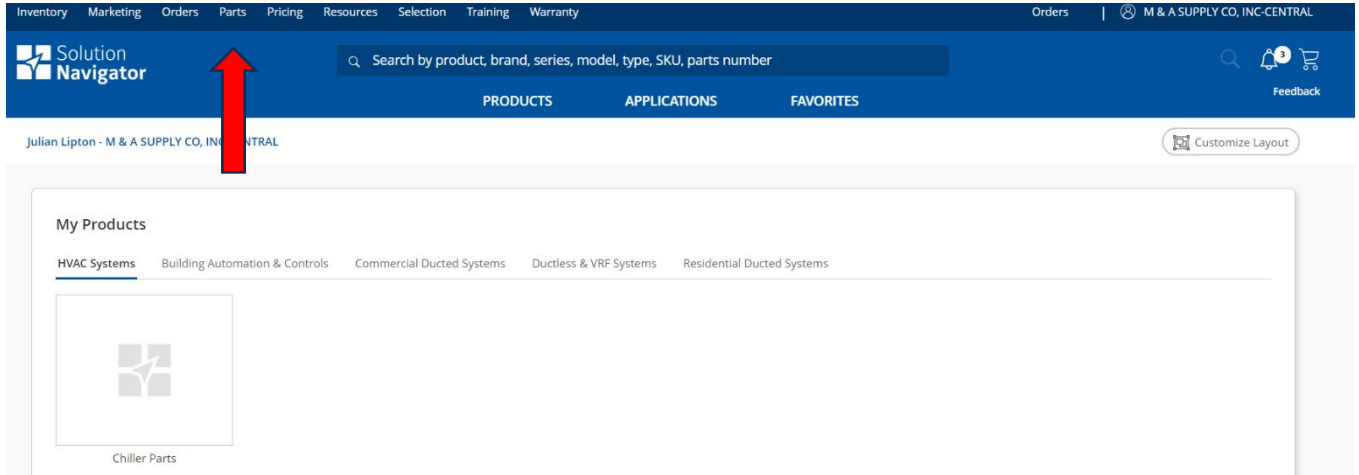


# Frequently Asked Questions:

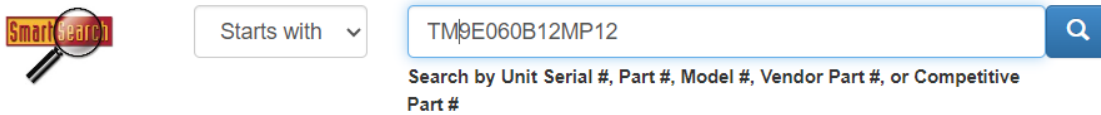
## Parts Look Up in Navigator:

-Once logged into Navigator select Parts, then “SmartSearch-UPG Products”

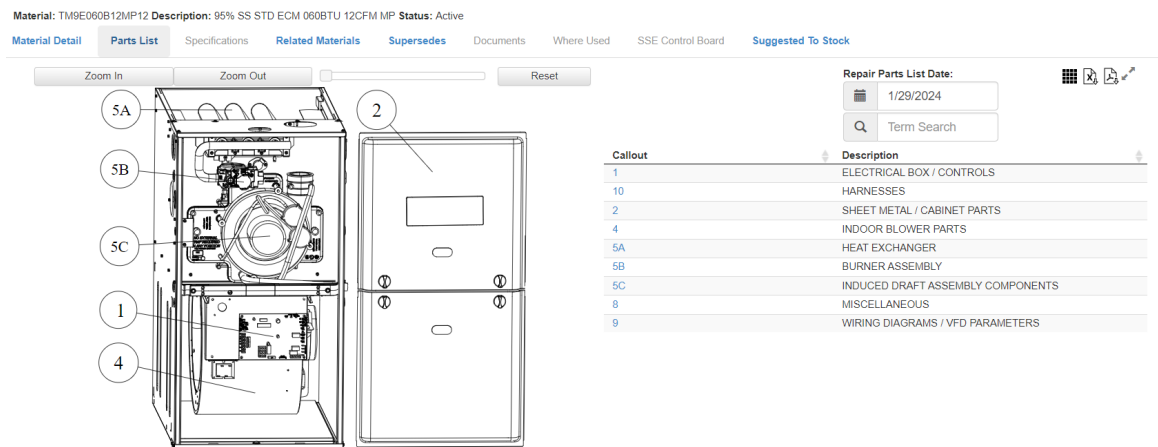


-From here, you can enter either your model or serial number of the unit you are looking for parts on.

