6764369-UUM-A-0826

Contact information

United States and Canada
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About this manual

Read all sections of this manual and keep the manual for future reference.

WARNING: Cancer and Reproductive Harm – www.P65Warnings.ca.gov.

Certification

Assembled at a facility with an ISO 9001:2015-certified Quality Management System

Note:

- 80% models are certified only for the U.S. market.
- 90+% models are certified for the U.S. and Canada market.

Third-party trademarks

Third-Party Trademarks Notice: For information about third-party trademarks, refer to the relevant company websites.

Understanding safety symbols and instructions

This is a safety alert symbol. When you see this symbol on labels or in manuals, be alert to the potential for personal injury.

Understand and pay particular attention to the signal words **DANGER**, **WARNING**, or **CAUTION**, as well as the **NOTICE**, **Important**, and **Note** alerts.

DANGER indicates an **imminently** hazardous situation, which, if not avoided, **will result in death or serious injury**.

WARNING indicates a **potentially** hazardous situation, which, if not avoided, **could result in death or serious injury**.

CAUTION indicates a **potentially** hazardous situation, which, if not avoided **may result in minor or moderate injury**. It is also used to alert against unsafe practices and hazards involving only property damage.

NOTICE indicates information considered important, but not hazard-related, such as messages relating to property damage.

Important indicates information that is essential to complete a task or may result in damage to the device if not followed.

Note indicates something of special interest or importance. Notes can contain any type of information except safety information.

Safety

WARNING

Fire or explosion hazard

Failure to follow safety warnings exactly could result in serious injury, death, or property damage.

• Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

What to do if you smell gas:

• Do not try to light any appliance.

• Do not touch any electrical switch; do not use any phone (including cell phone) in your building.

• Leave the building immediately.

• Immediately call your gas supplier from a neighbor’s phone. Follow the gas supplier’s instructions.

• If you cannot reach your gas supplier, call the fire department.

Installation and service must be performed by a qualified installer, service agency or the gas supplier.

⚠ WARNING

Fire or explosion hazard

This furnace is designed and approved for use with natural gas and (LP) propane gas only. **Do not burn any liquid fuel or solid fuel in this furnace.**

Burning any unapproved fuel will result in damage to the furnace heat exchanger, which could result in fire, personal injury, and/or property damage.

Specific safety rules and precautions

- The furnace area must be kept clear and free of combustible materials, gasoline, and other flammable vapors and liquids.
- The furnace needs air for combustion in order to operate properly and safely. Do not block or obstruct air openings on the furnace, air openings to the area where the furnace is installed, or spaces around the furnace.
- Follow the instructions exactly as shown on the operating instruction label on the furnace or the Start-up and shutdown instructions of this manual when lighting the furnace or turning the furnace off.
- Should the gas supply fail to shut off or if overheating occurs, shut off the gas valve to the furnace before shutting off the electrical supply.
- Insulating materials may be combustible. Keep the furnace free and clear of insulating materials. Examine the furnace area when installing in an attic or other insulated space, or when adding insulation, to ensure the insulation material is kept away from the furnace.

  The following warning applies to horizontally vented furnaces only:

  ⚠ WARNING

  Carbon-Monoxide Poisoning Hazard

  Failure to follow instructions could result in severe personal injury or death due to carbon-monoxide poisoning, if combustion products infiltrate into the building.

  Check that all openings in the outside wall around the vent and air intake pipes are sealed to prevent infiltration of combustion products into the building.

  Check that furnace vent and air intake terminals are not obstructed in any way during all seasons.

- Do not use this furnace if any part has been under water. A flood damaged furnace is extremely dangerous. Attempts to use the furnace can result in fire or explosion. Contact a qualified service agency to inspect the furnace and replace all gas controls, control system parts, and electrical parts that has been wet, or the furnace if deemed necessary.
- Never store flammable materials of any kind near your furnace. It is essential to only store gasoline, solvents, and other volatile liquids in approved containers outside your home. These materials vaporize easily and are extremely dangerous.
- Never store cleaning materials near your furnace. Materials such as bleaches, detergents, and powdered cleansers can cause corrosion of the heat exchangers.
- Never use the area around your furnace as a storage area for items which could block the normal flow of air. Ventilation of the various furnace components requires this flow of air.

Examining the furnace installation

It is the user's responsibility to ensure that a qualified service agency does an annual inspection of the entire heating portion of the unit. Examine the furnace as outlined in Step 1 to Step 8 before each heating season. See Figure 1 and Figure 2 for visual reference.

