

# SERVICE BULLETIN

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**Number:** SMB 09-0024A

**Issued:** 6/8/09 SMB 07-0056

**Revision:** 1/14/14

**Title:** Enhanced Warranty Policy – 40" Tall,  
Multipoise 90% Furnace Secondary  
Heat Exchanger Failures

**Expires:** This Policy will be  
reviewed and updated semi-  
annually.

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**Dept:** Building & Industrial  
Systems

**Category:** Policy

**Dealer Bulletin Number:** None

## **PRODUCT CATEGORY:**

90% Gas Furnaces

## **MODELS AFFECTED:**

340A, 340M, 345M, 350A, 350M, 351D, 352A, 352M, 355A, 355B, 355C,  
355M

58MCA, MCB, MXA, MXB, MSA, UVB, MVP, MVB, MVC, MTA, MTB

490A, PG9M

Serial Number Range: 2993A00001 – 1808A99999

## **SITUATION:**

In response to customer feedback, actions are being taken to simplify the administrative work associated with submitting claims for secondary or “condensing” heat exchangers or furnaces with a failed secondary heat exchanger that meet the criteria in SMB 09-0022. **Changes are indicated by bold text.**

Carrier provides an enhanced warranty on the secondary or “condensing” heat exchangers for the above listed 90% high-efficiency furnace models, within the stated serial number ranges. This bulletin provides details of the warranty coverage policies and claim process updates. This policy **ONLY** covers the failure and required replacement of a secondary or “condensing” heat exchanger and the following related parts: coupling box kits, cold spot baffle, and cell inlet and outlet panels.

Failure or imminent failure within 6 months is defined by the following criteria:

1. The furnace no longer functions to produce heat due to diagnosed heat exchanger restriction per inspection guidelines provided in SMB 09-0022.
2. The furnace produces heat but fails combustion analysis test due to heat exchanger restriction as diagnosed per guidelines provided in SMB 09-0022.
3. The secondary heat exchanger meets the visual inspection failure criteria per visual inspection instructions provided in SMB 09-0022.

The coverage period for this policy is twenty (20) years from original furnace installation date.

### **SOLUTION:**

This enhanced warranty policy provides two coverage options:

Option #1: Flat Rate Allowance to cover the replacement of a failed secondary heat exchanger.

Option #2: Monetary credit allowance toward the purchase of a new piece of equipment.

**Note:** Option #2 is only available toward Carrier, Bryant and Payne brand equipment that has a minimum retail value of \$1250.00 (not including the cost of installation).

### **Distributor Action:**

Please review and immediately issue this policy bulletin to all dealers that sell, install, and service the furnace models listed above.

This policy update is effective for secondary heat exchangers with failure dates of January 14<sup>th</sup>, 2014 or later.

**A copy of the 90% Furnace Secondary Heat Exchanger Inspection Certificate must be retained at the distributor for potential factory audit. It is no longer necessary to attach the certificate to the warranty claim in Service Bench.**

All secondary heat exchanger warranty claims will go to review in Service Bench. Any questions regarding the claim audit or approval process may be directed to Warranty Administration at (866) 989-2524. Select Option 3 in the automated menu system.

Secondary heat exchangers from replaced furnaces **or the whole replaced furnace from sites that selected Policy Option #2** must be returned to the distributor and held for potential factory audit. **It is no longer necessary to return replaced heat exchangers that selected Policy Option #1.** Any alternate process for holding heat exchangers must be reviewed and approved by your Technical Service Manager (TSM). The warranty system will indicate that the part **or furnace** should be held for 30 days. A copy of the 90% Furnace Secondary Heat Exchanger Inspection Certificate must also be attached to or held with the secondary heat exchanger **or furnace**. Parts **or furnace** must be held and available for audit for thirty (30) days from the distributor claim paid date.

**Field Action:**

All dealers and service contractors should refer to SMB 09-0022 / DSB 09-0022 “90% Furnace Heat Exchanger Inspection Procedure” to properly troubleshoot and inspect 90% furnace heat exchangers.

This policy update is effective for secondary heat exchangers with failure dates of January 14th, 2014 or later.

