



WINTER 2019

- Ensuring Equipment Eligibility for the CE HVAC Program
- Why Use Combustion Analysis for Heating Comprehensive Tune-Ups
- 2019 Boiler and Furnace Tune-Up Trainings

Ensuring Equipment Eligibility for the CE HVAC Program

Your customers rely on you to install high-efficiency equipment and connect them to available rebates. Consumers Energy relies on you to verify the equipment you're installing meets or exceeds minimum program requirements to help our customers save energy and money. Did you know there's a resource available to help you achieve both?

AHRI as an industry resource

The Air Conditioning, Heating, & Refrigeration Institute (AHRI) is a global trade association comprising 315 manufacturer members from the HVACR industry, which accounts for more than 90% of all HVACR and water heating equipment manufactured and sold in North America. AHRI members submit their equipment for testing, and AHRI generates a certification of the equipment, its operating efficiency and other specifications, then publishes this information in its directory. The AHRI directory provides easily accessible product validation and is available online to anyone, 24 hours a day, seven days a week and is FREE. Check out [this video](#) to see how AHRI is making a global impact.

Where can I find the AHRI home page and directory?

The AHRI home page can be found at [AHRI Home](#), and the certification search page is located at [AHRI Directory of Certified Product Performance](#). For quick access, bookmark the directory or save it in the favorites of your browser. Visit your mobile device's app store for mobile access to the directory.

How do I use the AHRI directory?

You may want to download the [User Guide](#) and save it as a resource on your local hard drive. The [Frequently Asked Questions](#) page also covers most topics. For questions not addressed in these resources, use the Request Assistance button on the top of the home page to open a dialogue box that will send an email with your question directly to AHRI.

How does AHRI help me participate in the rebate program?

The only way to ensure the equipment you are installing qualifies for the Consumers Energy HVAC rebate program is to validate it in the AHRI directory.

This validation is particularly important when it comes to split system air conditioning and heat pump systems, where all three components (outdoor unit, indoor unit and air handler) must be matched in the AHRI directory to qualify for the rebate program. Changing any one of the three components can change the resulting system efficiency.

Equipment matches can form many combinations to reach a certain efficiency level, and they vary by brand. An example from a major manufacturer is shown in image 1 below, although these varied discrepancies occur with many manufacturers. Trane advertises the XR13 as an "up to 14.75 SEER" system, but in image 2, the same outdoor unit matched with different indoor units and furnaces results in different SEER efficiencies, ranging from 14 (ineligible in the HVAC program) to as high as 15. This is a great example of why you should always validate the entire system through AHRI. Your customer may be eligible for a higher rebate than expected based on the manufacturer's description, or you may find out ahead of time that the system is actually ineligible for participation in the rebate program.

A Trane For Every Home										IMAGE 1
	XV20i	XV18	XL18i	XL16i	XR17	XR16	XR14	XR13	XR16 Side Discharge	
ComfortLink™ II Capability	•	•								
Climatuff™ Compressor (stages)	700	700	2	1	2	1	1	1	1	
Capacity Variability %	30-100*	30-100*	70/100	100	70/100	100	100	100	100	
Compressor Sound Insulator	•	•								
Overall Sound Power Level [dB(A)]	57-75	57-75	72-74	69-74	72-74	71-74	72-73	71-75	70-73	
Spine Fin™ Coil	•	•	•	•	•	•	•	•	Plate Fin	
High SEER Efficiency (up to)	22.00	18.00	18.00	17.00	18.00	17.00	16.00	14.75	17.00	

AHRI Certified Ratings										IMAGE 2				
Outdoor Unit			Indoor Unit		Furnace		AHRI Certified Ratings							
Manufacturer	AHRI Type	Phase	Series Name	Brand Name	Model Number (Condenser or Single Package)	Brand Name	Model Number (Evaporator and/or Air Handler)	Model Number	Cooling Capacity (A2), Single or High Stage (B5F) (Btu/h)	EER (A2), Single or High Stage (B5F)	SEER	Indoor Full Load Air Volume Rate (A2) (SCFM)	Indoor Cooling Intermediate Air Volume Rate (B1) (SCFM)	Indoor Cooling Minimum Air Volume Rate (B1) (SCFM)
(B)(A)	RCU-A-CB	1	TRANE	4TRR3042D1	ADP	HTE305,990	*UDC008ACV4	43500	11.70		14.00	1170		
(B)(A)	RCU-A-CB	1	TRANE	4TRR3042D1	ADP	HTE305,948	*UDC108ACV5	42000	12.00		14.00	1200		
(B)(A)	RCU-A-CB	1	TRANE	4TRR3042D1	ADP	HTE505,990	*UDC108ACV5	45000	12.50		15.00	1335		
(B)(A)	RCU-A-CB	1	TRANE	4TRR3042D1	ADP	HTE305,948	*UDD120ACV5	42000	12.00		14.00	1185		
(B)(A)	RCU-A-CB	1	TRANE	4TRR3042D1	ADP	HTE305,948	*UDD140ACV5	41500	11.50		14.00	1100		

Same outdoor unit different indoor coils different Furnaces = Different SEER

AHRI directory tricks and tips

What's the easiest way to verify equipment information?