Figure 1: Component location - non-condensing single and two stage models

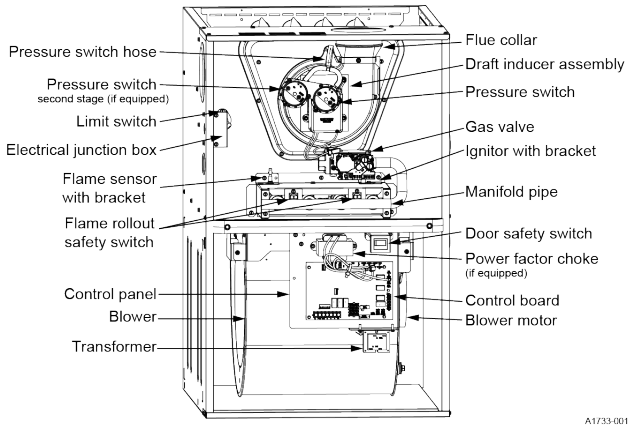


Figure 2: Component location - single and two-stage condensing models

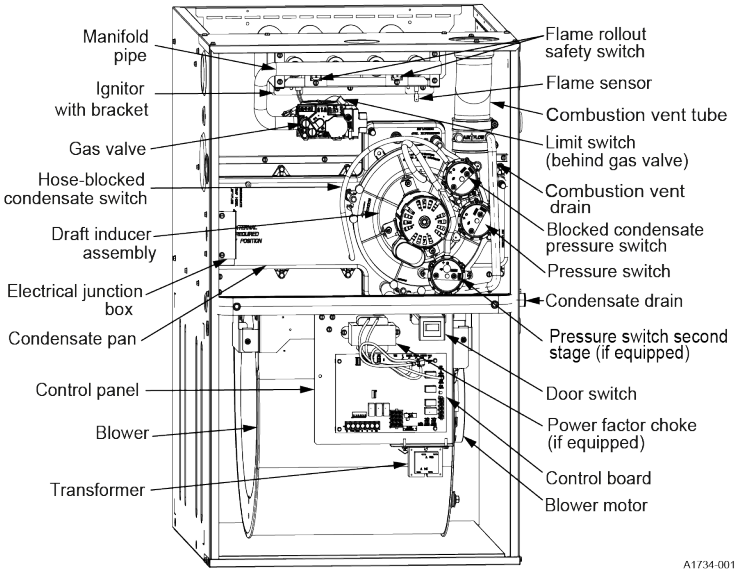
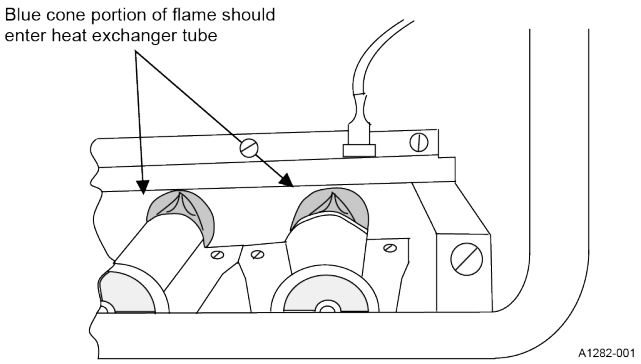


Figure 3: Burner flame drawing (upflow configuration shown)



1. Examine the heat exchanger, vent pipe, combustion air passages, vent connectors, and chimney to ensure they are clear and free of obstructions.
2. Examine the vent pipe, making sure it is firmly in place, slopes slightly upward, and is physically sound without holes. Ensure all of the connections are secure.
3. Examine the return-air duct connections to ensure they are physically sound, sealed to the furnace casing, and terminate outside the space containing the furnace.
4. Examine the furnace casing, making sure the physical support is sound without sagging, cracks, or gaps. Examine the furnace base, making sure it is physically sound without sagging, cracks, or gaps, and has a good seal.
5. Examine the furnace casing for obvious signs of deterioration.
6. Examine the burner flames to ensure they are in good adjustment. See Figure 3 as a comparison to the actual flame.
7. Examine and replace the external air filters as needed to ensure they are not blocked and the furnace receives adequate airflow.
8. Examine any installed accessories or system components such as evaporator coils to ensure correct operation, drainage of condensate, and no water leakage or damage to the furnace or any components.

Start-up and shutdown

Read the instructions in this section fully before trying to start the furnace.

⚠ WARNING

If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury, and/or loss of life.

How your gas furnace works

Your furnace is a very easy appliance to take for granted. Season after season, it sits there in your home, keeping you warm and comfortable. For this reason, you may never have given much thought to the way your furnace operates. In order to get the safest and most efficient operation from your furnace, you must understand how your furnace does its job.

When you set your thermostat to provide more heat in your home, you are starting the heating cycle of the furnace. First, the inducer motor starts to purge the heat exchanger of any remaining gases. Next, the hot surface ignitor glows and after a warm-up period, the gas valve opens and ignition occurs. A short time later, the blower starts and distributes the warm air throughout the home. When the temperature setting on your thermostat is reached, the gas valve closes, the main burners turn off, and the blower continues to run until the remaining warm air in the system is distributed. The heating cycle ends when the blower stops.

