



STYLECREST®

# Warranty Service Policy Guide For Manufactured Housing Effective January 2012





## DECLARATION

Style Crest, Inc.® (SCI) is the Exclusive Master Distributor for the Unitary Products Group (UPG- a division of Johnson Controls, Inc.), line of furnaces, air conditioners, heat pumps and package units built for the Manufactured Housing industry market. SCI is also the distributor of VEXAR™/REVOLV® brand evaporator coils and furnaces for use in the Manufactured Housing Market place.

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## STYLE CREST ELECTRONIC WARRANTY CLAIM PROCESSING

SCI has streamlined and improved our warranty claim processing procedure by moving to an online claim filing system. For additional information, **please email [warranty@stylecrest.net](mailto:warranty@stylecrest.net)** with the following information: SCI account number, full company name, telephone number, email address, fax number, and the contact person that will be processing your claims. To obtain a SCI account number, contact Inside Sales at 1-800-945-4440.

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## AUTHORIZED SERVICE CENTER

SCI offers an Authorized Service Center program to highlight servicers and distributors authorized to provide service on SCI manufactured housing products. SCI publishes a quarterly listing of program members to SCI distributors. Authorized Servicers have access to the SCI Technical documents, and can file claims directly with SCI, as well as other benefits provided by SCI. To become an authorized servicer, contact Technical Services at 1-800-228-7896.

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## STYLE CREST HVAC SERVICE DOCUMENTS

The SCI Website ([www.stylecrestproducts.com](http://www.stylecrestproducts.com)) allows access to installation instructions, repair parts lists, technical data and much more for our manufactured housing equipment. The website allows SCI to provide up to date information regarding SCI distributed products.

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## WARRANTY SERVICE POLICY

The following pages contain the policy for in-warranty service of manufactured housing HVAC equipment sold by 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.

**NOTE: This service policy may be terminated or modified at any time at the sole discretion of SCI. If questions arise regarding the policy, contact:**

Style Crest, Inc.  
ATTN: HVAC Warranty Services  
2450 Enterprise St. / Drawer A  
Fremont, Ohio 43420

This policy will become effective on February 1, 2012 and will remain in effect until rescinded or replaced at a later date. **SCI reserves the right to edit or revise this publication or any portion herein without notice.**

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## **BASIC WARRANTIES**

Retail Consumer – SCI warrants manufactured products sold by SCI against defects in material or factory workmanship for the term specified in individual product warranty certificates.

Service Agency – SCI agrees to provide the service agency with the service information and to reimburse the agency for the service 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 of cancellation.

## **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 proper Warranty Claim for any reimbursement through SCI's distribution network, pursuant to the equipment warranty and this policy guide.

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 any warranty policy.**

## **RESPONSIBILITY OF STYLE CREST AS THE MASTER DISTRIBUTOR**

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

Neither SCI nor any of its equipment suppliers shall be responsible for paying requests for labor or for providing warranty parts to rectify deficiencies which can be attributed to sources other than manufacturer's factory workmanship (i.e. mis-wiring, insufficient or collapsed ducts or any other problems associated with the installation of the appliance). SCI and its equipment suppliers shall not be responsible for failed merchandise as a result of misuse or abuse by the user and/or installer (i.e. damage due to shipping, normal wear-and-tear, etc.)

**SCI will not pay mark-up retail price on parts, nor will SCI pay servicers 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 SCI provided equipment supplier material and/or factory workmanship **MUST NOT** be billed to SCI. In cases where SCI or its equipment suppliers are not liable for the service work, the responsible party should be contacted for payment of services.

## **REGISTRATION INFORMATION**

Style Crest distributed Coleman® products can be registered online at [www.upgproductregistration.com](http://www.upgproductregistration.com) or by calling JCI Registration at 866-621-9675.

Style Crest distributed VEXAR™/REVOLV® evaporator coils do not require registration. The install date and warranty coverage is based on the related outdoor unit. Please see page 14 for information related to VEXAR™/REVOLV® evaporator coil coverage.

VEXAR™/REVOLV® VMA furnaces are registered by mailing the completed warranty cards to Style Crest Warranty.

## OUTLINE OF WARRANTY SERVICE & REIMBURSEMENT PROCESS

1. Servicer is notified by homeowner for need of service
2. Servicer determines the unit warranty coverage and verifies the install date with the homeowner. Proof of purchase may be required. Homeowner is advised that any repair not covered by warranty, diagnosis fees or labor/trip charges (for units out of labor coverage), will be the responsibility of the homeowner.
3. Warranty Service is performed
4. Servicer completes a warranty claim online, by mail or files a claim with the local SCI distributor and includes all necessary information for better processing
5. Any parts on the Coleman® Failed Parts Return listing should be returned to the specified location on the listing (see Failed Parts Return Information section)
6. Once the claim is processed, credit is issued to the servicer/distributors SCI account. For claims filed with a SCI distributor, the distributor will credit the servicer.

## ELECTRONIC CLAIM FILING

In December 2005, SCI announced the streamlining and improvement of our claim processing procedure by moving to an online claim filing system. Complete and accurate claims filed via the online filing system result in an available credit issued to a SCI account within 10 business days. **All claims must be submitted within 30 days of service repair date.** Claims submitted after the 30-day submittal period is subject to denial.

Service companies choosing to file their claims electronically **must first email Style Crest Warranty Services at [warranty@stylecrest.net](mailto:warranty@stylecrest.net)** with the following information: SCI account number, full company name, address, telephone number, fax number, and contact person responsible for filing warranty claim. To obtain a SCI account number, contact Inside Sales at 1-800-945-4440.

Once your information has been verified and entered into the electronic claim system, you will receive a confirmation email with claim processing instructions as well as how to obtain a log-in from the website provider. 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 service.

To request a forgotten password for ServicePower, please contact ServicePower directly by calling 1-800-377-3678 or emailing [service@servicepower.com](mailto:service@servicepower.com). You must have an existing account with Style Crest.

