



Dear Sanders & Johnson Customer,

Congratulations on your new purchase! We hope you will receive many years of trouble free operation from your new unit. You can be assured that Sanders & Johnson is 100% committed to that goal and we will do everything in our power to achieve that goal.

Here are a few things that you should know about your system that will help you enjoy it to its' capability.

**Air Conditioning** systems are not designed to cool a home only to maintain its' temperature. If you let the home get hot, all the items within the home are also hot (i.e.: furniture, walls, etc.). Therefore, it will take a long time for the system to reduce the air temperature because all the interior items are still radiating heat. It is recommended to set the A/C at a comfortable temperature and allow it to maintain that setting. Ceiling fans should not be operated when the air conditioner is running. Ceiling fans, no matter which direction they are running, move the hot air from the ceiling to the floor. This makes the air conditioner deal with the entire volume of the home instead of just the square footage. It is not important how hot the ceiling is because you are not up there. Units are usually sized to cool the lower 6' of the homes interior space 18 to 25 degrees below the outdoor temperature. In multi-level homes the fan on your furnace should be run constantly. On the thermostat there is a switch labeled fan auto-on. This should be set in the on position. This allows the fan to run continuously and the A/C unit to cycle with indoor air temperature. This will keep the temperature between floors closer. There can be as much as 10 degrees difference between floors if you do not run a continuous fan. Running your unit in this fashion will not harm the motor and should not increase your electric bill any more than if you were running a couple of light bulbs. If you notice your system is not performing as well as it did when it was first installed the first thing you should check is your furnace filter. Furnace filters should be changed at least 4 times per year. If you have an electrostatic filter it should be washed monthly. If you have never had air conditioning before you may not be used to changing your filter during the summer. A clean filter is critical to your system performance and is not covered by any of your warranties. Symptoms of a dirty filter are frost build up on the a/c lines leading into your furnace plenum, lack of airflow out of your registers or unusual whistling sounds near the furnace. The outdoor unit should be hosed off once a year to keep it clean from cottonwood seeds, dryer lint or any other debris that may accumulate on it. A dirty outdoor unit will also cause frost buildup and warm register air temperature.

**Furnaces** of quality that Sanders & Johnson installs require very little maintenance. The motors are pre-oiled from the factory and don't require any additional attention. Again, as with an air conditioner, the filter is critical. If the filter is dirty the unit will run too hot and will shut down on its' safety switches. There is a self-diagnostic board inside the lower door of the furnace. This board will have a light that flashes a certain sequence that will correspond to a certain problem. If your unit is not working, look at the lower door and you will find a clear view port. If you look into this port you will see a flashing red light. Make a note of how many flashes it makes and call our office and we will be better able to know what the problem may be. If you ever have to take the lower door off the furnace (i.e.: change filters or check the legend on the board) make sure that it is put back on securely. If the lower door is not on properly the unit will not work. This can be very frustrating to wait for a technician only to have him put the door on properly and is not covered under warranty.

**Manufacturer warranties** cover the parts and labor as specified in your original bid. These warranties cover the labor during normal business hours. If you have an emergency that requires service outside of normal business hours you will be billed the difference normal hours and our after hour rate. Our technicians do not have all the office records at there homes so it is up to you to have a copy of your paid invoice that shows the installation date so he knows what your warranties are. If there is any confusion the technician will want to be paid the full service call rate and if there is any warranty amount to be applied the office will reimburse you that amount. For all manufacturers lifetime warranties you must register your equipment directly with the manufacturer. You will find a warranty registration card in your homeowner's packet that came with the equipment.