



Number: DSB09-0024

Date: 8/18/2009

Title: Enhanced Warranty Policy – 40" Tall,
Multipoise 90% Furnace Secondary Heat
Exchanger Failures

PRODUCT CATEGORY:

90% Gas Furnaces

MODELS AFFECTED:

340A, 340M, 345M, 350A, 350M, 351D, 352A, 352M, 355A, 355B, 355C,
355M

58MCA, MCB, MXA, MXB, MSA, UVB, MVP, MVB, MVC, MTA, MTB

490A, PG9M

Serial Number Range: 2993A00001 – 1808A99999

SITUATION:

Carrier/Bryant is providing an enhanced warranty on the secondary or "condensing" heat exchangers for the above listed 90% high-efficiency furnace models, within the stated serial number ranges. This bulletin announces and provides details of this new enhanced warranty coverage policy. This policy **ONLY** covers the failure and required replacement of a secondary or "condensing" heat exchanger and the following related parts: coupling box kits, cold spot baffle, and cell inlet and outlet panels.

Failure or imminent failure within 6 months is defined by the following criteria:

1. The furnace no longer functions to produce heat due to diagnosed heat exchanger restriction per inspection guidelines provided in DSB 09-0022.
2. The furnace produces heat but fails combustion analysis test due to heat exchanger restriction as diagnosed per guidelines provided in DSB 09-0022.
3. The secondary heat exchanger meets the visual inspection failure criteria per visual inspection instructions provided in DSB 09-0022.

The coverage period for this policy is twenty (20) years from original furnace installation date.