

## Model Number Exceptions and Help

Product	Required No. of Model Digits	Example	Comments
30GTN 30GTR	16	30GTN100---620KA	<ol style="list-style-type: none"> <li>1. Be sure to include the Series digit in Position 13. A "-" in Position 13, like 30GTN100---6-0KA, indicates a Sales Package Number and will cause an error.</li> <li>2. Model Numbers with only 12 digits, 30GTN100---6 indicates a Sales Package Number. The remaining characters in Positions 13 through 16 must be added. The Series digit, Position 13 must be determined. 30GTN015-035 will be a "0". 30GTN/GTR040-225, could be a "2" or "3". Positions 14 through 16, typically "1--", will need to be added, so the model number will look like, 30GTN100---620--.</li> <li>3. More than 16 digits, typically a "-" followed by a digit, such as 30GTN100---620KA-1 indicates that the unit is a special order. Use the first 16 characters of model number as the model number for SmartLoader.</li> <li>4. A model number with all numbers in positions 12-16, such as 30GTN100---62070 indicates a special order. The unit nameplate should indicate a Make From shown as "M/F: 30GTN100---620KA" with the base unit model number the unit was based upon. Use this model number. If the nameplate does not indicate the M/F number, contact Tech Support for assistance.</li> </ol>
Product	Required No. of Model Digits	Example	Comments
30GUN 30GUR	16	30GUN100---620KA	<ol style="list-style-type: none"> <li>1. Be sure to include the Series digit in Position 13. A "-" in Position 13, like 30GUN100---6-0KA, indicates a Sales Package Number and will cause an error.</li> <li>2. Model Numbers with only 12 digits, 30GUN100---6 indicates a Sales Package Number. The remaining characters in Positions 13 through 16 must be added. The Series digit, Position 13 must be determined.</li> </ol>

30GUN/GUR040-210, could be a “2” or “3”. Positions 14 through 16, typically “1--”, will need to be added, so the model number will look like, 30GUN100---620--.

3. More than 16 digits, typically a “-” followed by a digit, such as 30GUN100---620KA-1 indicates that the unit is a special order unit. Use the first 16 characters of model number as the model number for SmartLoader.
4. A model number with all numbers in positions 12-16, such as 30GUN100---62070 indicates a special order. The unit nameplate should indicate a Make From shown as “M/F: 30GUN100---620KA” with the base unit model number the unit was based upon. Use this model number. If the nameplate does not indicate the M/F number, contact Tech Support for assistance.

Product	Required No. of Model Digits	Example	Comments
30GXN 30GXR	16	30GXN125-A-660KA	<ol style="list-style-type: none"> <li>1. Be sure to include the Series digit in Position 13. A “-” in Position 13, 30GXN125-A-6-0KA, indicates a Sales Package Number and will cause an error.</li> <li>2. Model Numbers with only 12 digits, 30GXN125-A-6 indicates a Sales Package Number. The remaining characters in Positions 13 through 16 must be added. The Series digit, Position 13 must be determined and could be a “4”, “5”, or “6”. Positions 14 through 16, typically “1--”, will need to be added, so the model number will look like, 30GXN125-A-660--.</li> <li>3. More than 16 digits, typically a “-” followed by a digit, such as 30GXN125-A-660KA-1 indicates that the unit is a special order unit. Use the first 16 characters of model number as the model number for SmartLoader.</li> <li>4. A model number with all numbers in position 12-16, such as 30GXN125-A-62070 indicates a special order. The unit nameplate should indicate a Make From shown as “M/F: 30GXN125-A-660KA” with the base unit model number the unit was based upon. Use this model number. If the nameplate does not</li> </ol>

