

CERTIFIED PRODUCT DIRECTORY

AHRI Directory of Certified Product Performance --- Frequently Asked Questions

2010 Edition
Updated: 30 March 2010

AHRI Air-Conditioning,
Heating, and
Refrigeration Institute

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1. How do I start searching?

To begin, select the appropriate category – Residential or Commercial and then click on the program such as **Furnaces** under the Residential category for Residential Furnaces or **Air Conditioners and Air Conditioner Coils** under the Residential category for Residential Air Conditioning Equipment. Clicking on the program will take you to a Search page.

2. I clicked on the program name but I don't see a Search Page?

Some of the programs such as **Baseboard Radiation**, **Direct Geothermal Heat Pumps**, **Indirect-Fired Water Heaters**, **Finned Tube**, **Refrigerant & Recovery** and **Transport Refrigeration Units** do not have a Search page, for these programs you can download a PDF file with the program and model information.

3. How do I print a certificate for programs where models are listed in a PDF file?

Some of the programs such as **Baseboard Radiation**, **Direct Geothermal Heat Pumps**, **Indirect-Fired Water Heaters**, **Finned Tube**, **Refrigerant & Recovery** and **Transport Refrigeration Units** do not have a Search page, for these programs you can download a PDF file with the program and model information.

This PDF file can be submitted to the utility companies in lieu of the certificate.

4. I am on the Search page, what do these fields mean?

On the Search page, click the question mark image with the blue background , this will provide information about the Search field.

5. I am on the Search page, do I have to fill in all the fields?

All fields on the Search Page are NOT mandatory. You don't have to fill in all the fields, **less information is better**. If you know the model number that is all you need, however only enter the first few characters as the model number you type must match the model number entry made by the manufacturer. Manufacturers frequently use dashes, asterisks, parentheses and commas in model number fields so a single entry made by the manufacturer can match multiple models sold to consumers.

Selecting a value for the Trade/Brand name is NOT recommended, as this is typically the 'series name', not the manufacturer name.

To find **Geothermal Units**, select **Water-to-Air and Brine-to-Air Heat Pumps** under Residential or Commercial category, only enter the first three characters of the outdoor model number, leave all other fields blank, and click search after entering the Security Code.

For **Air Conditioner and Air Conditioner Coils** and **Heat Pumps and Heat Pump Coils**, Package Unit model numbers will be entered in the Outdoor Unit Model Number field. Entering a Furnace Model Number is NOT recommended. As with the other model numbers, the model number you type must match the model number entry made by the manufacturer, therefore, by leaving the furnace model number blank you might at least get the basic condenser/coil match as well as all matches with furnaces. If the furnace you are using is not one of those listed, use the basic condenser/coil match for the certified ratings.

6. Why do I have to enter the security code?

For security purposes, you need to enter the code as shown on the screen. This code remains valid for 60 seconds, if there is a long delay between the time the code is first shown (when you open the search page) and the time it is entered, it will reset and give an error message stating 'The code in the picture has expired. Please try again.'. Re-enter the code and try again.

Quick tip – When the search screen first opens up, enter the security code right away and click on Search without entering any value in the Search fields. When you get search results, click on Modify and then enter the search criteria you are looking for. This way you won't have to worry about the code expiration. This is especially helpful if you are accessing the directory from a Smartphone or dial up internet. Once you have entered an appropriate code, you can perform searches for 15 minutes before it prompts for another code.

7. I entered the Search criteria but no results were returned?

Less information is better, you don't have to enter all the fields on the Search page. Only enter the first few characters of the model number and then click Search. At times, the model number entered by the manufacturer does NOT match the model number entered by you so no matching results can be found.

Manufacturers frequently use dashes, asterisks, parentheses and commas in model number fields so a single entry made by the manufacturer can match multiple models sold to consumers. If you get no results, click the Modify button and remove some characters from the Model Number field and search again.

The Directory only lists models that are current – **Active** [models are still in production by the Manufacturer] and **Discontinued** [models are no longer in production but still available from the manufacturer]. Typically 12 months after a model has been discontinued, or when it is no longer available from the manufacturer, records are marked as Deleted and moved to the archives. If the model you are looking for has been archived, it will NOT show up in Search Results.

This does not mean that the product is no longer available from distributors or contractors, or that the certified ratings are no longer valid. We can provide written confirmation of data archived in the past five years, however, a certificate cannot be printed or provided. Please note - We can only provide verification for the ratings as they were at the time of archiving and cannot provide information on what they may have been previously.

8. I clicked the Export button but the Excel file has only 250 records?

AHRI considers downloads of up to 250 records adequate for the intended use of the Directory which is to serve consumers, regulators, specifying engineers and contractors. User requirements for anything above the established limit are handled through data licensing agreements.

To obtain license agreement information, please contact Cheron Scott at cscott@ahrinet.org or 703-600-0345.

Or, click Modify, add more search criteria to obtain fewer results (no more than 250), and try the export again.

9. I need help with the Directory, who do I contact?

If you need further assistance, you can contact us through email or phone from Monday to Friday, 9am to 5pm EST. The contact information is listed under the Contact Us link on the footer of each AHRI Directory webpage.