guide	10
Troubleshooting Guide	12
Request for Service fax form	13
Contact Information.....	14
Preventative Maintenance Contract.....	15