Product	Required No. of Model Digits	Example	Comments
30HK 30HL	16	30HK-060-C-601--	<p>indicate the M/F number, contact Tech Support for assistance.</p> <ol style="list-style-type: none"> <li>1. Be sure to include the Series digit in Position 13. A "-" in Position 13, 30HK-060-C-6-1-- indicates a Sales Package Number and will cause an error.</li> <li>2. Units that can use SmartLoader are ComfortLink models with a "C", "D" or "E" in Position 10.</li> <li>3. Model Numbers with only 12 digits, 30HK-060-C-6 indicates a Sales Package Number. The remaining characters in Positions 13 through 16 must be added, which are typically "01--", so the model number will look like, 30HK-060-C-601--.</li> <li>4. More than 16 digits, typically a "-" followed by a digit, such as 30HK-060-C-601---1 indicates that the unit is a special order. Use the first 16 characters of model number as the model number for SmartLoader.</li> <li>5. For units produced in McMinnville, TN, denoted with an "F" in the 5th position of the serial number, a model number with all numbers in position 12-16, 30HK-060-C-62070 such as indicates a special order unit. The nameplate should indicate a Make From shown as "M/F: 30HK-060-C-601--" with the base unit model number the unit was based upon. Use this model number. If the nameplate does not indicate the M/F number, contact Tech Support for assistance.</li> <li>6. For units produced in Charlotte, NC, denoted with a "Q" in the 5th position of the serial number, an 18 digit model number, such as 30HK-060-C-6004295 indicates a special order unit. The nameplate should indicate a Make From shown as "M/F: 30HK-060-C-601--" with the base unit model number the unit was based upon. Use this model number. If the nameplate does not indicate the M/F number, contact Tech Support for assistance.</li> </ol>

Product	Required No. of Model Digits	Example	Comments
30HWA 30HWA 30HWC 30HWS	16	30HWA040-C-610KA	<ol style="list-style-type: none"> <li>1. Be sure to include the Series digit in Position 13. A "-" in Position 13, 30HWA040-C-6-0KA indicates a Sales Package Number and will cause an error.</li> <li>2. More than 16 digits, typically a "-" followed by a digit, such as 30HWA040-C-610KA-1 indicates that the unit is a special order. Use the first 16 characters of model number as the model number for SmartLoader.</li> <li>3. For units produced in McMinnville, TN, denoted with an "F" in the 5th position of the serial number, a model number with all numbers in position 12-16, 30HWA040-C-62070 indicates a special order unit. The nameplate should indicate a Make From shown as "M/F: 30HWA040-C-610KA" with the base unit model number the unit was based upon. Use this model number. If the nameplate does not indicate the M/F number, contact Tech Support for assistance.</li> <li>4. For units produced in Charlotte, NC, denoted with a "Q" in the 5th position of the serial number, an 18 digit model number such as, 30HWA040-C-6004295 indicates a special order unit. The nameplate should indicate a Make From shown as "M/F: 30HWA040-C-610KA" with the base unit model number the unit was based upon. Use this model number. If the nameplate does not indicate the M/F number, contact Tech Support for assistance.</li> </ol>
Product	Required No. of Model Digits	Example	Comments
30HXA 30HXC	16	30HXC161RZU671KA	<ol style="list-style-type: none"> <li>1. Be sure to include the Series digit in Position 13. A "-" in Position 13, 30HXC161RZU6-1KA indicates a Sales Package Number and will cause an error.</li> <li>2. More than 16 digits, typically a "-" followed by a digit, such as 30HXC161RZU671KA-1 indicates that the unit is a special order. Use the first 16 characters of model number as the</li> </ol>

- model number for SmartLoader.
3. For units produced in McMinnville, TN, denoted with an "F" in the 5th position of the serial number, a model number with all numbers in position 12-16, 30HXC161RZU62070 indicates a special order unit. The nameplate should indicate a Make From shown as "M/F:" with the base unit model number the unit was based upon. Use this model number. If the nameplate indicate the M/F number, contact Tech Support for assistance.
  4. For units produced in Charlotte, NC, denoted with a "Q" in the 5th position of the serial number, an 18 digit model number, such as 30HXC161RZU6004295 indicates a special order unit. The nameplate should indicate a Make From shown as "M/F: 30HXC161RZU671KA" with the base unit model number the unit was based upon. Use this model number. If the nameplate does not indicate the M/F number, contact Tech Support for assistance.

Product	Required No. of Model Digits	Example	Comments
30MPA 30MPW	16	30MPW04560A00005	<ol style="list-style-type: none"> <li>1. Be sure to include the Series letter in Position 11. A "-" in Position 11, 30MPW04560-00005 indicates a Sales Package Number and will cause an error.</li> <li>2. More than 16 digits, typically a "-" followed by a digit, 30MPW04560A00005-1 indicates that the unit is a special order unit. Use the first 16 characters of model number as the model number for SmartLoader.</li> <li>3. If the unit model number has 18 digits such as 30MPW04560A0004295 indicates a special order unit. The nameplate should indicate a Make From shown as "M/F: 30MPW04560A00005" with the base unit model number the unit was based upon. Use this model number. If the nameplate does not indicate the M/F number, contact Tech Support for assistance.</li> </ol>
Product	Required No. of	Example	Comments