## PAPER CLAIM FILING

Filing of warranty claims via the SCI Manufactured Housing Warranty Claim form is also available. Starting January 1, 2011, a \$5.00 processing fee will be deducted from the total warranty credit for all paper claim submissions. Any remaining balance owed on a SCI account due to the processing fee is the responsibility of the account holder. **All claims must be submitted within 30 days of service repair date.** Any claim submitted after the 30 day submittal period is subject to denial.

Requests for the SCI Manufactured Housing Warranty Claim form can be directed to the warranty department. Note: claim numbers are no longer pre-assigned. It is the responsibility of the user to assign a claim number.

Claims will be processed in the order in which they are received. Only claims on the most current claim form (enclosed in this guide) will be accepted. Invoices issued to SCI are not acceptable warranty claims. Complete and accurate claims filed via the paper claim form system result in an available credit issued to a SCI account within 25 business days. Incomplete or illegible claim forms will delay the processing or may require resubmission of the warranty claim.

Completed claim forms should be mailed or faxed to:

Style Crest, Inc.  
ATTN: HVAC Warranty Services  
Drawer A  
Fremont, Ohio 43420  
(Fax) 419-333-5820

## PROCESS OF WARRANTY REIMBURSEMENT

Any and all users of the warranty claim filing system are required to set up a SCI account to facilitate reimbursement. Warranty credits will be applied to the SCI account upon processing of a warranty claim. A monthly statement will be mailed notifying users of the balance on the account. After credit has been issued, request to the credit department can be made to facilitate a check reimbursement by calling 1-800-925-4440. Checks will not be the standard process for credit and must be requested on a case by case basis and will be supplied after receipt of statement once per month.

Labor hour reimbursement is based on the contracted labor rate. Authorized service centers who file claims directly to SCI will be reimbursed at rate determined by the contract with SCI. Servicers who file claims through a SCI distributor will be reimbursed at the distributor's set rate. Any servicer/dealer not contracted with Style Crest will be reimbursed at a labor rate of \$50.00 if filing claim directly with SCI. To become an Authorized service center, contact Technical Services at 1-800-228-7896.

Replacement part reimbursement is based on the terms of the established SCI account.

## RANDOM AUDITS

Paperwork for claims filed via the electronic claim processing system are not required to be forwarded to SCI Warranty Services. Distributors and service companies must retain the claim in the event that the claim is selected for audit purposes.

For both online and paper claim, not all parts are required to be returned with the claim. **However**, parts not required to be returned **must be held for sixty (60) days from the date the claim is paid** in the event that the claim and parts are selected as part of the random audit process. See return instructions on page 14.

## ADDITIONAL INFORMATION - EXCEPTIONS/EXCLUSIONS

Below are exceptions and exclusions to the unit warranty coverage offered on SCI distributed units:

\*Repairs not covered by the unit warranty include, but are not limited to: repairs due to faulty installation; misapplication of equipment; replacement of parts due to normal use, regular maintenance or cosmetic damage; replacement of fuses and nozzles, field piping, pre-charged coupling connections, solder, acetylene, miscellaneous fittings; sales tax, freight and shipping costs.

\*An overcharge or undercharge where no leak is present or repaired is considered a routine part of normal system checkout upon installation and is not covered by warranty.

\*Hard start kits are covered for parts only (no labor or trip) under warranty for the first 7 days after installation with authorization by Technical Services. Contact Technical Services prior to repairing to obtain a tech reference number.

\*Door/cabinet replacements are not covered under warranty unless it is determined by Technical Services as a valid warranty claim. Claims without tech authorization will be denied. Paint chipping or rusting of components are considered cosmetic damage and normal wear and are not covered by a unit's part coverage. Contact Technical Services prior to repairing/filing claim to obtain a tech reference number.

\*Only the replacement of OEM installed thermostats are covered by warranty within the first year after install of the unit (part only, no labor or trip). Any wiring repairs to thermostats are considered an OEM installation issue and are not covered.

\*Warranty coverage starts from date of installation of unit or date of occupancy (as determined by utility connection/completion of Certificate of Occupancy) of home by original homeowner. Proof of purchase may be required for units not registered and purchased 18 months after the manufacture shipping date. Proof of purchase should include the date of install and the unit serial as well as the location of install. If the unit is not registered and proof of purchase can not be provided to establish date of install/purchase, the manufacturers shipping date will be used.

\*The warranty applies to the original homeowner only for all SCI distributed equipment.

\* Equipment purchased on the internet is excluded from warranty.

\*Relocation of home or equipment from the original site **voids all warranty coverage**.



## LABOR COVERAGE ALLOWANCES

### FLAT RATE LABOR SCHEDULE BACKGROUND

The flat rate-flat time concept has been used throughout the Manufactured Housing industry. Manufactured Housing's labor rate allowance allows all authorized service centers to bill their contracted hourly rate per the flat rate time allowance. See the labor rate schedules listed in each repair section.

### REFRIGERANT LEAK POLICY

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

Effective January 1, 2011, maximum reimbursement for R410A shall be \$10.50 per lb and for R22 shall be \$10.00 per lb. The maximum amount of refrigerant shall be the system charge plus three (3) pounds. Maximum labor allowed shall be two (2) hours.

The exact location of the leak **must** be listed on the claim form (i.e., 3<sup>rd</sup> U-bend from the top of A-coil - "repaired leak in A-coil" is not an acceptable description).

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 a case of a refrigerant leak or when the original system refrigerant is contaminated.

### TRIP CHARGE POLICY

Under the Manufactured Housing 'labor rate' program, no allowances will be made for travel time or mileage charges. SC will allow a trip charge for a service call within labor coverage per the model warranty. See warranty data chart on page 12-13.

- \$32.50 trip charge for any valid warranty service call between one (1) and fifty (50) miles (round trip)
- \$65.00 trip charge for any valid warranty service call between fifty-one (51) and one hundred (100) miles (round trip)
- Any valid warranty service call which exceeds one hundred (100) miles must receive **prior authorization** from SCI Technical Services department. Claims authorized and submitted in excess of 100 miles will be process at \$0.65/mile. Claims without prior authorization listed on the claim will be adjusted to the 100 mile maximum allowed. **Round trip miles must be entered in the appropriate section of the claim form or the claim entry screen. In the event 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.**

### LABOR ALLOWANCE FOR REPLACEMENT OF PARTS

In addition to providing in-warranty replacement parts, SCI will also pay an authorized service center 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 paid is stated in the manufactured housing "Flat Rate Labor Schedule" located in each repair section.

