

User's Information Manual: HMH7 Series - 17 SEER2 Horizontal Discharge Modulating Heat Pump

6345396-UUM-A-0123

General

The units are tested in accordance with the following:



Intertek



Unitary Small HP
AHRI Standard 210/240
Certification applies only when the complete system is listed with AHRI.



ISO 9001
Certified Quality
Management System

Contact information

To contact us online, go to www.york.com, click **Contact Us**, and follow the instructions.

To contact us by mail, use the following address:

Johnson Controls Ducted Systems
Consumer Relations
5005 York Drive
Norman, OK 73069

Safety

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



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

WARNING

This product must be installed and serviced by a qualified installer or service agency. Improper installation, adjustment, alteration, service, or maintenance can cause injury or property damage.

How your system works

Cooling cycle

During the cooling cycle, your system removes heat and humidity from your home and transfers this heat to the outdoor air.

Heating cycle (heat pumps)

During the heating cycle, your system removes heat and humidity from the outdoor air and transfers this heat to your home. This is possible because even 0°F outdoor air contains a great deal of heat. Remember that your heat pump does not generate much heat; it merely transfers it from one place to another.

System operation

Your thermostat gives you full control of the heating and cooling levels in your home, and can also allow you to control these remotely using a smart device. Do not switch your thermostat on and off rapidly or switch between the heating and cooling mode of operation rapidly. This could damage your equipment. Always allow at least 5 min between changes.

Setting the thermostat

CAUTION

The main power to the system must be kept on at all times to prevent damage to the outdoor unit compressor. If necessary, use the thermostat control switch to turn the system off. Should the main power be disconnected or interrupted for 8 h or longer, do not attempt to start the system for 8 h after the power has been restored to the outdoor unit. If heat is needed during this 8 h period, use emergency heat.

Thermostat

Your key to comfort

Although thermostats may vary widely in appearance, they are all designed to perform the same basic function: to control the operation of your air conditioning or heat pump system. Regardless of size or shape, each thermostat features the following:

- a temperature indicator
- a dial, arm, or push button for selection of the required temperature
- a fan switch to choose the indoor fan operation
- a comfort switch for selection of the system mode of operation

Note: Only approved thermostats have been tested and are fully compatible with this equipment. Many different thermostats operate on batteries or power stealing principals. These types of thermostats cannot be supported as trouble-free when used with this product.

If your system is designed to allow both cooling and heating operation, you may have either a manual changeover type of thermostat or a programmable electronic type of thermostat.

Manual changeover means that the comfort switch must be manually positioned every time you want to switch from the cooling to heating mode of operation or heating to cooling mode of operation.

A complete operating instruction is provided by the manufacturer for each thermostat.

Familiarize yourself with its correct operation to ensure maximum comfort with minimum energy consumption.

The computerized electronic thermostat is an electronic version of a manual changeover type of thermostat. This thermostat includes features that allow set-back temperature variations for nighttime or periods when you are away from home during the day, reducing energy costs. The thermostat also features a digital clock.

Cooling only

If your air conditioning system is designed to provide cooling only (AC), with no capability for heating operation (heat pump), a two-stage cooling only thermostat with a manual, one-position **Cool** and **Off** comfort switch is all that is required for system operation.

Cooling and heating (heat pump)

If your system is designed to allow both cooling and heating operation, you may have either a manual changeover type of thermostat or a programmable electronic type of thermostat with two stages of cooling and two stages of heat.

Manual changeover

Manual changeover means that the comfort switch must be manually positioned every time you want to switch from the cooling to heating mode of operation or heating to cooling mode of operation.

Start-up

Observe the maximum and minimum conditions for operation to ensure your system delivers optimum performance and requires minimum service.

Table 1: Minimum and maximum operating limit conditions

Air temperature	Outdoor coil °F (°C)		Indoor coil °F (°C)	
	DB cool	DB heat	WB cool	DB heat
Minimum	35 (2)	-5 (-21)	57 (14)	50 (10)
Maximum	122 (50)	75 (24)	72 (22)	80 (27)

❶ **Note:** Refer to the NOTICE in the *Reduced capacity conditions* section in the *Installation Manual*.