### Item Number Search

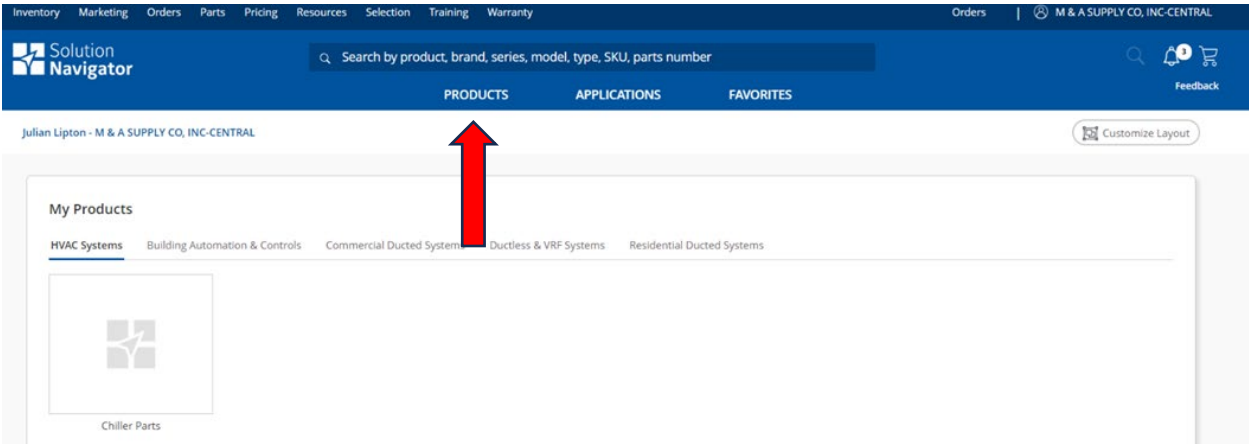


-Once you enter the model/serial number select parts list to see a full breakdown of the unit you are looking for parts on.