Product	Model Digits	Example	Comments
30RAN	16	30RAN040---601KA	<ol style="list-style-type: none"> <li>1. Be sure to include the Series digit in Position 13. A “-” in Position 13, 30RAN040---6-1KA indicates a Sales Package Number and will cause an error.</li> <li>2. More than 16 digits, typically a “-” followed by a digit such as 30RAN040---601KA-1 indicates that the unit is a special order unit. Use the first 16 characters of model number as the model number for SmartLoader.</li> <li>3. For units produced in McMinnville, TN, denoted with an “F” in the 5th position of the serial number, a model number with all numbers in position 12-16 such as 30RAN040---62070 indicates a special order unit. The nameplate should indicate a Make From shown as “M/F: 30RAN040---611KA” with the base unit model number the unit was based upon. Use this model number. If the nameplate does not indicate the M/F number, contact Tech Support for assistance.</li> <li>4. For units produced in Charlotte, NC, denoted with a “Q” in the 5th position of the serial number, an 18 digit model number, such as 30RAN040---6004295 indicates a special order unit. The nameplate should indicate a Make From shown as “M/F: 30RAN040---611KA” with the base unit model number the unit was based upon. Use this model number. If the nameplate does not indicate the M/F number, contact Tech Support for assistance.</li> </ol>
Product	Required No. of Model Digits	Example	Comments
30RAP	16	30RAP0606DA06000	<ol style="list-style-type: none"> <li>1. Be sure to include the Series digit in Position 11. A “-” in Position 11, 30RAP0606D-06000 indicates a Sales Package Number and will cause an error.</li> <li>2. More than 16 digits, typically a “-” followed by a digit, such as 30RAP0606DA06000-1 indicates that the unit is a special order unit. Use the first 16 characters of model number as the model number for SmartLoader.</li> <li>3. An 18 digit model number, such as</li> </ol>

30RAP0606DA0004295 indicates a special order unit. The nameplate should indicate a Make From shown as "M/F: 30RAP0606DA06000" with the base unit model number the unit was based upon. Use this model number. If the nameplate does not indicate the M/F number, contact Tech Support for assistance.

Product	Required No. of Model Digits	Example	Comments
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30RB	16	30RBA1906-90---3	<ol style="list-style-type: none"> <li>1. Be sure to include the Series letter in Position 5. A "-" or "X" in Position 5, 30RB-1906-90---3 or 30RBX1906-90---3, indicates a Sales Package Number and will cause an error.</li> <li>2. More than 16 digits, typically a "-" followed by a digit, 30RB-1906-90---3-1 indicates that the unit is a special order. Use the first 16 characters of model number as the model number for SmartLoader.</li> <li>3. An 18 digit model number, such as 30RBA1906-90004295 indicates a special order unit. The nameplate should indicate a Make From shown as "M/F: 30RBA1906-90---3" with the base unit model number the unit was based upon. Use this model number. If the nameplate does not indicate the M/F indicate the M/F number, contact Tech Support for assistance.</li> </ol>
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Product	Required No. of Model Digits	Example	Comments
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30XA	16	30XAA2006F-0---L	<ol style="list-style-type: none"> <li>1. Be sure to include the Series letter in Position 5. A "-" in Position 5, 30XA-2006F-0---L, indicates a Sales Package Number and will cause an error.</li> <li>2. More than 16 digits, typically a "-" followed by a digit, 30XAA2006F-0---L-1 indicates that the unit is a special order. Use the first 16 characters of model number as the model number for SmartLoader.</li> <li>3. An 18 digit model number, such as 30XAA2006F-0004295 indicates a special order unit. The nameplate should indicate a Make From shown as "M/F:</li> </ol>
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			30XAA2006F-0---L” with the base unit model number the unit was based upon. Use this model number. If the nameplate does not indicate the M/F number, contact Tech Support for assistance.
Product	Required No. of Model Digits	Example	Comments
30XW	16	30XWB2006---2-3R	<ol style="list-style-type: none"> <li>1. Be sure to include the Series letter in Position 5. A “-” in Position 5, 30XW-2006---2-3R, indicates a Sales Package Number and will cause an error.</li> <li>2. More than 16 digits, typically a “-” followed by a digit, 30XW-2006---2-3R-1 indicates that the unit is a special order. Use the first 16 characters of model number as the model number for SmartLoader.</li> <li>3. An 18 digit model number, such as 30XWB2006---004295 indicates a special order unit. The nameplate should indicate a Make From shown as “M/F: 30XWB2006---2-3R” with the base unit model number the unit was based upon. Use this model number. If the nameplate does not indicate the M/F number, contact Tech Support for assistance.</li> </ol>
Product	Required No. of Model Digits	Example	Comments
38APD 38APS	16	38APD06064A10020	<ol style="list-style-type: none"> <li>1. Be sure to include the Series digit in Position 11. A “-” in Position 11, 38APD06064-10020 indicates a Sales Package Number and will cause an error.</li> <li>2. More than 16 digits, typically a “-” followed by a digit, such as 38APD06064A10020-1 indicates that the unit is a special order unit. Use the first 16 characters of model number as the model number for SmartLoader.</li> <li>3. An 18 digit model number, such as 38APD06064A1004295 indicates a special order unit. The nameplate should indicate a Make From shown as “M/F: 38APD06064A10020” with the base unit model number the unit was based upon. Use this model number. If the nameplate does not</li> </ol>