Note:

- This appliance does not have a pilot. It is equipped with an ignition device which automatically lights the burner. Do not try to light the burner by hand.
- Before operating, smell all around the appliance area for gas. Be sure to smell next to the floor because some gas is heavier than air and settles on the floor.
- Only use your hand to push the gas control switch to the on position. Never use tools. If the switch does not operate by hand, do not try to repair it; call a qualified service technician. Force or attempted repair may result in a fire or explosion.
- Do not use this appliance if any part has been under water. Immediately call a qualified service technician to inspect the appliance and to replace any part of the control system or any gas control that has been under water.

Operating instructions

1. Stop. Read the safety information at the start of this manual for your protection.
2. Set the thermostat to the lowest setting in the heat mode.
3. Turn off all electric power to the appliance.
4. Remove the furnace burner access panel or door.
5. Move (do not force) the gas control switch to the off position. See Figure 6.
6. Wait 5 min to clear out any gas. If you then smell gas, stop. Follow the *What to do if you smell gas* instructions in Safety. If you do not smell gas, go to the next step.
7. Move (do not force) the gas control switch to the on position. See Figure 6.
8. Replace the furnace burner access panel or door.
9. Turn on all electric power to the appliance.
10. Set the thermostat to the preferred setting. The burner may take 30 s to 60 s to ignite.

11. After three trials for ignition, if the appliance does not operate, follow the instructions in Turning off the appliance and call your service technician or gas supplier.

Turning off the appliance

1. Set the thermostat to the lowest setting in the heating mode.
2. Turn off all electric power to the appliance if servicing the appliance.
3. Remove the furnace burner access panel or door.
4. Move the gas control switch to the off position. See Figure 6.
5. Replace the furnace burner access panel or door.

⚠ WARNING

Should overheating occur or the gas valve fail to shut off, turn the external manual gas valve in the gas supply line to the furnace to the off position and let the furnace cool off before shutting off the electric power supply.

Figure 4: Gas piping

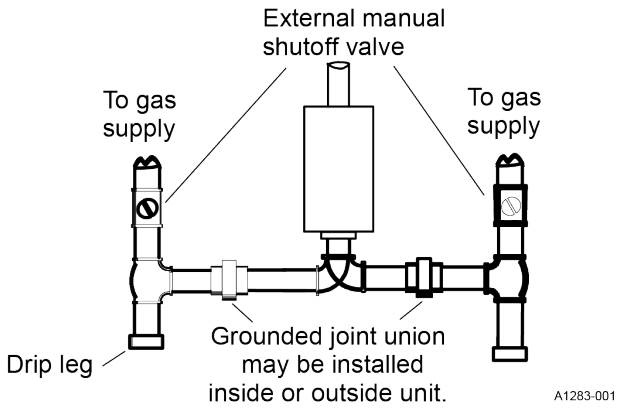


Figure 5: Single-stage gas valve

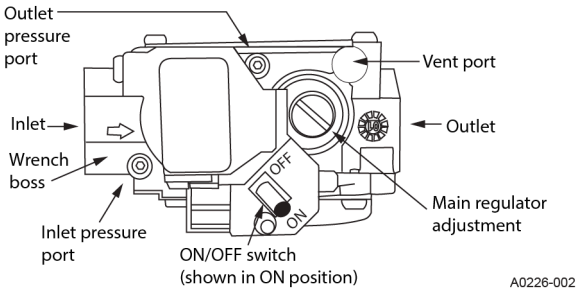
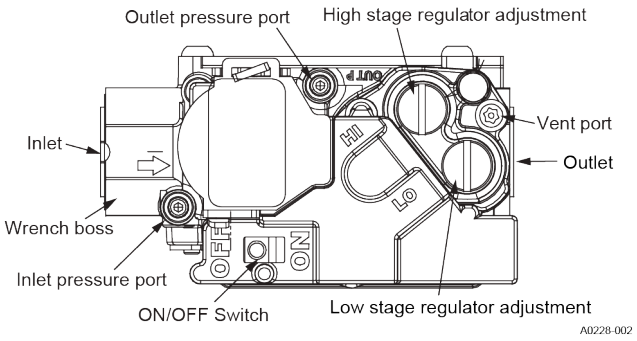


Figure 6: Two-stage gas valve



Furnace maintenance - user information

WARNING

Before proceeding, be sure the area is well ventilated. Turn the thermostat off. If the blower is running, wait until it stops automatically. Turn off the gas and electrical power supplies to the furnace. Check all metal parts and surfaces to be sure they have cooled to room temperature before you begin.