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

### 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 attributed to a UPG/ VEXAR™/REVOLV® 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 but not limited to 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, indoor coils and/or assemblies, shall not be changed out to correct a service problem without prior authorization from SCI's Technical Service department. Should a unit change out occur without prior authorization from SCI's Technical Service department, **the unit becomes the property and responsibility of the entity making the exchange.**

## **AIR CONDITIONER CONDENSER AND PACKAGED EQUIPMENT REPAIR**

For all split system condenser repairs, the related indoor coil model and serial number is required. When filing online, list the indoor coil model and serial number information in the "Service Performed" section.

### **Compressor replacement & return policy**

For all compressor replacements, the failed and installed compressor model and serial are required. The compressor warranty is only valid for condenser installed with the correct AHRI rated evaporation coil. 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 with the significant cost of making two trips. This allowance includes all expenses incurred, including refrigerant, miscellaneous fittings, reclaim AND trip charges. Liquid line driers must be installed on all compressor change-outs. The old and new compressor serial numbers are required for claim to process.

We are 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. All manufacturers of air conditioning equipment recognize the value of a liquid line drier installed in all compressor change-outs. In some instances of extreme contamination **use of a suction line drier is permissible if removed at a later date.**

Compressor failures due to electrical shorts or burnouts require the change-out of compressor plug harness. 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 manner as all in-warranty parts.

**IMPORTANT:** Failure to comply with this policy will result in denial of your compressor claim.

For repairs in labor warranty, please see the chart below for a breakdown of warranty reimbursement.

<b>Failed Part</b>	<b>Labor Hours</b>	<b>Trip Charge</b>	<b>Refrigerant</b>	<b>Reclaim</b>
Compressor	\$350 Flat Rate	N/A	N/A	N/A
Lineset	1.0 HR	Y	Y	Y
Blower Motor/Mount (Package Unit)	1.0 HR	Y	N	N
Blower Wheel (Package Unit)	1.0 HR	Y	N	N
Contactator	1.0 HR	Y	N	N
Transformer	1.0 HR	Y	N	N
Fan Motor	1.0 HR	Y	N	N
Fan Blade	1.0 HR	Y	N	N
Fan Mount	1.0 HR	Y	N	N
Run Capacitor	1.0 HR	Y	N	N
Start Relay	1.0 HR	Y	N	N
Distributor Relay	1.0 HR	Y	N	N
Refrigerant Leaks	2.0 HRS	Y	Y	Y
Distributor/TXV (Package Unit)	2.0 HRS	Y	Y	Y
Condenser Coil	2.5 HRS	Y	Y	Y
Evaporator Coil	2.5 HRS	Y	Y	Y
Drain Pan	2.5 HRS	Y	Y	Y
Drier Only	2.0 HRS	Y	Y	Y



## FURNACE REPAIR

### GAS HEATING REPAIRS-80%AFUE

For repairs in labor warranty, please see the chart below for a breakdown of warranty reimbursement.

Failed Part	Labor Hours	Trip Charge	Refrigerant	Reclaim
Limit Switch	1.0 HR	Y	N/A	N/A
Transformer	1.0 HR	Y	N/A	N/A
System Switch	1.0 HR	Y	N/A	N/A
Gas Valve	1.0 HR	Y	N/A	N/A
Blower Motor/Mount	1.0 HR	Y	N/A	N/A
Capacitor	1.0 HR	Y	N/A	N/A
Heat Exchanger	3.5 HRS	Y	N/A	N/A
Igniter	1.0 HR	Y	N/A	N/A
Booster Assembly	1.0 HR	Y	N/A	N/A
Flame Sensor	1.0 HR	Y	N/A	N/A
Integrated Board	1.0 HR	Y	N/A	N/A
Blower Wheel	1.0 HR	Y	N/A	N/A

\*See the most current Coleman® Failed Parts Return listing for part return information.

### 90+% FURNACE-DGAD-G/UGA/MG9S SERIES

For repairs in labor warranty, please see the chart below for a breakdown of warranty reimbursement.

Failed Part	Labor Hours	Trip Charge	Refrigerant	Reclaim
Blower Motor/Mount	1.0 HR	Y	N/A	N/A
Vent Motor	1.0 HR	Y	N/A	N/A
High Limit	1.0 HR	Y	N/A	N/A
Control Board	1.0 HR	Y	N/A	N/A
Flame Sensor	1.0 HR	Y	N/A	N/A
Transformer	1.0 HR	Y	N/A	N/A
Gas Valve	1.0 HR	Y	N/A	N/A
Blower Wheel	1.0 HR	Y	N/A	N/A
Sec. Heat Exchanger	3.5 HRS	Y	N/A	N/A
Prim. Heat Exchanger	3.5 HRS	Y	N/A	N/A
Capacitor	1.0 HR	Y	N/A	N/A
Roll-Out Switch	1.0 HR	Y	N/A	N/A
Igniter	1.0 HR	Y	N/A	N/A
Pressure Switch	1.0 HR	Y	N/A	N/A
Upper Limit Switch	1.0 HR	Y	N/A	N/A
Burner Assembly	1.0 HR	Y	N/A	N/A

\*See the most current Coleman® Failed Parts Return listing for part return information.

### VMA SERIES-95% FURNACE – VEXAR™/REVOLV®

The 95% VEXAR™/REVOLV® gas furnace does not have labor coverage. This warranty is non-transferable and is parts only. The unit has a 5 year parts and lifetime original homeowner heat exchanger warranty. If the heat exchanger should fail within the 10 year heat exchanger coverage, the unit will be replaced.

## ELECTRIC HEATING

For repairs in labor warranty, please see the chart below for a breakdown of warranty reimbursement.