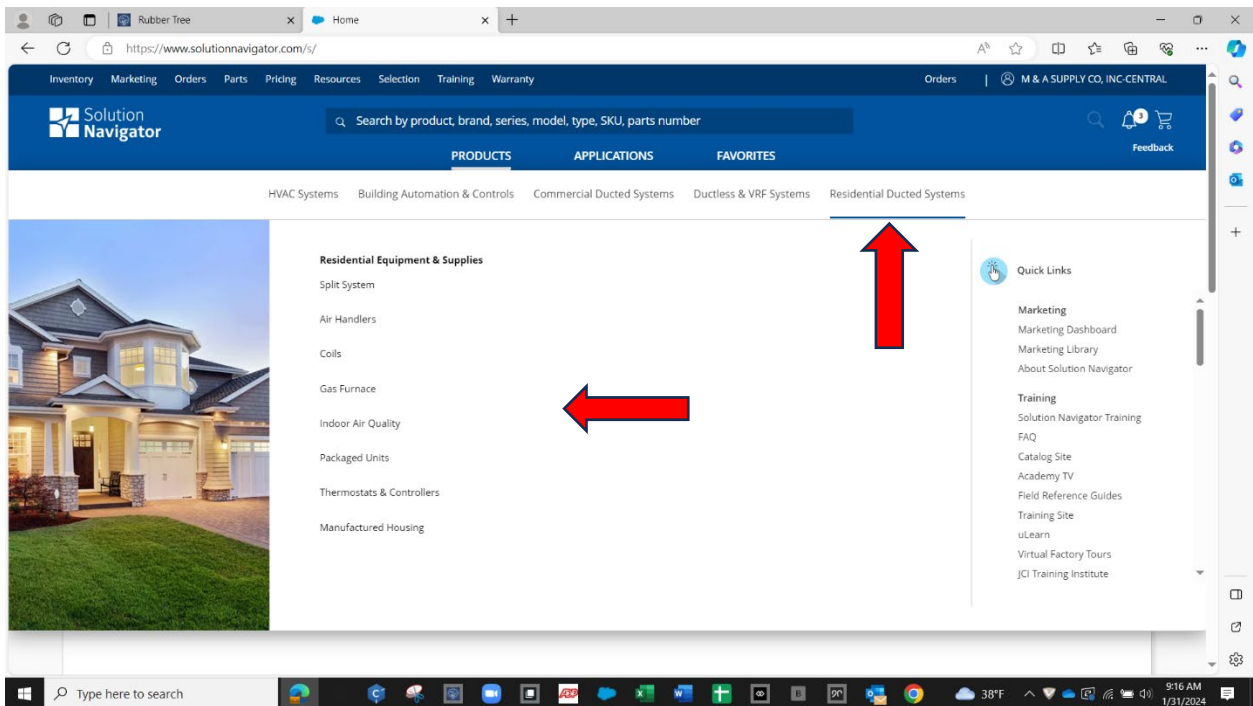


## Look at Product Information Through Solutions Navigator:

-From the main screen, select “Products”



-Next, select “Residential Ducted Systems”, then select the piece you want to see information on.



-From there, you can select the system you are looking for.

The screenshot shows a web interface for selecting HVAC systems. On the left, there are three filter sections: 'Family' with 'Single Piece' checked and 'Modular' unchecked; 'Status' with 'Published' checked and 'Retired' unchecked; and 'Brand' with 'York - Residential & Commercial' checked and 'Guardian' unchecked. To the right, three product cards are displayed. The first card is for 'JHVV - York'. The second card is for 'JHVT - York - Residential' and has a red arrow pointing to the third card. The third card is for 'JHET - York - Residential & Commercial'. Each card includes a 'View Series' button at the bottom.

-You can see all the information you should need on the unit you are looking for, including technical and installation guides in PDF form.

The detailed product page for the JHET unit features a large image of the unit on the left. To the right, under the heading 'Features', there is a list of key specifications: 

- MaxAlloy™ Coil** - Long life aluminum coils built to deliver lasting performance, efficiency, and reliability
- Next Generation Even-Flow Distributor** - Designed for balanced refrigerant flow and even coil circuit performance
- Next Generation High-Efficiency Blower** - Delivers increased airflow and reduced blower watts by 10%, using a standard ECM motor
- Two-Stage Operation** - Provides flexibility in application with single and two-stage outdoor equipment
- Next Generation Insulation and Gasket Design** - reduces thermal

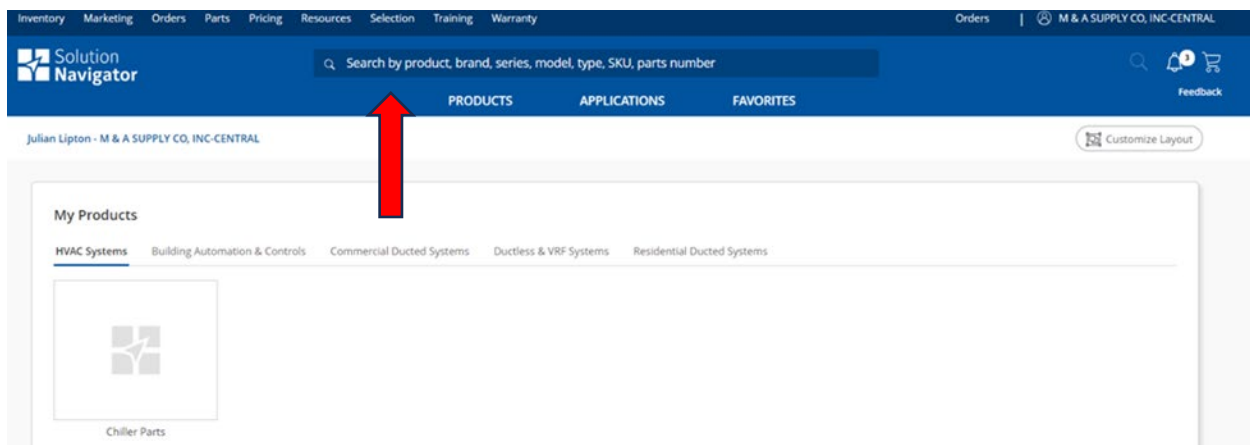
 Below the features is a 'Description' section with a dropdown arrow, containing text about the JHET Air Handler line's flexibility. A 'Start a Project' button is located to the right of the description. At the bottom, there is a 'Documents & Guides' section with a dropdown arrow.

