



COOLING & HEATING

S-Series Extended Warranty Process

I. Purpose

- A. The S-Series Extended Warranty Process is a guide to completing the procedure for extended parts and compressor warranty.
- B. Items that must be submitted to apply for extended warranty are:
 - 1. Diamond System Builder file (as built).
 - 2. A one hour Maintenance Tool record.
 - 3. System information
 - a. This will allow us to understand how the system is configured at start up.

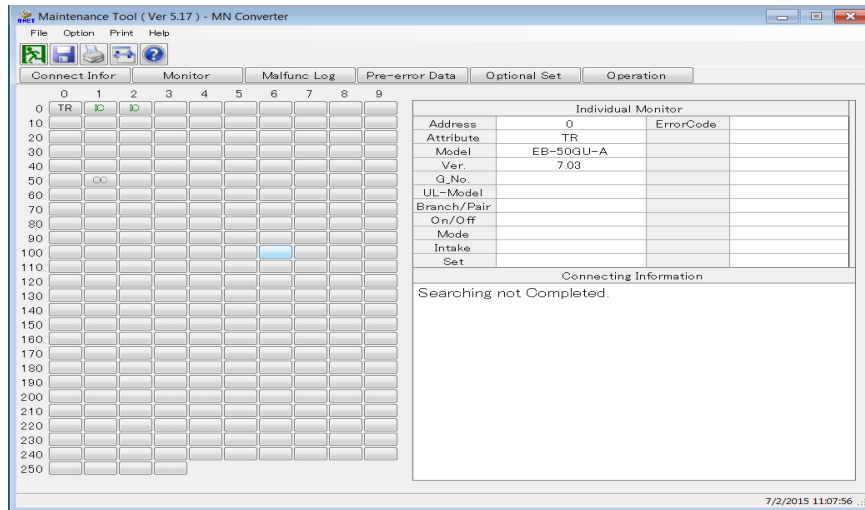
II. Diamond System Builder (DSB)

- A. DSB has fields that will allow input of items such as serial numbers, installing contractor, design engineer and more.
- B. The DSB file must be complete and truly represent how the system is installed including correct piping lengths (as built). Remember the M-Tool file you submit shows the indoor model and address connected. To ensure your application is not rejected, check that the M-Tool record and DSB are in fact reflecting the same information.
- C. There is a tab in the Project Properties Box marked “Extended Warranty”. All fields in this box must be completed.
- D. When selecting any system component there will be an area to enter the serial number.

III. System Information

- A. System Information
 - 1. System information must be saved and submitted. Be sure all information is correct.
 - a. Maintenance Tool may take several minutes to finish its system mapping process before the data can be saved.

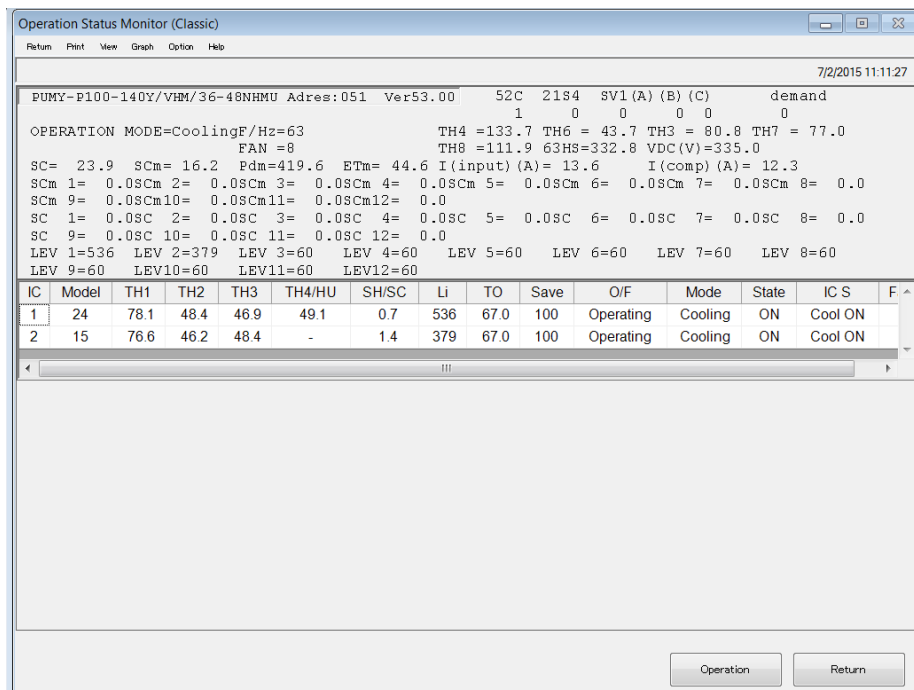
2. Once all addresses are correct the information can be saved.
 - a. Select **File** at the top left of the grid screen. Then click **Save System Info**.
 - b. The information will save and store in Offline Analyze.
 1. Offline Analyze will be one of the options when you first open Maintenance Tool on the Select Monitor Mode screen.
 2. The steps for retrieving the information will be covered in section V.