Unless otherwise notified by the distributor, **dealers must return secondary heat exchangers from replaced furnaces or the entire furnace from sites that selected Policy Option #2 to the distributor for potential factory audit. It is no longer necessary to return replaced heat exchangers from sites that selected Policy Option #1.** A copy of the 90% Furnace Secondary Heat Exchanger Inspection Certificate must also be attached to or held with the secondary heat exchanger part **or furnace.** All secondary heat exchangers from replaced furnaces **or whole furnaces** replaced under this Policy must be held at the distributor for potential factory inspection for thirty (30) days from distributor claim paid date.

**POLICY:**

This policy **ONLY** covers the failure and required replacement of a secondary or “condensing” heat exchanger and the following related parts: coupling box kits, cold spot baffle, collector box, and cell inlet and outlet panels. Additionally, this bulletin takes precedent over any extended optional contract. All secondary heat exchanger claims for any 90% furnace that is covered by an extended optional contract should be claimed against this bulletin and not against the extended optional contract.

**Policy Option #1: Replacement of a failed secondary heat exchanger**

This option will provide a flat rate allowance to cover labor. The allowance amounts are set at the individual dealer level to allow for proper reimbursement based on registered street rates of 4 hours. All parts associated with the repair must be claimed under the bulletin. This policy option only provides a flat rate labor allowance.

Use SMB090024A in the Service Bench warranty system to file a claim for policy option #1.

The dealer shall not charge the end-user customer labor for the replacement of the secondary heat exchanger and associated ancillary parts covered under this policy option.

**Policy Option #2: Monetary credit allowance toward purchase of a piece of new equipment**

This option will provide a monetary credit allowance toward the purchase of a new piece of equipment. This credit must be used to purchase a new Carrier, Bryant or Payne piece of equipment having a minimum retail value of \$1250.00 (not including the cost of installation). The credit cannot be used to purchase a number of different heating or cooling products that together exceed \$1,250. The credit may not be used on multiple occasions, and may not be aggregated. If the credit exceeds the purchase price of the new piece of equipment, the consumer is not entitled to a refund of the

excess amount, nor may they apply the excess amount to another piece of Carrier, Bryant or Payne equipment.

The credit allowance will provide a flat rate allowance based on registered street rates of 4 hours plus \$200 parts credit.

Use SMB090024B in the Service Bench warranty system to file a claim for Policy Option #2.

Note: All secondary heat exchangers from replaced furnaces **or whole furnaces** replaced under Policy **Option #2** must be held for potential factory inspection for thirty (30) days from distributor claim paid date. A copy of the 90% Furnace Secondary Heat Exchanger Inspection Certificate must be retained with the secondary heat exchanger part **or furnace**. **The certificate must be retained after the part or furnace is scrapped.**

Bulletin #	HRS	MATERIAL DOLLARS	DESCRIPTION
SMB090024A	Flat Rate	N/A	Replacement of a failed Secondary Heat Exchanger
SMB090024B	Flat Rate	\$200	Credit Allowance towards purchase of a piece of new equipment.

This Policy will be reviewed and updated semi-annually.

**90% Furnace Secondary Heat Exchanger Inspection Certificate**

A copy of this certificate must be held at the distributor with the part or furnace. Following part or furnace scrapping, retain the certificate for potential factory audit.

**SCA(s)			
**Customer Name			
**Customer Address			
**Customer Phone #			
**Model Number		**Serial Number	

**Combustion Test Checklist**

**CO reading – Required if furnace is operational		ppm
Excess air level		%

**Installation Checklist – check all areas examined per SMB09-0022**

Venting	Condensate Drain	Pressure Switch Hoses
Start-up	Propane Conversion	Thermostat Set Up
Safety Control Check	Accessories	Propane Conversion

**Maintenance Items – check all items cleaned or examined per SMB09-0022**

Air Filter(s)	Blower Motor/Wheel	Burners/Igniter
Primary Heat Exchanger	Secondary Heat Exchanger	Electrical Connections
Other Tubing/Hoses		

**After installation and maintenance items corrected - Combustion retest**

CO reading (2 <sup>nd</sup> ) test		ppm
Excess air level (2 <sup>nd</sup> ) test		%

**Visual Inspection of Secondary Heat Exchanger**

**Observations from visual inspection of heat exchanger

\*\*If furnace is replaced provide **replacement** model and serial number

**Model Number	**Serial Number
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**Dealer Name/ Dealer Number
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**Technician Name (Print)
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**Technician Signature
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I certify that the secondary heat exchanger in this unit failed or that failure was deemed imminent based on observations documented in this inspection certificate.

\*\* Denotes Required Field