*Fun Fact: You can also see this information through the M&A Supply App!*

## Using the Selection Tool:

(If you need to find a match up that is not in your price pages, you can use the selection tool to help you see other options.)

-Start by selecting “Selection” and then “Residential Split”.



-From there make sure York is selected in the “Brand:” drop down, and you can go through match-ups to see which system best fits your application.

Model Accessories Performance Report Brand: York - Residential

**System Configuration**

Custom  25C Tax Credit Eligible (Subject to IRS qualification)

Product Status:  Active  Active + Discontinued

Efficiency: Type: SEER/SEEF Min: 13 Max: 22 South Region

Display Matchup Grid

Clear Matchup

**TXV/Orifice**

**AHRI Reference Number**

AHRI Reference Nu. Search www.ahridirectory.org

**Outdoor Unit**

Condenser Only

Type: Air Conditioner Tons: All Voltage: 208/230-1-60

HMC - Up To 18 SEER Modulating Horizontal

**Indoor Unit**

Indoor Unit Only

Type: Air Handler Voltage: 230-1-60 Airflow: All

JHET - Standard ECM Single Piece Air Handler

**Coil Unit**

Match Coil to Air Handler / Furnace Width

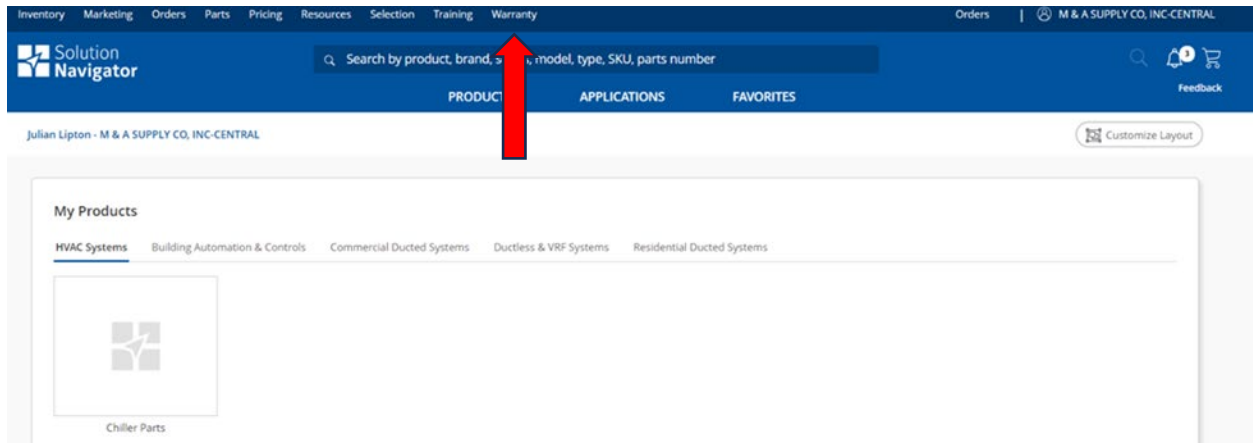
XAF Full Cased Upflow/Downflow - MaxAlloy Aluminum Indoor Coils