Failed Part	Labor Hours	Trip Charge	Refrigerant	Reclaim
Transformer	1.0 HR	Y	N/A	N/A
Sequencer	1.0 HR	Y	N/A	N/A
Limit Switch	1.0 HR	Y	N/A	N/A
Circuit Breaker	1.0 HR	Y	N/A	N/A
Relay	1.0 HR	Y	N/A	N/A
Element Assembly	1.0 HR	Y	N/A	N/A
Blower Motor/Mount	1.0 HR	Y	N/A	N/A
Blower Wheel	1.0 HR	Y	N/A	N/A

\*See the most current Coleman® Failed Parts Return listing for part return information.

## OIL HEATING

For repairs in labor warranty, please see the chart below for a breakdown of warranty reimbursement.

Failed Part	Labor Hours	Trip Charge	Refrigerant	Reclaim
Fan Switch	1.0 HR	Y	N/A	N/A
Limit Switch	1.0 HR	Y	N/A	N/A
Transformer 24v	1.0 HR	Y	N/A	N/A
Blower Motor/Mount	1.0 HR	Y	N/A	N/A
Blower Wheel	1.0 HR	Y	N/A	N/A
Primary Control	1.0 HR	Y	N/A	N/A
Ignition Transformer	1.0 HR	Y	N/A	N/A
Fuel Pump	1.0 HR	Y	N/A	N/A
Electrodes	1.0 HR	Y	N/A	N/A
Cad Cell	1.0 HR	Y	N/A	N/A
Heat Exchanger	3.5 HRS	Y	N/A	N/A
Burner Motor	1.0 HR	Y	N/A	N/A
Combustion Chamber Assembly	1.0 HR	Y	N/A	N/A

\*See the most current Coleman® Failed Parts Return listing for part return information.

## HEAT PUMPS CONDENSER AND PACKAGE EQUIPMENT

Heat pumps which utilize a liquid line drier on both the indoor and outdoor coils will be required to have both changed. 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 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.

For repairs in labor warranty, please see the chart below for a breakdown of warranty reimbursement.

Failed Part	Labor Hours	Trip Charge	Refrigerant	Reclaim
Contactator	1.0 HR	Y	N/A	N/A
Fan Motor	1.0 HR	Y	N/A	N/A
Fan Blade	1.0 HR	Y	N/A	N/A
Capacitor	1.0 HR	Y	N/A	N/A
Outdoor Thermostat	1.0 HR	Y	N/A	N/A
Reversing Valve Solenoid	1.0 HR	Y	N/A	N/A
Defrost Control Board	1.0 HR	Y	N/A	N/A
Reversing Valve	2.5 HRS	Y	N/A	N/A
Accumulator	2.0 HRS	Y	N/A	N/A
Drier Only	2.0 HRS	Y	N/A	N/A
Hi-Pressure Switch	2.0 HRS	Y	N/A	N/A
Compressor	\$350.00 Flat Rate	N/A	N/A	N/A
Bullet Restrictor/orifice	1.0 HR	Y	Y	Y
Refrigerant Leaks	2.0 HRS	Y	Y	Y
Condenser Coil	2.5 HRS	Y	Y	Y
Evaporator Coil	2.5 HRS	Y	Y	Y
Distributor Assembly/TXV	2.0 HRS	Y	N/A	N/A
Coil Sensor	1.0 HR	Y	N/A	N/A
Blower Motor/Mount	1.0 HR	Y	N/A	N/A
Drain Pan	2.5 HRS	Y	N/A	N/A

\*See the most current Coleman® Failed Parts Return listing for part return information.

## AIR HANDLER REPAIR

Model and serial of related SCI furnace is required to determine warranty coverage of Air Handler unit.

## BLEND AIR REPAIR

Model and serial of related SCI furnace is required to determine warranty coverage of Blend Air unit.

Labor allowance for all components for ALL Blend Air control components (includes wiring connections) is 1.0 HRS.

## INDOOR EVAPORATOR COIL (VEXAR™/REVOLV®) REPAIR

When filing an indoor coil claim, the outdoor condenser model and serial number are required to determine the warranty coverage for the coil.

Prior to pulling an indoor VEXAR™/REVOLV® coil, SCI Technical Services **must** be consulted and authorization obtained for the coil replacement. If authorized, SCI Technical Services will advise of return or scrap directions for the failed coil. Failure to obtain prior authorization may result in denial of the warranty claim.

<b>VEXAR™/REVOLV® INDOOR COILS</b>	
*CONDENSER/HP MODEL/SERIAL REQUIRED to process claim*	
-CLAIMS MUST BE FILED WITH STYLE CREST-	
PRIOR AUTHORIZATION FROM TECH SERVICES REQUIRED FOR ALL VEXAR™/REVOLV® INDOOR COIL REPLACEMENT	
<b>410A MATCHED to a STYLE CREST CONDENSER</b>	SAME COVERAGE AS RELATED CONDENSER/HP (See pg 12-13) (VEXAR™/REVOLV® evaporator coils NOT eligible for extended 10 YRS parts warranty) (TXV REPLACEMENT – 2.0 HRS labor within outdoor unit labor coverage/ part within outdoor unit part coverage)
<b>R22 MATCHED to a STYLE CREST CONDENSER</b>	SAME COVERAGE AS RELATED CONDENSER/HP (See pg 12-13) (TXV REPLACEMENT – 2.0 HRS labor within outdoor unit labor coverage/ part within outdoor unit part coverage)
<b>410A NON- MATCHED SYSTEM</b>	30 DAYS LABOR and 5 YEARS PARTS coverage to the ORIGINAL HOMEOWNER. Refrigerant not included. (TXV REPLACEMENT – 2.0 HRS labor within 30 DAYS, PART within 5 YEARS)
<b>R22 NON- MATCHED SYSTEM</b>	ONE (1) YEAR PART ONLY COVERAGE. Refrigerant not included (TXV REPLACEMENT - NO LABOR, PART within 1 YEAR)

Model and serial numbers of product serviced must be supplied; for example, if the VEXAR™/REVOLV® evaporator coil is repaired, VEXAR™/REVOLV® evaporator model and serial numbers must be provided. Claims filed on split cooling systems should include both the indoor and outdoor model and serial numbers.

See page 14 for the return coil or TXV information.

**Manufactured Housing Equipment Warranty Data**

**AC/Heat Pump/Indoor Coil**

\*Extended parts and labor service agreements are available - contact your SCI Inside Sales Rep.

