

## Up To Date

### Discounted 3.5 Ton AC

There are still plenty of CA16NW04300G units in stock and available at \$1899 through the end of August. Discounted heat pumps units are also still available.

### Spring Cool Cash

Carrier's Cool Cash consumer rebate has ended and claims must now be submitted by September 15, 2023 at 4:00 PM. The fall promotion will begin on September 11 and end on November 18.

### Inventory Closures

Mark your calendars because Sigler Wholesale Distributors will be closed on the following dates for inventory counts:

- Santa Rosa  
Friday, October 20
- Concord  
Friday, October 27
- San Jose  
Friday, November 3
- South San Francisco  
Friday, November 10



## What's New on SiglerTV

Fan Coils (6 videos)

Bruce Sotelo, Pat Burke, Michael Sardina and Jon Malkovich in the San Jose hands-on training center

## Carrier Warranty Policy and Procedures

How often do you hear "Is this going to be covered under warranty?" from an anxious homeowner? Carrier's standard policy offers a 10-year parts warranty on most equipment installed in a residential application. However, there are lots of nuances which are important to note.

Original homeowners have a 10-year parts warranty on their equipment. Subsequent homeowners will have warranty coverage so long as it is within 5 years of the original equipment installation. Anything past the 5-year mark will no longer be covered.

In the rare event you experience a major component failure within the first 30 days of installation, there are options. With a compressor failure you may replace the compressor with a \$325 labor allowance. A second option allows for a unit replacement with no labor allowance. A filled out SCA with DOA compressor evaluation form would need to be submitted to claim.

An unrepairable leak in the condenser coil inside the first 30 days of startup follows a

similar process. You may order a replacement coil with a \$325 labor allowance. If the leak is on a factory weld it will need to be repaired in the field with \$325 labor allowance. Lastly, if a video can be provided showing bubbles from the middle of the coil, a replacement unit may be installed with tech support approval. There will be no labor allowance for a unit replacement.

24VNA6 and 25VNA4 Greenspeed units offer a 10-year one-time unit replacement for a compressor failure with \$300 labor allowance. The Greenspeed compressor evaluation form will need to be included at time of claim submittal.

If an unusual situation is developing, it's best to involve tech support available by phone or text at 415 330 6666. You may submit claims via [www.servicebench.com](http://www.servicebench.com) or [www.siglers.com/sca/norcal](http://www.siglers.com/sca/norcal). A paper SCA form may also be used. All warranty transactions must be paid in full for the replacement component including an authorized replacement unit. After the claim is processed, a credit will be applied against the warranty invoice.

# Sigler

Wholesale Distributors

THE PRODUCTS YOU NEED  
THE VALUE YOU DESERVE

## Concord

1920 Mark Court, #100  
p - 925.825.1540  
e - CNCorders@siglers.com

Jimmy Hilton x8504  
Steven Anello x8509  
Tim Benjamin x8530  
Rudy Hernandez x8529  
Steve Moorhead x8501  
Alyssa Pliler x8506  
Linda Randall x8311  
Adam Winship x8512

## San Jose

2390 Zanker Road  
p - 408.453.3300  
e - SAJorders@siglers.com

AJ Brantley x8522  
Taylor Abernathy x8321  
Alex Aguayo x5386  
Joseph Bautista x8309  
Neena Flores x8327  
Mike Ha x8305  
Denise Jarquin x8346  
Daisy Marquina x8934  
Ann Martinez x8329  
Elly Moreno x8320  
Mario Sanchez x8328  
Timmy Ton x8339  
Pilar Zavaleta x8304

## Santa Rosa

256 Sutton Place, #104  
p - 707.361.7600  
e - STRorders@siglers.com

Adonis Segrove x8407  
Nicholas Coleman x8552  
Kathryn Habara x8555

## South San Francisco

229 Littlefield Avenue, #1  
p - 415.330.6600  
e - SSForders@siglers.com

Debbie Russitano x8412  
Pete Martinez x8406  
Tricia Maychrowitz x8404  
Kai Sorensen x8415

## Technical Support

415.330.6666 (call or text)

## Featured Products



Hot summer days are often followed by cooler nights in the Bay Area. A great way for homeowners to capitalize on this “free cooling” is with a whole house fan. If you’re not including QuietCool in your selling process, you and your homeowners are missing out! Sigler Wholesale Distributors has both PSC and ECM motor models now available!

This August, mention this ad and take 10% off every order of Quiet Cool Fans. Sorry, this doesn’t apply to special new construction prices.



An added benefit that is especially important these days is the fan’s ability to circulate air and introduce a large volume of fresh outside air into a home. When people are focused on keeping the air in their homes fresh and clean, nothing works better than Quiet Cool.



Indoor air purification and filtration is of top concern for many Bay Area homeowners. Finding a solution that you can confidently stand behind is critical. Thankfully, the Air Knight IPG air purification system utilizes dual technologies to reduce dust, dander, sub-micron particles, odors, air pollutants, VOCs, smoke and viruses in the home.

While all the various UV style air purifiers look the same, they’re not. Air Knight is the only manufacturer with a dual frequency UV lamp and 8-10 times more catalyst surface area for the photocatalytic process. To come close to the technology of Air Knight, other systems would need a separate H<sub>2</sub>O<sub>2</sub> generator. Air Knight is the only solution that combines multiple technologies to offer a best-in-class, active air purification system. Air Knight is UL rated and has a 7 year warranty on the power supply.

This August, mention this article and get 10% off on one Air Knight purifier.

## Technical Tips

### Q: Why does the factory keep wiring these units wrong?

For a few years now, Carrier has been equipping some residential AC and HP units with an ECM outdoor fan motor. This fan motor wiring schematic continues to cause confusion for installers and service people.

Why the confusion? The ECM motor is not on every model. For example, the 24SPA6 comes with the ECM motor in the 4 and 5 ton models only. The other sizes have the familiar PSC fan motor and wiring. Another curve ball is the dual capacitor with typical spade connectors reading HERM, C and FAN. The ECM does not use a capacitor while the compressor still does. This leaves the factory dual

capacitor FAN connector awkwardly bare without the familiar brown wire landed on it.

It may be second nature to think it’s been mis-wired from the factory but look closer at the wiring diagram. The motor is connected to a constant source of 230 volts. The signal to run the ECM is the same low voltage signal that snaps the contactor in. The key takeaway is if one of the two 24V signal wires for the motor are mistakenly swapped from the contactor coil to the unused FAN capacitor connection, the motor will need to be replaced after it receives high voltage on its low voltage input.