Enter the AHRI certified reference number in the directory. If you do not have that number available, you can search by brand name, model number, fuel type and other options on the product database and narrow down the results from there.

If you cannot locate the information on the AHRI directory, you still have options:

- **Ask your distributor** for an AHRI reference number or other identifying information that will help locate the equipment in the AHRI directory.
- **Try the manufacturer's website.** Most major manufacturers have corporate websites loaded with product information, including AHRI certificates, available for industry professionals and consumers.
- **Do the research ahead of time.** If in doubt about the AHRI certification on equipment, do your own legwork ahead of your sale to make sure you have the proper AHRI certification and documentation.

Why Use Combustion Analysis for Heating Comprehensive Tune-Ups

Christian Deuel

It was a beautiful Michigan autumn afternoon; the sun was high in the sky and I had the sunroof open on my truck so the crisp air could flow through the cab. You know those drives — a few moments when you can forget about the daily grind and just enjoy being alive. I turned up my radio and began to belt out verses of "Sweet Child O' Mine" like I was Axl Rose from Guns N' Roses.

"Where do we go now?" I crowed, and then I noticed a problem. My fuel gauge seemed low.

This problem seemed to be getting worse over time; I seemed to be spending more time at the pump than I had previously.

Why does it seem like my truck went from running fine and getting about 25 mpg to running a little rough and getting about 15 mpg? What could be wrong? Is it an oxygen sensor? What if it is something serious? Is the engine ready to fail?

Once I arrived home, I called my mechanic, a great local business owner to whom I have been bringing my automotive problems for years. He told me to bring it in for a tune-up. Whatever was wrong was not as obvious as a flat tire. I could not see it, I could not hear it, but I knew it was there, and so did my truck.

Evaluating a furnace's efficiency is like figuring out the problem with my truck. If you look only at things that are visible, you may not be able to tell a furnace is losing efficiency. This is what makes a combustion analysis during a comprehensive furnace tune-up so valuable. The advanced diagnostics can help spot underlying issues that would not be seen with a visual inspection.

Taking an extra 20-30 minutes during a tune-up to include combustion analysis is worth the time for you and your customers. Not only does the customer benefit from your diagnostic service of their equipment, but they also get the peace of mind that comes from extra diagnostics ensuring their HVAC equipment is functioning at its best.

Combustion analysis also:

- Provides in-depth details needed to properly diagnose issues and prescribe next steps.
- Diagnoses hidden symptoms that can lead to problems which may not be noticeable to the customer when the equipment is functioning.
- Analyzes whether the equipment is operating safely or there is a potential issue, as well as whether the equipment needs additional maintenance or even replacement. Details like these provide valuable insight to you and your customer. This adds value to the service you are providing to your customer and helps grow your business.

By performing a combustion analysis and submitting the tune-up paperwork, your service is now eligible for a \$50 rebate for Consumers Energy natural gas customers. This rebate is a great way to position your new service to the homeowner without increased cost to them; even if you charge more for the extra time and equipment needed to perform the analysis, the available rebate can offset the increased cost of the new value-added service.

You are also positioned to recommend other services, which translates to additional sales. After all, you are the professional armed with all the appropriate information to guide your clients on their home comfort and energy efficiency journey.

Not sure where to start? Talk to your Consumers Energy HVAC Account Manager, who will explain the current requirements for performing a qualifying tune-up with combustion analysis, including pointing you to the equipment you'll need for the analysis itself.

As for me, my mechanic ran a diagnostic check on my truck's engine, found exactly what was wrong and made the necessary repairs and adjustments. I'm back on the road, singing my favorite 80s tunes too loudly — all because my mechanic knew how to use diagnostic equipment to pinpoint the problem.

2019 Boiler and Furnace Tune-Up Trainings

During the week of Sept. 16, Consumers Energy and DTE collaborated to provide Boiler and Furnace Tune-Up Training in eight locations across Michigan. Attendance was strong this year, with 148 attendees representing 75 Trade Allies. Longtime trainer Rob George used his 40+ years of industry experience and knowledge to help attendees understand the combustion analysis process and why it is so important to include combustion analysis in a comprehensive tune-up. Stay tuned for news on AC Tune-Up Trainings coming this spring!

THANK YOU FOR YOUR CONTINUED SUPPORT OF THE HVAC PROGRAM!

If you have any questions, contact the Account Advocate Support Team at **877-404-7937** or consumershvac@icf.com.