XAF W/TXV Full Cased Upflow/Downflow - MaxAlloy Aluminum Indoor Coils

XAH Full Cased Horizontal - MaxAlloy Aluminum Indoor Coils

## Warranty:

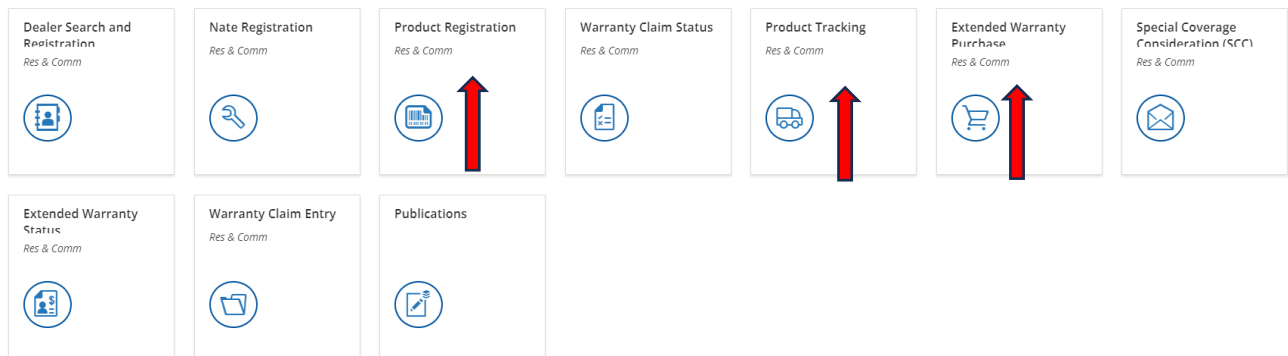
-From the Main Screen, select Warranty, then select "Warranty" again from the drop down menu.



-Next, you will have access to several options from this screen:

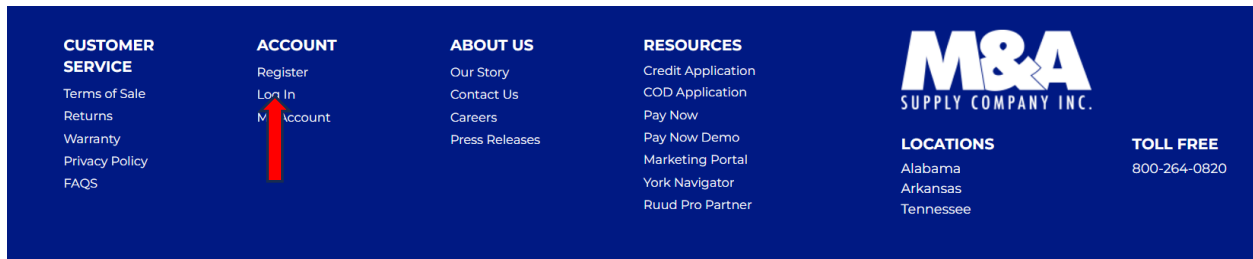
1. Product Registration: This allows you to register the products you install for parts warranty.
2. Product Tracking: This allows you to verify warranty coverage and see a warranty history on the products you are servicing.
3. Extended Warranty Purchase: This allows you to purchase extended warranties on the products you are installing.

### Residential & Commercial



## **Setting Up an Account on M&A Supply Company's Website:**

Go to <http://www.masupplycompany.com> and scroll to the bottom of the page.  
From there select register under the "Account" section.



Once you register, you will receive a notification that your account is set up. From this page you can order equipment and pay your account!

## **Ordering Equipment & Supplies:**

There are several ways to order equipment and supplies through M&A:

1. Calling the counter
2. Texting the counter (You can also send in pictures of list that you have as well).
3. E-mailing the counter (Call your local branch and they will give you're the branch's email)
4. Login to on the M&A website

[CLICK HERE](#) to look up your local branch locations information now!

**M&A Supply App:**

M&A Supply Company also has a mobile app that you can use to look at product information, see available training opportunities and register for Spiffs. Simply download the app on your phone app store.

At this time you cannot order equipment and supplies through our mobile app. But be on the lookout for a NEW M&A mobile app coming soon!