❷ **Note:** Operation below listed temperatures is permissible for a short period of time during morning warm-up.

If the main power supply to the outdoor and indoor units is off, place the system into operation as follows:

1. Enable the mode of operation.
2. Set the thermostat to the required temperature.
 - **Cooling:** For cooling, the higher the setting, the lower the amount of energy consumed. Federal guidelines recommend a setting of 78°F (26°C).
 - **Heating:** For heating, the lower the setting, the lower the amount of energy consumed. Federal guidelines recommend a setting of 65°F (18°C) or lower.

❸ **Note:** If your cooling and heating temperature adjustments are separate, ensure to set both.

3. Set the mode of fan operation required.

Power failure

If a power failure occurs, the system automatically resumes operation when power is restored, using the set-points that were present when power was interrupted.

When accidents, wind, storms, or other issues disrupt electrical power supply to your home, set the thermostat to the **Off** position.

Electronic thermostat

This computerized electronic thermostat, when programmed, functions automatically to operate the system as follows:

- When the indoor temperature rises above the higher (cool) setting, the outdoor unit operates and the indoor fan circulates the cooled, filtered air. When the room temperature is lowered to the selected level, the system shuts off. The indoor fan either shuts off or runs continuously, depending on the selected fan switch setting.
- When the indoor temperature drops below the lower (heat) setting, the heating system operates and the indoor fan circulates the heated, filtered air. When the indoor temperature rises to the selected setting, the system shuts off. The indoor fan either shuts off or runs continuously, depending on the selected fan switch setting.

Operating efficiency

Heating conservation

For the most efficient operation, keep storm windows and doors closed all year long. They help insulate against heat and cold, and they also keep out dirt, pollen, and noise.

To conserve already heated air, do the following:

- Close drapes at night.
- Keep fireplace dampers closed when not in use.
- Run exhaust fans only when necessary.

Keep lamps, televisions, or other heat producing sources away from the thermostat. The thermostat senses this extra heat and is not able to maintain the inside temperature to the chosen comfort level.

Cooling conservation

The following are some useful points to note:

- To comfortably cool your home, your air conditioner must remove both heat and humidity. Do not turn your system off, even if you are away all day. It is normal for this unit to run continuously as it maintains the comfort level.
- Keep windows closed after sundown. While the outdoor temperature at night may be lower than indoors, the air is generally loaded with moisture that is soaked up by furniture, carpets, and fabrics. This moisture must be removed when you restart your system.

- The hotter the outside temperature, the greater the load on your system. Therefore, do not be alarmed when your system continues to run after the sun sets on a hot day. Heat is stored in your outside walls during the day and continues to flow into your home for several hours after sunset.
- Use your kitchen exhaust fan when cooking. One surface burner on high requires one ton of cooling. Turn on your bathroom exhaust fan while showering to remove humidity. However, exhaust fans must not run excessively as this decreases efficiency by removing conditioned air.
- Aid your system in the summer by closing drapes or blinds and by lowering awnings on windows that get direct sunlight.

System maintenance

Perform regular periodic preventative maintenance on this equipment. The person most familiar with the equipment in your HVAC system is a dealer. The dealer can ensure your maintenance program meets the conditions of the warranty, maximize the efficiency of the equipment, and service your unit within the federally mandated guidelines with regard to unlawful discharge of refrigerants into the atmosphere.

Coil care

Keep the outdoor unit free of foliage, grass clippings, leaves, paper, and any other material that could restrict adequate airflow in and out of the unit. Vacuum the coil to remove any debris from between the fins. If the coil becomes excessively dirty, set the main disconnect switch to **Off** and wash the coil with your garden hose. Avoid getting water into the fan motor and control box. Flush dirt from the base pan after cleaning the coil.