\*\*Packaged Units (PAC/PHP/NL/UB) sold by Style Crest for the MH/Modular Channel has one-year labor and trip coverage. This coverage is not applicable to any other application.

All warranty coverage is for original homeowner only.

<b>AIR CONDITIONING</b>				<b>LABOR</b>	<b>PARTS</b>	<b>COMP</b>	<b>TRIP</b>
BRCQ	R22	QUICK	AC	1Y	1Y	5Y	Y
BRCs	R22	SWEAT	AC	30D	5Y	5Y	N
<b>CCGD</b>	<b>R22</b>	<b>QUICK</b>	<b>AC</b>	<b>2Y</b>	<b>2Y</b>	<b>5Y</b>	<b>Y</b>
<b>CCGD*</b>	<b>410A</b>	<b>QUICK</b>	<b>AC</b>	<b>1Y</b>	<b>5Y</b>	<b>5Y</b>	<b>Y</b>
DAPM-F	R22	PACKAGE	PACK AC	30D	5Y	10Y	N
DBYP-F	R22	PACKAGE	PACK AC	30D	5Y	10Y	N
DRCQ	R22	QUICK	AC	1Y	1Y	10Y	Y
ERCQ	R22	QUICK	AC	2Y	2Y	5Y	Y
ERCS	R22	SWEAT	AC	30D	5Y	5Y	N
FRCS	R22	SWEAT	AC	30D	5Y	10Y	N
<b>GCGD</b>	<b>R22</b>	SWEAT	AC	30D	5Y	5Y	N
<b>GCGD*</b>	<b>410A</b>	SWEAT	AC	30D	5Y	5Y	N
NL**	410A	PACKAGE	PACK AC	1Y	10Y	10Y	Y
PAC**	R22	PACKAGE	PACK AC	1Y	5Y	5Y	Y
<b>TCGD</b>	<b>R22</b>	SWEAT	AC	30D	5Y	5Y	N
<b>TCGD*</b>	<b>410A</b>	SWEAT	AC	30D	5Y	5Y	N
<b>HEAT PUMP</b>				<b>LABOR</b>	<b>PARTS</b>	<b>COMP</b>	<b>TRIP</b>
BAUH-F	R22	PACKAGE	PACK HP	30D	5Y	10Y	N
BBUP-F	R22	PACKAGE	PACK HP	30D	5Y	10Y	Y
BRHQ	R22	QUICK	HP	1Y	1Y	5Y	Y
BRHS	R22	SWEAT	HP	30D	5Y	5Y	N
CHGD*	410A	QUICK	HP	1Y	5Y	5Y	Y
CHJD*	410A	QUICK	HP	1Y	5Y	5Y	Y
DRHQ	R22	QUICK	HP	1Y	1Y	10Y	Y
DRHS	R22	SWEAT	HP	30D	5Y	10Y	N
ERHQ	R22	QUICK	HP	2Y	2Y	5Y	Y
ERHS	R22	SWEAT	HP	30D	5Y	5Y	N
FRHS	R22	SWEAT	HP	30D	5Y	10Y	N
<b>GHGD</b>	<b>R22</b>	QUICK	HP	30D	5Y	5Y	N
<b>GHGD*</b>	<b>410A</b>	QUICK	HP	30D	5Y	5Y	N
PHP**	R22	PACKAGE	PACK HP	1Y	5Y	5Y	Y
THGD*	410A	SWEAT	HP	30D	5Y	5Y	N
UB**	410A	PACKAGE	PACK HP	1Y	10Y	10Y	Y

**VEEXAR™/REVOLV®**

**Indoor Coils**

See page 8 of policy guide - coverage based on related condenser.

1800 Series

Ex: 1854SA

\*All accessory items have one-year parts only warranty, for example Heating Elements and Blower Assemblies.

Manufactured Housing Equipment Warranty Data					
Furnace/Air Handler/Blend Air					
*Extended parts and labor service agreements are available - contact your SCI Inside Sales Rep.					
***If the heat exchanger fails in the first 10 years, the unit will be replaced.					
All warranty coverage is for original homeowner only.					
<u>GAS FURNACE</u>		<u>LABOR</u>	<u>PARTS</u>	<u>HEX</u>	<u>TRIP</u>
DGAA*	80%	1Y	2Y	10Y	Y
DGAD*	90%	2Y	2Y	10Y	Y
DGAE*	90%	2Y	2Y	10Y	Y
DGAF*	90%	2Y	2Y	10Y	Y
DGAH*	80%	1Y	2Y	10Y	Y
G8C	80%	30D	5Y	20Y	N
GM9	90%	30D	5Y	LIFETIME ORIG	N
MG9S*	95%	1Y	2Y	15Y	Y
UGAA	80%	2Y	2Y	10Y	Y
UGAB	80%	2Y	2Y	10Y	Y
UGAD	90%	2Y	2Y	15Y	Y
UGAE	90%	2Y	2Y	15Y	Y
UGAF	90%	2Y	2Y	15Y	Y
VMA1-50N***		NO	5Y	LIFETIME ORIG	N
VMA1-75N***		NO	5Y	LIFETIME ORIG	N
<u>OIL FURNACE</u>		<u>LABOR</u>	<u>PARTS</u>	<u>HEX</u>	<u>TRIP</u>
DFAA*		2Y	2Y	10Y	Y
DFAH*		2Y	2Y	10Y	Y
P2HB		30D	1Y	LIFETIME ORIG	N
P2HDHX		30D	1Y	LIFETIME ORIG	N
P2LBX		30D	1Y	LIFETIME ORIG	N
P3DHHX		30D	1Y	LIFETIME ORIG	N
P3LBX		30D	1Y	LIFETIME ORIG	N
P4LBX		30D	1Y	LIFETIME ORIG	N
<u>ELEC FURN</u>		<u>LABOR</u>	<u>PARTS</u>		<u>TRIP</u>
EB*		1Y	2Y		Y
<u>AIR HANDLER</u> (Furnace Mod/SN required)		<u>LABOR</u>	<u>PARTS</u>		<u>TRIP</u>
AHX		30D	5Y		N
F2RP		30D	5Y		N
F4F		30D	5Y		N
<u>BLEND AIR</u> (Furnace Mod/SN required)		<u>LABOR</u>	<u>PARTS</u>		<u>TRIP</u>
All Models		1Y	2Y		Y

\*All accessory items have one year parts only warranty, for example Heating Elements and Blower Assemblies.



