



Fred Mangine

Fred Mangine Named Sales Manager

We are proud to announce the promotion of Fred Mangine to Sales Manager. Fred is responsible for overseeing and assisting our Territory Managers in our Syracuse, Rochester, Buffalo and Albany territories. Fred has been our Central New York Territory Manager for the past five years, substantially increasing sales and earning the *Commercial Territory Manager of the Year* award from York International Corp.

Fred holds a BS in Civil and Environmental Engineering from Clarkson University and has been active in ASHRAE since 1979. A Syracuse native, Fred held previous positions as a Sales Engineer with Trane and Carrier before joining Upstate in 2001.

Fred is looking forward to applying his successful experience and Upstate's innovative products and programs to help you and your business.

You may contact Fred in our Syracuse office at 315-701-YORK or 800-273-YORK. His cell number is 315-559-YORK, fax number is 315-701-0886 and email is: mangine@upstatesystems.com.

- Ray Beato



Bill Fischer

Bill Fischer Named Central New York Territory Manager

We are pleased to announce Bill Fischer has joined our company as the Central New York Territory Manager.

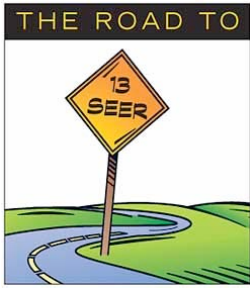
Bill is a highly respected professional in our local HVAC community and brings you a wealth of knowledge and direct experience to help your business. You may know Bill from his 15+ years representing Trane and Carrier in Central New York, the North Country, and the Southern Tier. Bill is very skilled in both the residential and commercial components of our business.

Bill holds a BS in Mechanical Engineering from Cornell University, is the recipient of numerous local and national sales achievement awards, is active in local youth hockey organizations and is a member of ASHRAE.

You may reach Bill in our Syracuse office at 315-701-YORK, or 800-273-YORK. His fax number is 315-701-0886, cell number 315-430-9593, email: fischer@upstatesystems.com.

- Fred Mangine

Selling Up Using Added Value



It's almost here...

Federally regulated 13-SEER minimum condensing units and heat pumps will be here before you know it. Rather than dwell on the negative, concentrate your efforts on differentiating your products and services from the next guy. You now have the opportunity to focus on quality of service and comfort rather than having the lowest price or efficiency payback.

Upstate Systems and York are able to package quiet equipment, extended warranties, consumer financing, indoor air quality equipment and a strong marketing campaign to help you down the road to success.

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Consumer financing



5 or 10-year Comfort Plans

People Like Color

Honeywell IAQ Equipment

The more value you add to your proposal, the easier it will be to differentiate yourself from your competitors. We have the tools that lead to success. Check out www.yorkupg.com and click on the Dealers/Distributors icon for all of the sales resources available – your Territory Manager can answer any questions you have about what's available. Also available is a "13 SEER, What you need to know" consumer brochure that covers the new government regulations. The brochure number is 036-11870-001 and can be ordered through your TM.

- Jon Beato

Upstate Systems Expands to Albany



We are pleased to announce that Upstate Systems is expanding to our State's Capital District effective January 1st 2006.

We extend a warm welcome to our new customers and our new Albany Territory Manager, Jeff Heller. Watch for more exciting news about Albany in the next issue of the Upstate Update.

Mark LeRocque Named Service Manager

We are pleased to announce that Mark LeRocque has joined Upstate Systems as our new Service Manager. Mark brings extensive field experience and service knowledge to our staff. Mark enjoys working on control systems and enjoys a good challenge. He spends most of his time outside of work with his son and races cars at area tracks.

Mark will be based out of our Buffalo facility and will support all product lines via our new toll free number. He can be reached at 866-419-YORK. If email is more convenient, Mark's address is service@upstatesystems.com.

Please join us in welcoming Mark to his new role!

- Rob Ambrosetti

BUFFALO TOLL FREE NUMBER NOW AVAILABLE!

As of December 20th the Buffalo office now offers a toll-free way of reaching them. The new toll-free number is: **1-866-419-YORK (9675)**. Please use this number only when you are calling from outside the local calling area.

Buffalo

121 James E. Casey Drive
Buffalo, NY 14206
Phone: 716-270-2700
or 1-866-419-9675
Fax: 716-877-1713

Rochester

3277 Brighton-Henrietta
Townline Road
Rochester, NY 14623
Phone: 585-272-9400
or 1-800-724-0251
Fax: 585-272-9404

Syracuse

5110 Velasko Road
Suite 2020
Syracuse, NY 13215
Phone: 315-701-YORK
or 1-800-273-YORK
Fax: 315-701-0886

Albany

3023 Kirvin Lane
Schenectady, NY 12306
Phone: 518-641-9448
Fax: 518-356-7843



Best Wishes for a Happy and Prosperous New Year from all of us at Upstate Systems!