Service calls

There are a few instances where you can avoid unnecessary service calls. If the unit stops functioning correctly, check the following items before calling your servicing dealer:

- Indoor section for dirty filter
- Outdoor section for leaf or debris blockage. Eliminate the problem, set the thermostat to the **Off** position for 10 s, and then select the heating or cooling mode of operation to restart. The system starts after the 5-min anti-short-cycle delay. If the system does not start, call your service dealer.

WARNING

Your system contains environmentally friendly refrigerant R-410A, which operates at high pressures. You may be in danger if you try to make an attempt to repair your unit. Please contact your local dealer.

Filter care

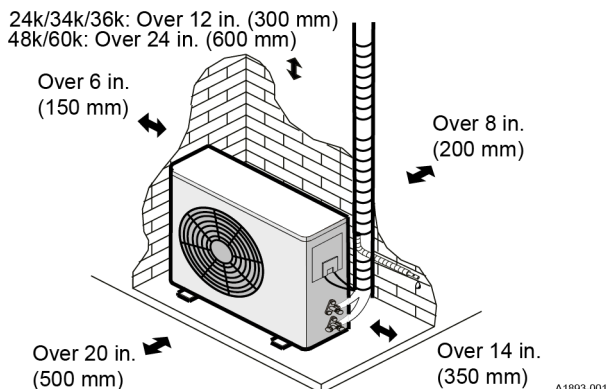
Inspect the air filters at least once a month. If they are dirty, wash reusable filters with a mild detergent per the manufacturer's recommendations. Replace disposable filters with new filters.

Install the clean filters with the airflow arrow in the same direction as the airflow in your duct. Filters must be clean to ensure maximum efficiency and adequate air circulation.

Clearances

The minimum clearances from the outdoor unit shown in Figure 1 must be maintained if any patio or yard improvements are done around the outdoor unit.

Figure 1: Minimum clearances when selecting a location



Parts information

Replacement parts are available from your local contractor or dealer.

Extended warranty

Special warranty packages (called performance promise plans) are available through your contractor. These packages reduce the potential cost of service calls following the first year of operation on your cooling (or heating and cooling) system.

Some efficiency dos and do nots

- **Do not** constantly adjust the thermostat. Adjusting your thermostat setting does not make your system heat or cool any faster. Set your thermostat to a comfortable setting and only adjust it when required.
- **Do not** restrict air circulation. Placing furniture, rugs, and other obstacles where they interfere with air vents makes your system work harder to achieve a comfortable temperature level. This requires more energy, which means greater energy costs.
- **Do not** locate lamps or other heat-producing appliances (radios, TVs, heaters) near your thermostat. The heat from these items gives your thermostat false information about the temperature in the room.
- **Do** select a comfortable thermostat setting, but keep in mind that moderation in temperature selection saves energy.
- **Do** turn on your kitchen exhaust fan when cooking and your bathroom exhaust fan when showering. Also, make sure your clothes dryer is properly vented. If these items are neglected, excess heat and humidity may be created, causing your air conditioning system to run longer.

- **Do** set your thermostat a few degrees lower than normal several hours before entertaining a large group of people in a relatively small area. People give off a considerable amount of heat and moisture in a closed area.
- **Do** keep drapes and venetian blinds closed when practical. These items provide insulation against heat loss or gain.
- **Do** contact a qualified service person to make repairs or adjustments to your system.

Characteristics of heat pumps

Constant heat

Heat pumps have a cooler supply air temperature than furnaces. The common practice of over-sizing furnaces contributes to an off-and-on again operation with short blasts of hot supply air. The heat pump system is sized more closely to the heating needs of your home. Heat is supplied at a lower temperature over a longer period of time to provide a more constant heat, and it may give you the impression that your system never stops running.

Water run-off

During the heating cycle in mild weather, you may notice water running off the outdoor coil. Moisture from the air condenses on the outside surface of the coil, where it gathers and runs off. This is a normal part of operation and does not indicate a leakage.