## **Failed Parts Return Information**

### **Failed Coleman® / Source 1 Parts**

Quarterly, Coleman® issues an updated Failed Parts Return Listing for any Source 1 parts that are required to be returned. Only Coleman®/Source 1 parts listed on the quarterly Coleman® failed returns parts listing are required to be returned.

The Failed Parts Return Listing is available electronically on the SCI online claim filing system. You may also contact SCI warranty services at [warranty@stylecrest.net](mailto:warranty@stylecrest.net) for an updated listing.

Upon receiving a warranty claim, Warranty Services will send instructions on where to send the part and how to obtain pre-paid shipping if the part is required to be returned for the claim to process.

### **Failed VEXAR™/REVOLV® Indoor Coils and TXV**

Prior to the replacement of any VEXAR™/REVOLV® Indoor coil, SCI Technical Services must be contacted to obtain authorization for the replacement.

At time of authorization, SCI Technical Services will give out direction on return or scrap of VEXAR™/REVOLV® Indoor coil.

**ALL** failed VEXAR™/REVOLV® TXV's (expansion valves) **MUST** be returned to SCI Warranty Services:

Style Crest Inc.  
ATTN: HVAC Warranty Services  
Drawer A  
Fremont, OH 43420

Additional credit of \$5.00 will be issued to cover return shipping of VEXAR™/REVOLV® TXV expansion valve. No pre-paid shipping is available. Enclose a **copy** of the submitted warranty claim with the returned VEXAR™/REVOLV® TXV expansion valve. Claim will be pending until VEXAR™/REVOLV® TXV expansion valve is received.

## **Extended Warranty Contracts**

Contact Inside Sales at 1-800-945-4440 to obtain pricing and purchase extended warranty contracts.

Upon processing the contract, the homeowner is sent the original contract. No duplicate will be provided if lost.

Claims for the extended warranty contract will process the same as standard warranty claims.

## **Warranty on Repair Parts purchased & Installed on OUT-of-Warranty Units**

Claims on Source 1 replacement parts which fail within the first year of the part's install date should be filed with the distributor where the part was obtained.

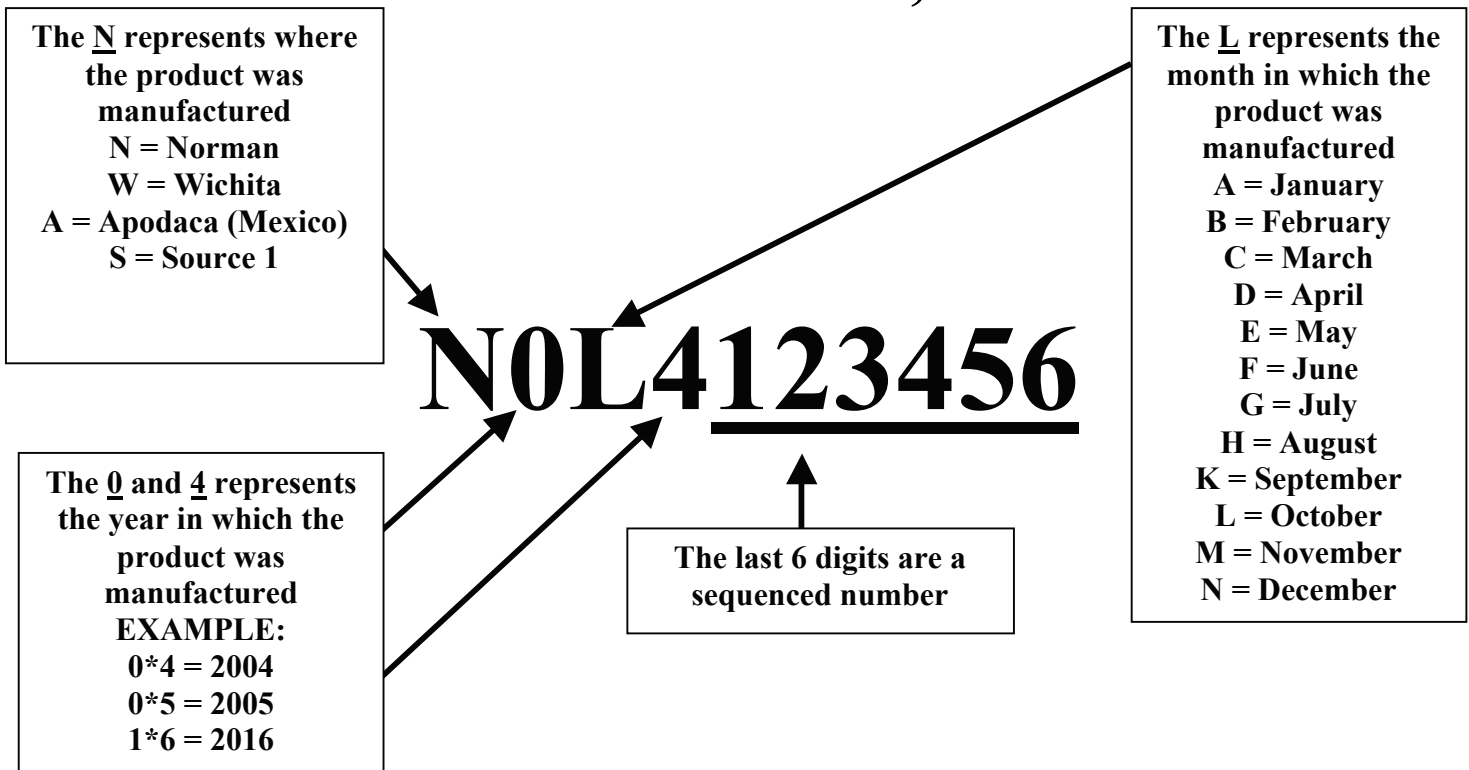
If part was purchased through SCI, submit a completed SCI standard warranty paper claim to Warranty Services along with a copy of the SCI invoice for the failed part. If available, provide homeowner name and address and unit model and serial. The failed part should be held until credit is received.