Your Business is Valued and Sincerely Appreciated!

Indoor Air Quality – Part of Your YORK Total Comfort System



As a York dealer, you want your customers to have a comfortable home and peace of mind for their families. A recent study conducted by the U.S. Environmental Protection Agency found that indoor air could actually be more polluted than the air outdoors. This is the best time of year to address your customer's home's indoor air quality. Fresh air, humidification and air cleaning and purifying are especially important as we close ourselves into our homes for the winter.

Considering that most Americans spend up to 90% of each day indoors – more than half of that time at home – many of your customers may be experiencing indoor air pollution without even knowing it. Today, homes are sealed more tightly to conserve energy. Unfortunately, this seals in mold, pollen, bacteria, animal dander, and other pollutants. And since the U.S. EPA ranks indoor air pollution among the top five environmental risks to public health, many homeowners are concerned.

Fortunately, there's a solution you can bring to most indoor air quality problems. York has successfully partnered with Honeywell – a name trusted worldwide for quality home products – for the past three years. The goal: to provide you with a Total Comfort Solution that will improve and refresh the air in your customer's entire home. You can provide an array of choices designed to ventilate stale indoor air, zap airborne germs, trap airborne particles, moisturize parched air, and reduce energy cost. It's just one more way Upstate Systems and York want to help you make your customers more comfortable.

Heat Recovery Ventilators

ASHRAE recommends at least one fresh air change every three hours. The Total Comfort System Heat Recovery Ventilator System removes stale, unhealthy air and replaces it with a stream of fresh air. Both incoming and outgoing airstreams pass through a heat exchange core where the energy from the exhaust air is efficiently transferred to the incoming fresh air. The HRV is whisper-quiet, requires minimal maintenance and is energy efficient.

Ultraviolet Air Purification

UV air treatment systems are designed to prevent mold spore growth on air conditioning coils, which are a perfect place for mold to grow. Mounted above the cooling coil, our coil irradiation model continually casts UV energy on cooling system components, preventing the growth of mold spores.

Media Air Cleaner

The Media Air Cleaner is designed to fit in virtually any configuration in the return air duct. The unit comes complete with a metal cabinet and a pleated filter assembly. The high efficiency pleated filter assembly features a MERV rating of 8. The cabinet can be easily upgraded with electronic cells to convert this unit into an electronic air cleaner. A W8600 AirWatch indicator is provided with each unit and reminds the consumer to change the filter.

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Electronic Air Cleaner

This high efficiency model removes up to 94% of the particles from the air that passes through the system. A 120 VAC solid-state power supply is self-regulating and maintains peak efficiency during a wide range of cell dirt loading.

Whole-House Humidifiers

Available in both powered and two bypass models, whole-house humidifiers replenish the much-needed moisture in the air inside a home. Your customers will breathe easier with a humidifier installed together with a Total Comfort System by their York Liberties Dealer.

As an added bonus, please remember that all of the YORK by Honeywell IAQ accessories may be included in the **YorkCare Comfort Plans!**

- Fred Mangine

Affinity Furnace Door Enhancement

Continuous improvement to our products and services is important to Upstate Systems to allow us to best respond to your needs. For example, when we asked you how we could make the Affinity furnace even better, you told us to improve the method of door removal.

In response to your request, we are pleased to announce that an enhanced door design using magnetic closures has been introduced into production on all 80% and 90% Affinity furnace models, beginning with December 2005 production.

This design enhancement greatly simplifies the process of removing or installing the access doors on Affinity residential furnaces, and still allows for independent removal of either door panel. In addition, this design adjustment maintains the unique look of the Affinity furnaces that you and your customers expect.



The door knobs are now fixed on the door and have been modified to include the word "PULL" on the knobs. The door itself has the same appearance as the previous door design that utilized turnable knobs with captured screws. Please note

that the magnetic door attachment design required changes to door mounting brackets and other sheet metal parts, preventing exchange of the new magnetic doors with previous Affinity production models.

As we move forward in continuing to provide you with the best and most innovative products in our industry, this is another example of continuous product improvement implemented by listening to you, our valued customers.

- Fred Mangine

EMI AmericaSeries Condensing Unit

The AmericaSeries C2C single zone condensing unit is designed to meet or exceed a SEER rating of 13.0 when installed with the AmericaSeries line of evaporators. The system is offered for straight cool applications. Available in nominal capacities of 9,000, 12,000, 15,000, 18,000 and 24,000 Btuh, the C2C system can be installed in both commercial and residential applications.



Condenser Standard Features

Cabinet

- Vertically arranged side discharge
- Scratch and dent resistant injection molded front access panel
- Powder coated, 2000 hour salt spray tested, 18 & 20 gauge aluminized steel
- Concealed service valves
- Easy access hose connections at 45° from valve body

Compressor is hermetically sealed high efficiency rotary, reciprocating or scroll – depending on capacity.