Outdoor coil defrosting

At certain outdoor conditions (low temperature, high humidity), frost may build up on the coil of the outdoor unit. To maintain heating efficiency, the system automatically defrosts itself. Steam rising from the outdoor unit is normal and is an indication of correct operation. The vapor cloud only lasts for a few minutes. When the defrost cycle completes, the system automatically switches back to heating. Auxiliary heat is automatically energized to maintain comfort during defrosting.

Limited warranty

Residential Split AC and HP Communicating Variable Capacity Systems

Warranty terms: Johnson Controls Ducted Systems (hereinafter “Company”) warrants this product to be free from defects in factory workmanship and material under normal use and service and will at its option, repair or replace defective parts without charge, subject to the exclusions below and according to the terms outlined in this warranty. Company reserves the right, at its sole discretion, to provide an equivalent complete replacement unit in place of repair parts. Alternatively, Company may at its option, offer a replacement price allowance to be applied toward the purchase of a new unit offered by Company. The exact allowance amount will be determined at the discretion of Company, based upon availability, age of existing equipment and current market conditions, but excluding items as ductwork, wiring, piping, and installation costs. The warranty period for obtaining repaired or replacement parts, or an allowance shall not extend beyond the original warranty period as stated below. In addition, if a replacement unit is provided by Company, the warranty period for the complete replacement unit is limited to the remainder of the original warranty period.

This warranty covers only equipment described by the Product Model Number and Unit Serial Number on the equipment or listed on the Warranty Registration Card, and applies only to products installed in the United States, Canada, or Puerto Rico. Company shall have no responsibility for installation, service, shipping, handling or other costs or charges, except as otherwise provided in this warranty. Tampering, altering, defacing, or removing the product serial number will serve to void this warranty. This warranty extends only to the original consumer purchaser and is nontransferable.

For this warranty to apply, the product must be installed according to Company recommendations and specifications, and in accordance with all local, state, and national codes; and the product or residence must not be removed from its place of original installation. This warranty does not apply to any unit sold over the Internet, by telephone or other electronic means unless the dealer that buys or sells a unit over the Internet, by telephone or other electronic means also installs the unit. In the absence of a recorded Warranty Registration Card, the warranty period will begin upon product shipment from Company. If you are unaware of the effective warranty date, contact Company at 1-877-874-7378 or visit www.upgproductregistration.com.

For product registration: For your benefit and protection, register your product with Company promptly after installation. This will initiate the warranty period and allow us to contact you, should it become necessary. You can register your product online at www.upgproductregistration.com, or by returning the Warranty Registration Card on the back page of this packet.

Product Model Number:

Unit Serial Number:

Installation Date:

Installing Dealer:

For warranty service or repair: Notify your Installing Dealer or a Participating Dealer, preferably in writing, as soon as possible after discovery of the problem. Be sure to include the Product Model Number, Unit Serial Number, Installation Date, and a description of the problem. You may find the Installing Dealer's name on this page or on the equipment, and you can locate Participating Dealers online at www.simplygettingthejobdone.com.

If a Dealer response is not received within a reasonable amount of time, notify Company at: Johnson Controls Ducted Systems, Consumer Relations, 5005 York Drive, Norman, OK 73069 or by telephone at 1-877-874-7378. All warranty service or repair will be performed during regular business hours, Monday through Friday 9:00 AM - 5:00 PM. Service requests sent to Company without prior Dealer contact will be referred back to a Participating Dealer. Because this process takes time, it is in the best interest of the Consumer to contact a Participating Dealer directly.

Warranty period: The warranty period in years, depending on the part, is as shown in the chart below.

