



It's time to get comfortable.

Johnson Controls Unitary Products
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Norman, OK 73069
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DATE: October 30, 2014

ST-001-14

TO: All York Branch Service Managers
All York Distribution Service Managers
All Regional Managers

SUBJECT: Diamond 90 – Single & Two Stage Gas Furnace Primary H/X Availability
PRODUCT MODELS: PXU, PXD, PUR, PDH & PDR

Replacement primary heat exchangers are no longer being manufactured for the above furnaces. Source 1 does have a limited number of heat exchangers available for certain models, however when their inventory is depleted, no more will be made. The following procedure should be followed when a cracked heat exchanger is found.

1. Check with Source 1 parts to see if they can supply a replacement primary heat exchanger. If they can the heat exchanger should be replaced under the terms of the warranty. For clarification, the warranty on these furnaces is stated below.

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

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

2. If a primary heat exchanger is not available, we will credit the cost of the primary heat exchanger as a credit towards the cost of a new unit. To receive credit, fill out a warranty claim for the primary heat exchanger, even though the heat exchanger is not available. The rating plate from the old furnace must be kept for auditing purposes.

Please follow these procedures when filing a claim for the cost of the heat exchanger towards a unit change out:

1. File a parts, labor and change out claim on Click Commerce.
2. Reference this service letter, ST-001-14, on the warranty claim.
3. Select unit change out and enter the new unit serial number and date of installation.
4. Put the heat exchanger part number in both the new & old part number fields.

Feel free to contact us if you have any questions.

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Johnson Controls Unitary Products

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Johnson Controls Unitary Products