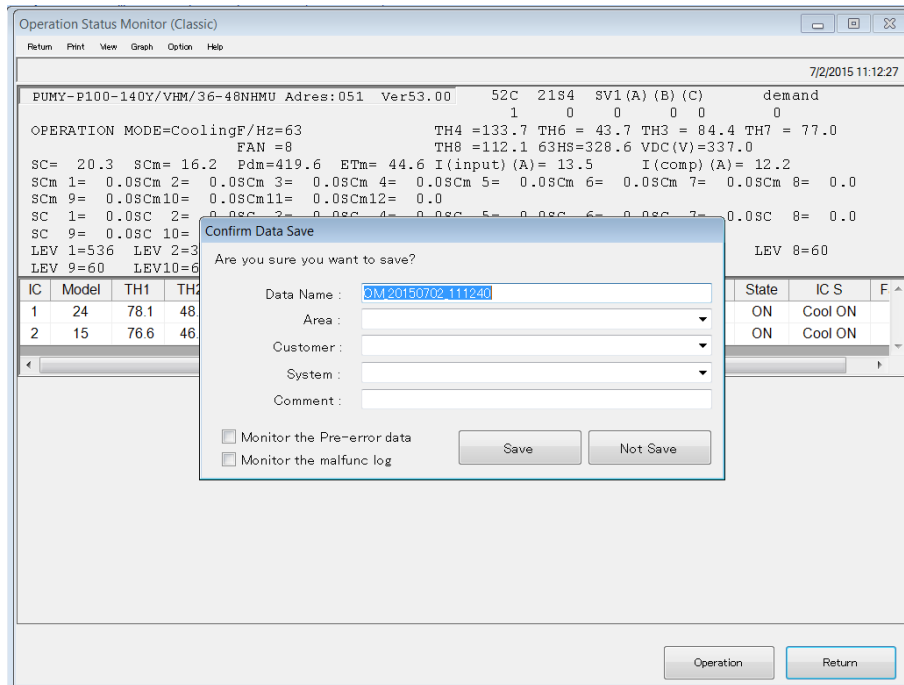
IV. One Hour Monitor Record

A. Record all indoor units in Test Run”

1. System must be in either heat or cool for a minimum of one hour.



B. When exiting the **Monitor** screen, you will be prompted to **Confirm Data Save**.



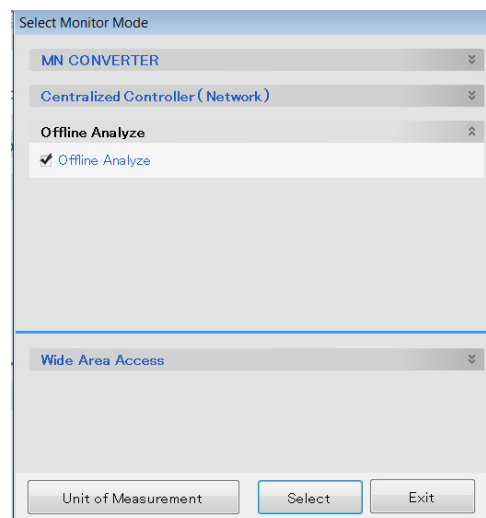
C. The saved data will store in the **Offline Analyze** section of Maintenance Tool.

V. Retrieving saved Maintenance Tool data.

A. Saved data will store in the **Offline Analyze** section of Maintenance Tool.

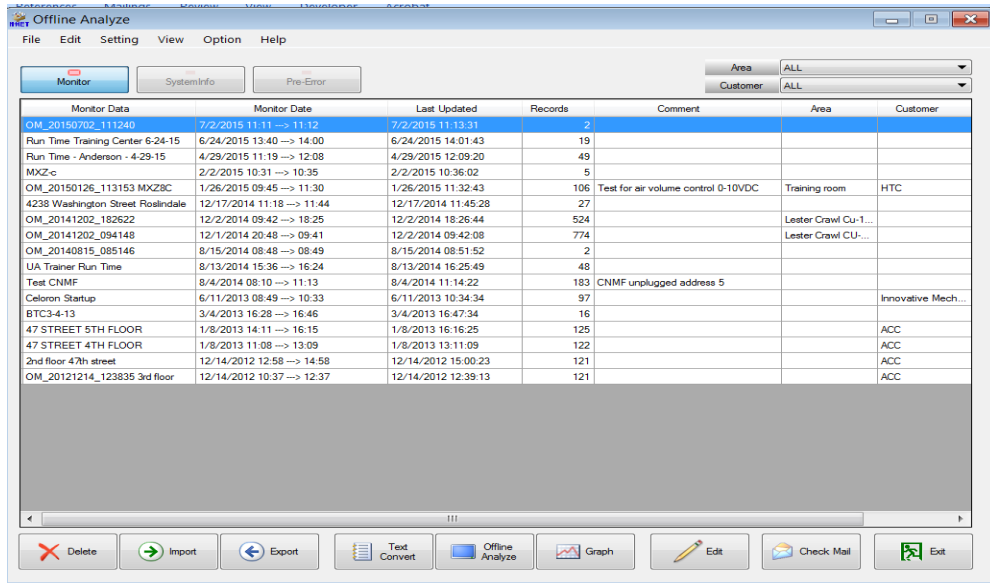
1. Here you can highlight the **system information** and **runtime data** and export it to a location where it can be easily found.
2. A folder, where all saved information can be stored, should be created.