Condensing units	Compressor	Parts
R-407C Models: GAW14L	5 years	5 yearst
R-410A Models: RAC13L, RAC14L, RAW14L, REP14L, RHP14L, RHP16L	5 years	5 yearst
R-410A Models: YCD, TC3B, YCE, TC4B, YCG, CC7B, TC7B, YCS, TW4B, YFD, TF3B, YFE, TF4B, YFK, CC17, TC17, TCD*, TCG*, TCHD*, TCHE*, YEE, TE4B, YHE, TH4B, YHG, CH6B, TH6B, YHM, CH16, TH16, THE*, HMH7	5 years or 10 yearst†	5 years or 10 yearst
R-410A Models: YXT, AC19B, HC19B, YZT, AL19B, HL19B	10 years or Lifetime†	5 years or 10 yearst

Note:

*All 3 phase models (with 31, 41, or 51 voltage codes) have 5-year compressor and 1-year parts warranty and are not eligible for 10-year

parts warranty. To qualify for the † Extended 10-year parts warranty or the †† Extended 10-year compressor warranty or ‡ Lifetime compressor warranty, the unit must be registered online at www.upgproductregistration.com within 90 days of installation for replacement units or within 90 days of closing for new home construction. In some states, registration is not required, but proof of installation is required.

Maintenance:

Company strongly recommends regular periodic preventive maintenance on this equipment. The person most familiar with the equipment in your HVAC system is a Participating Dealer. The Participating Dealer can ensure that your maintenance program meets the "Company Warranty" conditions, maximize the equipment efficiency, and service your unit within the mandated guidelines with regard to unlawful discharge of refrigerants into the atmosphere. For additional buyer protection, Residential Home Comfort Plans are available from a Participating Dealer. These plans provide you with additional years of warranty service protection including labor charges. Home Comfort Plans must be purchased within one (1) year from the date the equipment was installed.

EXCLUSIONS: This warranty does not cover any:

1. Shipping, labor, or material charges or damages resulting from transportation, installation, or servicing.
2. Damage or repairs required as a consequence of mishandling, faulty installation, misapplication, abuse, improper servicing, unauthorized alteration, or improper operation.
3. Damages or failure to start resulting from improper voltage conditions, blown fuses, open circuit breakers, or other inadequacy or interruption of electrical service or fuel supply.
4. Fuses, either internal or external to the product.
5. Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing, or handling of either defective parts or replacement parts.
6. Products removed from their original location for reinstallation purposes.
7. Damages resulting from accident, abuse, fire, flood, alteration, or acts of God.
8. Damages resulting from use of the product in a corrosive atmosphere.
9. Normal maintenance, or damages resulting from failure to perform normal maintenance, as outlined in the installation and servicing instructions or owner's manual.
10. Cleaning or replacement of filters, nozzles, or orifices.
11. Damages resulting from operation with inadequate supply of air or water; Damages resulting from failure to properly and regularly clean air and/ or water side of condenser and evaporator.
12. Damages resulting from: (I) freezing of condenser water or condensate; (II) inadequate or interrupted water supply; (III) use of corrosive water; (IV) fouling or restriction of the water circuit by foreign material or like causes.
13. Damages caused by improper parts, components or accessories not suitable for use in or with the unit. For a list of parts that are known to be compatible please reference the equipment renewal parts list, contact a Participating Dealer for assistance, or call 1-877-874-7378.
14. Electricity or fuel costs, or increases in fuel or electric costs, for any reason including additional or unusual use of supplemental electric heat.

This warranty is in lieu of all other express warranties. All implied warranties, including the implied warranty of merchantability and fitness for a particular purpose are limited in duration to the actual warranty period applicable to the part. Some states do not allow the disclaimer of implied warranties, so the above disclaimer may not apply to you. In addition, some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event, whether as a result of breach of warranty or contract, tort (including negligence), strict liability, or otherwise, shall Company be liable for special, incidental, or consequential damages or expenses, including but not limited to loss of use of the equipment or associated equipment, lost revenues or profits, cost of substitute equipment, or cost of fuel or electricity.

The above limitations shall inure to the benefit of Company's suppliers and subcontractors. The above limitation on consequential damages shall not apply to injuries to persons in the case of consumer goods. Company does not assume, or authorize any other person to assume for Company, any other liability for the sale of this product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state to state.