Benefit: These are the most efficient (power saving) and durable compressors available for the widest range of Ductless Split system applications.

Coil is U-shaped and protected by a wire coil guard. Construction is seamless copper tubing with enhanced aluminum fins. The tubes are mechanically expanded for secure bonding to fin shoulder.

Benefit: The U-shaped coil obtains the most heat transfer surface possible in the smallest footprint to gain the optimum system efficiency.

Fan/Motor Fan is a large diameter, high efficiency, three blade propeller type. Motor is PSC type with internal overload protection.

Benefit: The motor is a “Clam-shell style” two piece construction (vs. standard three piece construction) to decrease size and enhance its contribution to system efficiency by reducing power (watts) consumed.

Precharged For Condenser and Evaporator – Refrigeration valves – solid brass, sweat connection, easy to access ports. (Charging of field installed piping required)

Duratec Performance Package (09 – 15 only)

- Oversized suction accumulator with surge baffles and enhanced oil management
- Factory installed solid core filter dryer
- Loss of charge switch

Benefit: The Duratec Performance Package allow for the widest range of application in the Ductless Split industry. We fully protect the compressor for a range of outdoor

ambient conditions and system applications, which extends the life of the system and virtually eliminates failures.

System Options

- Hard Start
- 115V (9,000 – 12,000 Btuh only) – consult factory for availability
- Copper/copper coils (sea coast use) Extended length for 9k – 15k, up to 100'

Contact your Territory Manager for pricing and literature on the EMI AmericaSeries product offering.

- Marc Palladino

Reznor Unit Heaters in Stock



Take advantage of the complete range of Reznor power vented unit heaters in stock at Upstate Systems.

The Reznor model UDAP Power Vented unit heaters in heat capacities ranging from 30,000 to 400,000 Btuh input are available from our warehouses. Separated combustion model UDAS unit heaters are available from the factory.

Reznor unit heaters, both power vented and separated combustion models, offer a compact low profile design which improves overhead clearance, allowing for more headroom than conventional unit heaters. They are also:

- Corrosion resistant aluminized steel heat exchanger backed by a 10 year warranty
- Single, one-piece burner assembly for higher efficiency (up to 83%)
- Spark ignition, multi-try with 100% lockout
- Power vented for better efficiency and a smaller flue pipe requirement
- Horizontal or vertical flue venting
- Integrated circuit board with diagnostic indicator lights
- Fully gasketed door panel with safety door switch
- Disconnect switch standard (20A @ 115v rating)
- Transformer and external terminal strip 24v
- Approved for installation in residential garages (up to 125,000 btuh)
- Natural gas or propane (stock conversion kit) operation
- Full fan guard
- 2 and 4 point suspension – standard on all sizes

Remember Upstate Systems for your next Unit Heater requirement.

- Bill Fischer

Reduce Heating Bills This Winter: Overlooked Sources of Heat Loss in the Home

Imagine leaving a window open all winter long – the heat loss, cold drafts, and wasted energy! Well if your home has a folding attic stair, a fireplace, and/or a clothes dryer, that may be just what is occurring!

These often overlooked sources of heat loss and air leakage can cause your heat to pour out and the cold outside air to pour in – causing cold drafts, wasting energy and causing you higher heating bills.

Air leaks are the largest source of heating and cooling loss in the home. Air leaks occur through the small cracks around doors, windows, pipes, etc. We apply caulk and weather stripping to these areas to minimize heat loss and cold drafts.

But what can you do about the three largest “holes” in your home – the folding attic stair, the fireplace, and the clothes dryer? Here are some tips and techniques that can easily, quickly, and inexpensively seal and insulate these holes.

Attic Stairs

When folding attic stairs are installed, a large hole (approximately 10 feet square!) is created in your ceiling. The ceiling and insulation that were there have to be removed. And what is installed to cover this opening? A thin, unsealed, un-insulated sheet of plywood!

Did you know that your attic space is ventilated directly to the outdoors? In the winter, the attic space can be very cold, and in the summer it can be very hot. And what is separating your conditioned house from your unconditioned attic? That thin sheet of plywood!

Often a gap can be observed around the perimeter of the door. Try this yourself at night – darken the room with the attic light on and the stairway to the attic shut. Do you see any light coming through? These are gaps, which add up to a large opening where your heated/cooled air leaks out 24 hours a day, 7 days a week, 52 weeks a year! This is like leaving a window open all year round.

An easy, low-cost solution to this problem is to add an attic stair cover. This provides an air seal, thus reducing air leaks. Add the desired amount of insulation over the cover to restore the insulation removed from the ceiling.