			indicate the M/F number, contact Tech Support for assistance.
Product	Required No. of Model Digits	Example	Comments
48A 50A	16	48AJE040-E-611EL	<ol style="list-style-type: none"> <li>1. Be sure to include the Series digit in Position 13. A "-" in Position 13, 48A4E040-E-6-1EL indicates a Sales Package Number and will cause an error.</li> <li>2. More than 16 digits, typically a "-" followed by a digit, such as 48AJE040-E-611EL-1 indicates that the unit is a special order. Use the first 16 characters of model number as the model number for SmartLoader.</li> <li>3. A model number with all numbers in position 12-16 such as 48A4E040-E-62070, indicates a special order unit. The nameplate may indicate a Make From shown as "M/F:" with the base unit model number the unit was based upon. Use this model number. If the nameplate does not indicate the M/F number, contact Tech Support for assistance.</li> </ol>
Product	Required No. of Model Digits	Example	Comments
48HC 50HC	18	48HCDD08A3A5ADA0A0	<ol style="list-style-type: none"> <li>1. Be sure to include the Series digit in Position 13. A "-" in Position 13, 48HCDD08A3A5-DA0A0 indicates a Sales Package Number and will cause an error.</li> <li>2. Be sure Position 14 is a "D", 48HCDD08A3A5ADA0A0 indicating the unit is a ComfortLink Control unit. Any other value will cause an error.</li> <li>3. If Position 7 and 8 is a value between 04 and 14 inclusive, and Positions 13 through 18 are all numbers, 48HCDD08A3A5004295 this indicates a Special Order Machine. Contact Tech Support for assistance.</li> <li>4. If Position 7 and 8 is a value between 17 and 28 inclusive, and Positions 13 through 18 is a "-" followed by 5 numbers, 48HCDD17A3A5-04295 this indicates a Special Order Machine. Contact Tech Support for assistance.</li> </ol>
Product	Required No. of Model Digits	Example	Comments