Source 1 failed part claims are NOT to be filed electronically on ServicePower. Contact Warranty Services at [warranty@stylecrest.net](mailto:warranty@stylecrest.net) for a SCI Manufactured Housing Warranty Claim form.

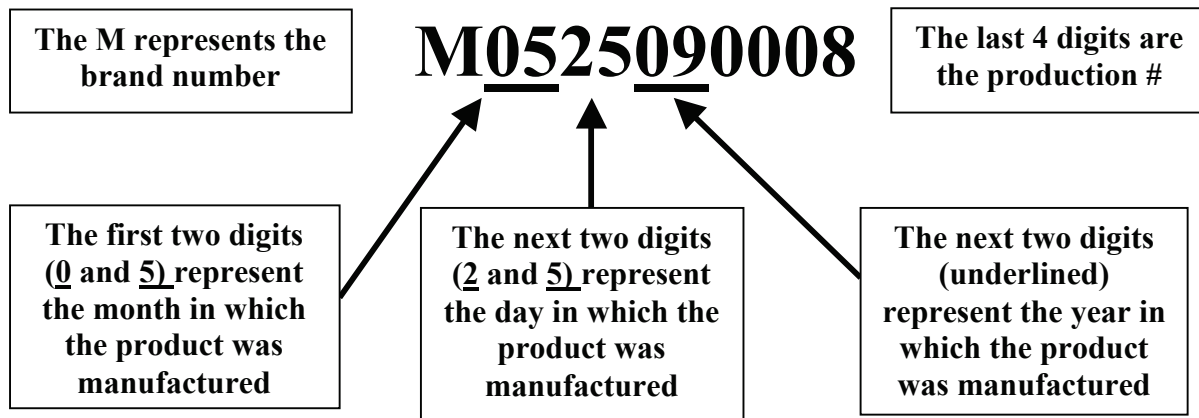
SCI accessories carry a one year warranty and claims should be filed in the same manner as a Source 1 replacement part warranty.

# JCI Serial Number Nomenclature

## After October 6, 2004



# VEXAR™/REVOLV® Evaporator Coil Serial Number Nomenclature



## FREQUENTLY ASKED QUESTIONS

Where do I go to register my unit? (See page 3)

A: Style Crest distributed Coleman® products can be registered at online at [www.upgproductregistration.com](http://www.upgproductregistration.com).

Style Crest distributed VEXAR™/REVOLV® evaporator coils do not require registration. VEXAR™/REVOLV® VMA furnace registration cards should be mailed to Style Crest Warranty.

How do I file a claim? (See page 4)

A: If you have a Style Crest account, a paper claim can be mailed/faxed to Style Crest Warranty or submitted through the online claim system. An alternative method is to work with a local SCI distributor to file your claim.

How will I be reimbursed? (See page 5)

A: All warranty claims issue credits to the SCI account. A SCI account can be set up to reimburse by check by contacting the Credit department at 1-800-925-4440.

How do I become Authorized Servicer? (See page 5)

A: Contact Technical Services at 1-800-228-7896 to be included in the Authorized Servicer listing. Servicers on this listing are recommended to homeowners. The listing is included in all equipment.

My claim is requesting proof of purchase, what do I need to submit? (See page 5)

A: An install invoice, utility connection documentation or Certificate of Occupancy.

How do I obtain a part for a warranty repair? (See page 4)

A: Contact Style Crest Inside Sales at 1-800-945-4440 or a local SCI distributor. Once the repair is complete, file a warranty claim to receive reimbursement.

I've replaced a part for my warranty repair, where do I return it? (See page 11)

A: Not all failed parts are required to be returned. If you file your claim online, the system will automatically determine if the part should be returned and provide instructions. If part is not required to be returned, hold part until credit is received and scrap.

Who do I contact for...? (See page 17)

A: See page 17 for a listing of important contact information.

I have a SCI distributed coil, what is its warranty coverage? (See page 11-13 for unit coverage)

A: The VEXAR™/REVOLV® evaporator coil warranty coverage is based on the outdoor condenser/heat pump. If the outdoor unit is a SCI unit, the evaporator coil has the same parts and labor coverage. If the outdoor unit is a competitor's model, a 410A coil has 30 days labor and 5 years parts and a R22 coil has 1 year parts only coverage.

I don't remember my online claims system password, where can I get it? (See page 4)

A: The online site provides the password directly to users. Contact ServicePower directly by calling 800-377-3678 or emailing [service@servicepower.com](mailto:service@servicepower.com).

## INFORMATION/FREQUENT CONTACTS

**Style Crest, Inc.®** 1-800-925-4440  
Drawer A  
Fremont, Ohio 43420

**SCI Technical Services** 1-800-228-7896  
Provides support for technical issues, tech authorizations & Authorized Servicers listing

**SCI HVAC Service Documents** [www.stylecrestproducts.com](http://www.stylecrestproducts.com)

**SCI Homeowner Assistance Line** 1-800-231-4822  
Provides homeowners with contact information for local Authorized Servicers

**SCI HVAC Warranty Services** [warranty@stylecrest.net](mailto:warranty@stylecrest.net)  
Provides warranty coverage information, consults on claim filing/claim status  
419-333-5790 (phone)  
419-333-5820 (fax)

**SCI Inside Sales** 1-800-945-4440  
Purchasing parts, equipment and extended warranty contracts

**SCI Credit Department** 1-800-925-4440  
Questions regarding the balance on your SCI account

### **JCI/Coleman®**

**Customer Service** 1-877-874-7378  
Questions relating to Non-Style Crest Coleman® equipment

**Unit Registration** 1-866-621-9675 [www.upgproductregistration.com](http://www.upgproductregistration.com)  
Registration of all Coleman® HVAC equipment

**Warranty** 1-877-874-7378  
Questions regarding Non-Style Crest Coleman® equipment

**DGAT Program** [www.dgatprogram.com](http://www.dgatprogram.com)  
Questions regarding filing a claim under the DGAT Inspection program  
Dealer/Servicer Line 1-800-919-3428  
Homeowner Line 1-888-665-4640