External air filters

Only install filters used with this furnace external to the furnace casing. Do not attempt to install filters inside the furnace cabinet. Some installations may have the air filter in a rack attached to the casing of the furnace or placed in the return air duct. If the filter location or replacement process is not obvious, contact your installer or service technician for assistance.

Every time you change the external air filters, visually inspect the following items:

- Check combustion air and vent pipe for blockage or leakage.
- Check all components to ensure they are in good condition and that there are no obvious signs of deterioration.
- Check the drain lines to make sure there are no cracks or leaks.
- Check for dirt or lint on any surfaces or on components. Do not try to clean any of the surfaces or components. A qualified service professional must clean the furnace and its components.

Do not operate the furnace if, during the inspection of your furnace, you find any of the following conditions:

- Excessive amounts of dust and lint on components
- Damaged or deteriorated components or surfaces
- Leakage or blockage in the vent pipe passages
- Water on any surface inside or outside of the furnace

Call a certified dealer or servicing contractor to check or clean your furnace, or for more information if you have questions about the operation of your furnace.

If all components appear to be in good operating condition, replace the furnace access panels or doors. Turn on the gas and electrical power supplies to the furnace, and set the thermostat to the preferred temperature.

Cleaning your filter

Clean high-velocity filters with a vacuum cleaner or wash them with a garden hose. Be sure to shake off excess water and allow the filter to completely dry before re-installing it.

Replace disposable filters with the same size new filters. Disposable filters may be replaced with cleanable filters at this time.

Blower care

Even with good filters correctly in place, blower wheels and motors become dust-laden after months of operation. A qualified service agency must inspect the entire blower assembly annually.

Note: The spring-loaded safety cut-off switch, mounted at the blower deck, automatically cuts off the electric power supply to the furnace when the furnace blower access panel or door is removed. As a safety precaution, turn off all electric power and the gas supply to the furnace before servicing.

WARNING

Make sure you do not move the clip-on weight on the indoor fan wheel when cleaning the wheel. This weight is used to balance the wheel. Moving the weight causes the fan wheel to vibrate.

Motor lubrication

The motors in these furnaces are permanently lubricated and do not require periodic oiling.

Service information

Troubleshooting problems

If your furnace is not operating correctly, make the following visual checks before contacting your local contractor, dealer, or service provider:

1. Check that electric power to the furnace is turned on.
2. Check that the manual gas shut-off valve in the gas piping supply is turned to the on position. See Figure 4.
3. Check that the on/off switch on the gas valve is turned to the on position. See Figure 6.
4. Check that the furnace blower access panel or door is correctly positioned. Removing this panel or door cuts off the electric power supply.

Furnace control diagnostics

The furnace has built-in, self-diagnostic capability. If a system problem occurs, a blinking LED behind a clear view port in the blower compartment door shows a fault code. The LED flashes red, green, or amber to indicate various conditions.

The control continuously monitors its own operation and the operation of the system. If a failure occurs, the LED indicates the failure code. If the failure is internal to the control, the light stays on continuously. In this case, the entire control must be replaced, as the control is not field repairable.

For flash sequence codes 1 to 15, the LED turns on for 1/4 s and off for 1/4 s. This pattern repeats the number of times equal to the code. For example, six on flashes equals a number 6 fault code. All flash code sequences are broken by a 2 s off period.

Slow green flashes: Normal operation, stand by

Double amber flashes: Normal heating operation - modulating furnace models only

Slow amber flashes: Normal operation with call for heat

Rapid red flashes: There is a problem with the operation of this furnace. Contact your local dealer, contractor, or service provider.

Furnace maintenance - dealer or contractor

A certified dealer or qualified service contractor must clean and adjust the furnace once a year or before the start of every heating season. The following items must be cleaned and serviced or replaced if there are signs of deterioration:

- The vent terminal
- The furnace vent and combustion air intake passageways.

  ⓘ **Note:** Should it be necessary to service the vent or air intake system, a qualified service agency must conduct this service. The operation of this appliance requires the reassembly and resealing of the vent or air intake system.

- The furnace burners, ignitor, and flame sensor
- The condensate collection and disposal system.

  ⓘ **Note:** If disassembly of any components containing flue or vent gases is required, a qualified service agency must perform the service.

- Heat exchanger assembly
- Induced draft motor assembly

Replacement parts list

All components, assemblies, accessories, and replacement parts for this furnace are available through qualified service agencies. The user must not purchase, install, or replace any components of this furnace. Contact your local contactor, dealer, or service provider for additional information.

Wiring diagram

You can find the unit wiring diagram on the inside of one of the access panels on the furnace. It is intended for reference only. If service is required, contact your local contactor, dealer, or service provider.

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Supersedes: Nothing
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