Product	Model Digits	Example	Comments
48HG 50HG	16	48HGD014A--500AA	<ol style="list-style-type: none"> <li>1. Be sure to include the Series digit in Position 13. A "-" in Position 13, 48HGD014A--5-0AA indicates a Sales Package Number and will cause an error.</li> <li>2. An 18 digit model number where the last 6 digits are numbers, such as 48HGD014A--5004295 indicates a special order unit. Contact Tech Support for assistance.</li> </ol>
Product	Required No. of Model Digits	Example	Comments
48LC 50LC	18	48LCE005A2A102E4F0	<ol style="list-style-type: none"> <li>1. Be sure to include the Series digit in Position 13. A "-" in Position 13, 48LCE005A2A1-2E4F0 indicates a Sales Package Number and will cause an error.</li> <li>2. Be sure Position 14 is a "2", 48LCE005A2A102E4F0 indicating the unit is a ComfortLink Control unit. Any other value will cause an error.</li> <li>3. If Position 7 and 8 is a value between 04 and 12 inclusive, and Positions 13 through 18 are all numbers, 48LCE005A2A1004295 this indicates a Special Order Machine. Contact Tech Support for assistance.</li> <li>4. If Position 7 and 8 is a value between 14 and 26 inclusive, and Positions 13 through 18 is a "-" followed by 5 numbers, 48LCE005A2A1-04295 this indicates a Special Order Machine. Contact Tech Support for assistance.</li> </ol>
Product	Required No. of Model Digits	Example	Comments
48N 50N	18	48N3SN6004V0TZ-34S	<ol style="list-style-type: none"> <li>1. Be sure to include the Series digit in Position 8. A "-" in Position 8, 48N3SN6-04V0TZ-34S indicates a Sales Package Number and will cause an error.</li> <li>2. If Position 8 is an "S", and Positions 14 through 18 are all numbers, 48N3SN6S04V0T04295 this indicates a Special Order Machine. Contact Tech Support for assistance.</li> </ol>
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Product	No. of Model Digits	Example	Comments
48P 50P	18	48P4D03061008TJ304	<p>1. Be sure to include the Series digit in Position 10. A "-" in Position 10, 48P4D0306-008TJ304 indicates a Sales Package Number and will cause an error.</p> <p>2. If Position 10 is a "S", and Positions 14 through 18 are all numbers, 48P4D0306S00804295 this indicates a Special Order Machine. Contact Tech Support for assistance.</p>
Product	Required No. of Model Digits	Example	Comments
48PD 50PD	16	48PD05-A-600BP	<p>1. Be sure to include the Series digit in Position 13. A "-" in Position 13, 48PD05-A-6-0BP indicates a Sales Package Number and will cause an error.</p> <p>2. Be sure Position 6 is a "C", 48PD05-A-600BP indicating the unit is a ComfortLink Control unit. Any other value will cause an error.</p> <p>3. An 18 digit model number where the last 6 digits are numbers, such as 48PD05-A-6004295 indicates a special order unit. Contact Tech Support for assistance.</p>
Product	Required No. of Model Digits	Example	Comments
48PG 50PG	16	48PGDC05-A-60-JW	<p>1. Be sure to include the Series digit in Position 13. A "-" in Position 13, 48PGDC05-A-6--JW indicates a Sales Package Number and will cause an error.</p> <p>2. Be sure Position 6 is a "C", or "K" 48PGDC05-A-60-JW indicating the unit is a ComfortLink Control unit. Standard units will have a "C" in Position 6. Kohl's Special Order units will have a "K" in Position 6. Any other value will cause an error.</p> <p>3. A Kohl's Special Order unit (Position 6="K"), Position 10 uses "S", "V" or "X". SmartLoader will only accept an "A" through "R". Any value from "A" through "R" will work, "D" is</p>

			recommended. 4. An 18 digit model number where the last 6 digits are numbers, such as 48PGDC05-A-6004295 indicates a special order unit. Contact Tech Support for assistance.
Product	Required No. of Model Digits	Example	Comments
48PM 50PM	16	48PMDC28-AB61-2N	<ol style="list-style-type: none"> <li>1. Be sure to include the Series digit in Position 13. A "-" in Position 13, 48PMDC28-AB6--2N indicates a Sales Package Number and will cause an error.</li> <li>2. Be sure Position 6 is a "C" or a "K", 48PMDC28-AB61-2N indicating the unit is a ComfortLink Control unit. Kohl's Special Order units will have a "K" in Position 6. Any other value will cause an error.</li> <li>3. A Kohl's Special Order unit (Position 6="K"), Position 10 uses "S" though "X". SmartLoader will only accept an "A" through "R". Any value from "A" through "R" will work, "D" is recommended.</li> <li>4. An 18 digit model number where the last 6 digits are numbers, such as 48PMDC28-AB6004295 indicates a special order unit. Contact Tech Support for assistance.</li> </ol>
Product	Required No. of Model Digits	Example	Comments
48WG 50WG	16	50WGA024AA-610BG	<p>This unit was based on the 48/50HG made for Walmart.</p> <ol style="list-style-type: none"> <li>1. Be sure to include the Series digit in Position 13. A "-" in Position 13, 50WGA024AA-6-0BG indicates a Sales Package Number and will cause an error.</li> <li>2. An 18 digit model number where the last 6 digits are numbers, such as 50WGA024AA-6004295 indicates a special order unit. Contact Tech Support for assistance.</li> </ol>
Product	Required No. of Model Digits	Example	Comments

48Z  
50Z

16 48ZNG105B-K610BH

1. Be sure to include the Series digit in Position 13. A "-" in Position 13, 48ZNG105B-K6--BH indicates a Sales Package Number and will cause an error.
2. A 16 digit model number where the last 5 digits are numbers, such as 48ZNG105BK20369 indicates a special order unit. Contact Tech Support for assistance.