**Source 1 Warranty Part Returns (Not VEXAR™/REVOLV®) - 1-800-536-6778**  
8909 E 35<sup>th</sup> St North  
Wichita, KS 67226  
ATTN: Rocky Pike





Please FAX completed form to: 419-333-5820  
 Mailing Address: P.O. Drawer A • 2450 Enterprise Street • Fremont, Ohio 43420

CLAIM No. \_\_\_\_\_ (For Servicer's use only)

**Manufactured Housing Warranty Claim Form**  
 THIS CLAIM FORM IS NOT TO BE USED FOR SOURCE ONE WARRANTY RETURNS

Purchase/Install Date: \_\_\_\_\_  
 Service Date: \_\_\_\_\_  
 Tech Reference #: \_\_\_\_\_

**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 technical services hot line in Fremont, Ohio at 800-228-7896.

SERVICER'S NAME: \_\_\_\_\_  
 SC ACCOUNT #: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 CITY/STATE/ZIP: \_\_\_\_\_  
 PHONE: \_\_\_\_\_  
 TAX ID OR SS#: \_\_\_\_\_

**FURNACE info required for all BLEND AIR repairs**  
 FURNACE Model # \_\_\_\_\_  
 FURNACE Serial # \_\_\_\_\_  
 BLEND AIR Model # \_\_\_\_\_  
 BLEND AIR Serial # \_\_\_\_\_

HOMEOWNER: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 CITY/STATE/ZIP: \_\_\_\_\_  
 PHONE#: \_\_\_\_\_

**Condenser info required for all COIL repairs**  
 Condenser Model # \_\_\_\_\_  
 Condenser Serial # \_\_\_\_\_  
 COIL Model # \_\_\_\_\_  
 COIL Serial # \_\_\_\_\_

**ALL CLAIMS MUST BE FILED AT STYLE CREST WITHIN 30 DAYS FROM THE DATE OF SERVICE.**

Description of failure and repair: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**LABOR ALLOWANCE IF APPLICABLE:**

LABOR \$ \_\_\_\_\_ Trip Mileage \_\_\_\_\_ Trip Charge \$ \_\_\_\_\_ Lbs. Refrigerant \_\_\_\_\_ Refrigerant \$ \_\_\_\_\_ Reclaim \$ \_\_\_\_\_ TOTAL \$ \_\_\_\_\_

**PART ALLOWANCE**

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

OLD Compressor/Unit S/N#: \_\_\_\_\_  
 NEW Compressor/Unit S/N#: \_\_\_\_\_

If you purchase your repair parts through a Style Crest Distributor, you should return your part(s) and claim(s) together to the Style Crest Distributor. Any claim(s) involving accessories, 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.*

- ▶ I certify my appliance(s) has/have been serviced and is operating satisfactorily **X** \_\_\_\_\_  
 (Customer Signature)
- ▶ I certify my I have properly serviced the customer's appliance(s) **X** \_\_\_\_\_  
 (Servicer's Signature)

**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



## 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. Customer's name, address and telephone number.
- b. Type of appliance (gas, oil, or electric furnace, air conditioning, or heat pump, package unit or indoor coil) and if possible, model & serial number.
- c. Date customer purchased appliance - or date of purchase of home if appliance was installed as original factory equipment.
- d. Get description of problem as best as customer can describe it. This would be helpful in determining the repair parts that are necessary.
- e. Set a definite appointment for the "time of service".
- f. Advise the customer that he/she must show the servicer their proof of purchase to validate warranty. If he/she is not to be at home, advise customer to leave the proof of purchase (or a copy) in a predetermined place for review by the servicer.
- g. It is extremely important to advise the customer that he/she is obligated for all service not covered by the 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 customer should be advised of the fact that he/she is obligated for all charges.
- c. If the problem is a direct result of a defect in material or workmanship, Style Crest will handle per the terms set forth in the certificate or warranty supplied with the appliance by UPG and the flat rate schedule and service policy.
- d. IF THE PROBLEM IS A DIRECT RESULT OF IMPROPER INSTALLATION, IMPROPER SET UP, OR IS A PART OF NORMAL CUSTOMER MAINTENANCE OR ADJUSTMENT, SCI / UPG WILL NOT BE RESPONSIBLE FOR ANY SERVICE EXPENSE. SERVICE WORK PERFORMED THAT CANNOT BE ATTRIBUTED TO DEFECTS IN MATERIAL OR UNITARY PRODUCT GROUP FACTORY WORKMANSHIP **MUST NOT BE BILLED TO SCI / UPG**. IN CASES WHERE SCI / UPG IS NOT LIABLE FOR THE SERVICE WORK, THE RESPONSIBLE PARTY SHOULD BE CONTACTED FOR PAYMENT OF YOUR SERVICES.
- 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, and have the claim form signed by the customer upon completion of the required service.
- h. Handle parts carefully to prevent damage. Parts received damaged are not acceptable for warranty.

## PROPER PROCEDURE FOR FILLING OUT AND SUBMITTING CLAIM

In order to receive reimbursement from Style Crest for in-warranty labor, it is absolutely necessary to fill out a Style Crest claim form in its entirety. To eliminate delays and expedite payment of service claims, it is imperative that the claim form be filled in correctly with all necessary information.

### *Listed below are the items that are necessary:*

1. Customer's name and address.
2. Model and serial number of the appliance serviced.
3. Date of purchase of the home or appliance. If there is doubt that the appliance is within warranty, proof of purchase date must be supplied.
4. Date service was performed.
5. Name and address of servicing organization, as well as servicer's tax or ID or SSN.
6. Description of Failure
7. Description of service work performed.
8. Customer's signature.
9. Fill in Labor Allowance
10. IF A PART WAS PURCHASED THROUGH A STYLE CREST DISTRIBUTOR, RETURN THE CLAIM AND PART TO THE STYLE CREST DISTRIBUTOR.
11. IF THE CLAIM AND PART ARE RETURNED SEPARATELY, THERE WILL BE A DELAY IN PROCESSING THE CLAIM.
12. All claims must be filed within 30 days from date of service call.



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