



Everything's Right Here™

Frequently Asked Questions



Homeowners:

Contact your local heating and air conditioning contractor for product specification, operation, warranty and service information.

Distributors & Contractors:

Ordering FAQ:

Q: When will my order ship?

A: Contact Aspen Customer Service (800-423-9007) for shipping information.

Q: What are current lead times for different Aspen products?

A: Lead times are dynamic and change daily. Contact your Aspen sales representative.

Q: Where can I get pricing for one Aspen coil or air handler?

A: Contact your Aspen sales representative.

Application FAQ:

Q: I have a brand "X" product model number. Does Aspen make a replacement for it?

A: While it is likely that an Aspen product can be used as a replacement, we do not intentionally maintain a cross reference of Aspen products to those of other manufacturers. To determine the appropriate replacement coil, the following information* will be required:

1. What is the system tonnage or capacity?
2. What is the minimum SEER required?
3. What is the basic product configuration? (multi position, slab horizontal, dedicated up flow, etc.)

*Additional information may be required.

Q: Can my Aspen coil/airhandler be used with either R22 or R410a?

A: Yes. Aspen products are ETL listed for use with R22 or R410a when the proper metering device is used.

Q: Can I change an R410a piston/TXV so it can be used with R22, or vice versa?

A: Yes. Install the appropriate metering device as determined by the Expansion Valve Matrix. In the case of an existing installation, the system must also be purged.

Q: Can I use "X" in a down-flow application?

A: Refer to the specific product series spec sheet.

Q: Can I use “X” air handler with an outdoor unit that is a higher tonnage than the indoor unit?

A: No

Q: Can I use a third-party transformer with my Aspen air handler?

A: No

Q: Can I use a third-party motor with my Aspen air handler?

A: No

Q: It never freezes in my area. Do I still need to connect the freeze stat?

A: Yes

Q: Do I have to purge the system prior to use?

A: Yes

Q: What rating does “X” outdoor unit get with “Y” indoor unit?

A: Refer to the AHRI Database.

Q: Are Aspen air handlers/furnaces approved for use in manufactured housing applications?

A: The AAM multi-position air handlers and AAN, AEN electric furnaces are approved for use in manufactured homes.

Q: Can any Aspen product be used with a heat pump?

A: Refer to the AHRI Database.

Product Information FAQ:

Q: What refrigerant is model “X” configured to be used with?

A: Refer to coil or air handler nomenclature

Q: What size of piston/TXV will “X” coil or air handler require?

A: Refer to Expansion Valve Matrix

Q: What size of piston/TXV is my coil or air handler configured with?

A: Refer to coil or air handler nomenclature and/or Expansion Valve Matrix

Q: What is the size of “X” coil?

A: Refer to the specific product series spec sheet.

Q: What are the cabinet dimensions of “X” coil or air handler?

A: Refer to the specific product series spec sheet.

Q: What are the duct opening dimensions on “X” cased coil cabinet?

A: Refer to the specific product series spec sheet.

Q: What is the heat output of this air handler heat kit?

A: Refer to air handler nomenclature.

Q: What CFM will this air handler deliver?

A: Refer to air handler nomenclature.

Q: How many gallons per minute does the Aspen hydronic air handlers pump deliver?

A: 3.5 GPM.

Q: What is the burst pressure of Aspen hydronic coils?

A: 2500 psi.

Q: What is the burst pressure of Aspen DX coils?

A: 2500 psi.

Q: Where can I find a wiring diagram for “X” model?

A: Wiring diagrams can be found in the product installation manual.

Product & Parts Replacement FAQ:

Q: I need to replace an older coil. What model would I replace it with?

A: Contact Aspen Customer Service (800-423-9007).

Q: What's the part number, availability, and cost of replacement part “X”?

A: Contact Aspen Customer Service (800-423-9007).

Q: What C series coil would I use to replace a B series coil?

A: Contact Aspen Customer Service (800-423-9007).

Q: I need to replace a TXV, how do I identify the replacement?

A: Refer to Expansion Valve Matrix.

Q: I have an Aspen product with a defective expansion valve (TXV). Do I need to scrap the unit, or can I get a replacement valve under warranty?

A: See online RGA request.

Q: The required Down-flow plates were discarded/lost...can they be ordered?

A: Contact Aspen Customer Service (800-423-9007).

Q: Who do I contact for replacement parts?

A: Contact Aspen Customer Service (800-423-9007).

Warranty FAQ:

Q: Is my product under warranty?

A: Refer to specific product spec sheet and serial number nomenclature.

Q: What's the status of my warranty submittal? Registration or RGA?

A: Contact warranty specialist (warranty@aspenmfg.com).

Q: I have received a defective coil. How do I make a warranty claim?

A: If after verifying that the unit is within the warranty period by providing the model number and serial number to either your sales rep or an inside salesperson, you will need to submit an online RGA request. Once that process is complete and you have received an approval, send the approval with the original mylar tag from the unit attached to Aspen. In most cases after receipt at the factory, credit can be issued. In which case the defective unit can be field scrapped.

Q: The mylar tag is gone or missing. How do I receive credit?

A: The mylar tag is required. If there is no tag, the warranty cannot be honored.

Q: Must I mail in the original warranty claim paperwork, or can I fax it?

A: Mail.

Q: I have a leaking Aspen coil on startup. I have fixed the leak myself, and want to know if I can get a labor credit for having performed the repair?

A: NO - Aspen immersion tests all coils in a clear water bath while pressurized with 500 PSI dry air. After determining that the coil is leak free, the coil is then charged with a 60 PSI dry nitrogen holding charge, and hermetically sealed. Each Aspen coil and air handler has a sacrificial Schrader valve on the liquid line that should be depressed prior to installation to verify the integrity of the coil. This verification will prevent an installing contractor from installing a leaking unit. This is known as the "hiss test" feature. If prior to installation, the coil is found to have no holding charge, the contractor should return the defective coil to the wholesaler for a replacement. Because we take these precautions to insure the integrity of Aspen products, we do not issue labor credit on leaking coils. See Also DX-Treme C Series Coil Warranty or B Series Warranty.



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