B. Start Maintenance Tool and select “**Offline Analyze**”



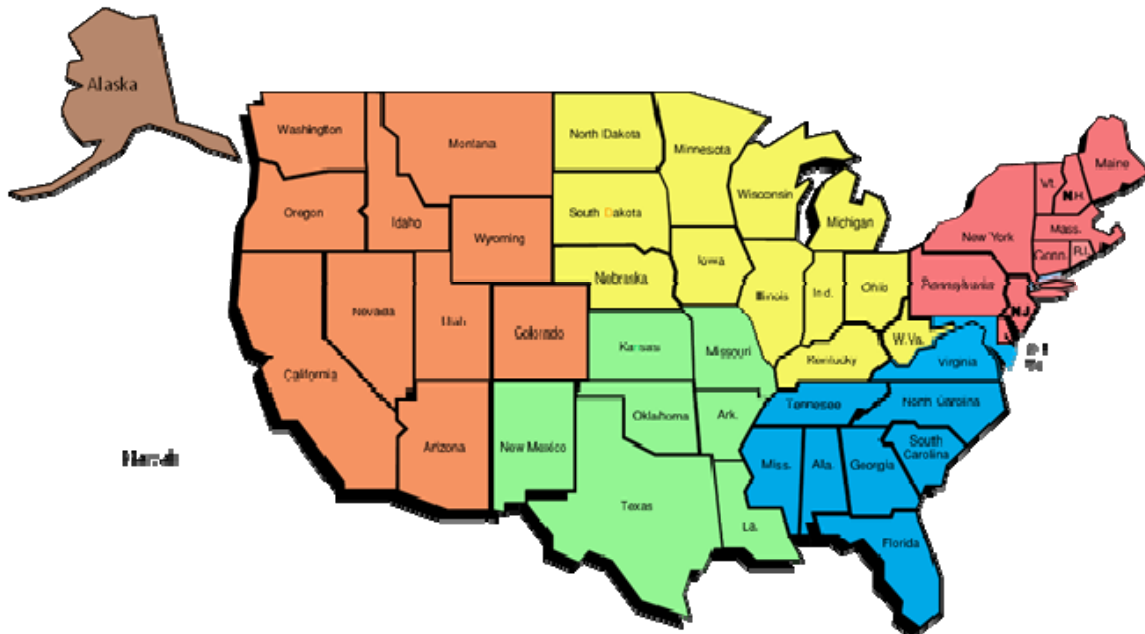
C. Click the “**monitor**” tab and export the “**Run Time Data**” to the folder in step V.A.2 above.

D. Click “**SystemInfo**” and export the “**system information**” to the folder in step V.A.2 above.



VI. Submitting Extended Warranty Files

- A. The following data must be submitted
 - a. Diamond System Builder file (As Built).
 - b. Maintenance Tool Run Time Data (Minimum 60 minutes)
 - c. Maintenance Tool System Information
- B. The data must be submitted to Distributor (DSG) representative within 45 days of start up.
- C. It must also be copied to the appropriate email address, found below, for your area.
- D. Your extended warranty will not take effect until a warranty authorization number has been issued.



northeastexwarranty@hvac.me.com

ME, VT, NH, MA, CT, RI, NY, NJ, PA, DE

southexwarranty@hvac.me.com

MD, VA, DC, TN, NC, SC, MS, AL, GA, FL

centralexwarranty@hvac.me.com

ND, SD, NE, MN, WI, MI, IA, IL, IN, OH, WV, KY

southwestexwarranty@hvac.me.com

NM, TX, OK, LA, AR, MO, KS

westexwarranty@hvac.me.com

MT, WY, ID, CO, AK, WA, OR, CA, NV, UT, AZ, HI

internationalexwarranty@hvac.me.com