



## **Amended Return Policy FAQs**

### **Why is CE amending its return policy?**

The new SEER2 testing and rating system mandated by the Department of Energy (DOE) will raise all HVAC equipment's external static pressure testing conditions by a factor of 5 to create a more realistic and accurate testing environment. These changes will affect all HVAC equipment ranging from air conditioning units and heat pumps to gas furnaces, evaporator coils, and single-packaged units.

### **What is the timing of the 2023 Regulatory changes mandated by the DOE?**

These changes will go into effect on January 1, 2023.

### **Which manufacturers will be impacted by the 2023 Regulatory changes?**

All HVAC manufacturers must comply with these new requirements and test procedures.

### **Do I have to comply with the changes?**

Yes. The 2023 minimum efficiency standards are a US Federal law. To avoid costly penalties for noncompliance, it is in our best interest to comply with these changes. The DOE has been aggressively enforcing efficiency standards in several industries, including HVAC.

### **When is CE amending its return policy?**

August 31, 2022 is the last day that CE will honor returns of the selected models.

### **What states are impacted by the amended return policy?**

This return policy impacts the following CE states: Alabama, Arizona, Arkansas, California, the District of Columbia, Delaware, Florida, Georgia, Hawaii, Kentucky, Louisiana, Maryland, Mississippi, Nevada, New Mexico, North Carolina, Oklahoma, South Carolina, Tennessee, Texas and Virginia.

### **What is the procedure for customers returning this selection of equipment prior to August 31?**

Any equipment returns prior to August 31 must comply with your region's new and unused standard returns policy.

**What equipment will be impacted by the amended CE return policy?**

The below list is inclusive of ALL models and serial #s within:

Carrier Models		Bryant Models		Payne Models	Generic
CA14	24ACB7	BA14	186BNC	PA14	CNPHP
CA15	24ANB7	BA15	124ANS	PA15	CNPVP
CA16	24AHA4	BA16	126BNA	PA16	CNPVT
CA17	24AAA5	BA17	180BNA	PA17	
24ACC4	24ANB1	105ANA	180CNV		
24ACA4	24ANB6	114CNA	186BNA		
24ACC6	24VNA0	114CNC	187BNA		
24ABC6		116BNA	187BNC		
24APB6		126CNA			
		127ANA			