Fireplaces

65% or approximately 100 million homes in North America are constructed with wood or gas burning fireplaces. Unfortunately there are negative side effects that the fireplace brings to a home, especially during the winter home-heating season. Fireplaces are energy losers.

Researchers have studied this to determine the amount of heat loss through a fireplace, and the results are amazing. One remarkable research study showed that an open damper on an unused fireplace in a well-insulated house can raise overall heating energy consumption by 30%.

A recent study showed that for many consumers, their heating bills may be more than \$500 higher per winter just due to the air leakage and wasted energy caused by fireplaces.

Why Does a Home With a Fireplace Have Higher Heating Bills?

Hot air rises. Your heated air leaks out any exit it can find, and when your warm heated air is drawn out of your home, cold outside air is drawn in to make up for it. The fireplace is like a giant straw – sucking the heated air from your house.

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An easy, low-cost solution to this problem is to add a fireplace draft-stopper. This is an inflatable pillow that seals the damper, eliminating any air leaks. The pillow is removed whenever the fireplace is used, then reinserted after.

Clothes Dryer Exhaust Ducts

Have you ever noticed that the room containing your clothes dryer is the coldest room in the house? Ever wonder why? Your dryer is connected to an exhaust duct that is open to the outdoors. In the winter, cold air leaks in through the duct, through your dryer and into your house, while your heated air just pours right out!

Dryer vents use a sheet metal flapper to try to reduce this air leakage. This is very primitive technology that doesn't provide a positive seal to stop the air leakage. Compounding the problem is that over time, lint clogs the flapper valve causing it to stay open.

An easy, low-cost solution to this problem is to add a dryer vent seal. This will reduce unwanted air infiltration, and keep out pests, bees, and rodents as well. The vent will remain closed unless the dryer is in use. When the drying is in use, a floating shuttle rises to allow warm air, lint, and moisture to escape.

- Jeff Schardein

The Energy Bill & You

The Energy Bill: What it Means to You.

On July 29, 2005, Congress passed the first comprehensive energy legislation in over a decade. This historic bill follows many of the principles outlined by President Bush to strengthen our nation's electrical infrastructure, reduce our dependence on foreign oil, increase conservation and expand the use of clean renewable energy.

While the bill will help address our long-term challenges, there are many provisions that will help American families save energy – and money too.

Following is a list of some of the most popular points within the bill. Consumers can:

- receive a credit of up to 30% of the cost, or up to \$2000 for installing solar-powered hot-water systems used exclusively for purposes other than heating swimming pools and hot tubs.
- receive tax credits up to \$500 on the amount they spend to upgrade thermostats, caulk leaks or to stop energy waste.
- receive up to \$200 credit for installation of new exterior windows.
- receive up to \$300 credit for purchases of a highly efficient central air conditioner, heat pump or water heater.
- receive up to \$150 for installation of a highly efficient furnace or boiler.

- A new provision provides a 10% investment tax credit for expenditures with respect to improvements to building envelope.
 - Allow credits for purchases of advanced main air circulating fan, natural gas, propane, or oil furnaces or hot water boilers, and other qualified energy efficient property
- Tax credits for contractors who build energy-efficient homes and manufacturers who make energy-efficient appliances could lower prices for consumers.

Contact your Upstate Systems Territory Manager for information on items that qualify for the above credits. See more details on the DOE website www.energy.gov.

- Eric Schardein

Service Updates

13 SEER Standards & the Effects on Warranty

On January 23, 2006 the new minimum manufactured 13 SEER efficiency standards become effective. The new standard requires all manufacturers to increase the size of outdoor coils by as much as 50%. The new efficiency standards will also require considerably more refrigerant per unit. These factors force York to require new matched coils or air handlers be installed on all air conditioners or heat pumps. Failure to do so will greatly increase risk of premature compressor failure.

York's current warranty policy states that misapplying our equipment may void the warranty. This policy will not change, and non-matched coils will be considered a misapplication of air conditioners and heat pumps, thereby risking voiding warranty.

In an effort to track compressor reliability over the next several months, the warranty department is currently changing the information collected during warranty registration.

You will be asked:

1. Does this system utilize a TXV? Yes or No
2. Is the coil/air handler rated for 13+ SEER? Yes or No
3. If Yes: Is the coil/air handler a York unit? Yes or No
4. If Yes: Please provide serial number of unit.
5. If No: Please provide manufacture and model number of non-York coil/air handler.

York considers mismatched systems to be a serious risk to their reputation, and that of distributors and dealers. Therefore, they will be tracking compressor performance very closely with regular audits.

To avoid unfair pricing competition with dealers that may not offer a matching system York has created a literature piece (036-11870-001) to help homeowners understand the importance of such a system, and the inherent risk of a non-matched system. Contact your TM to order this literature.

Overheating Module

In 2001, York received a few reports of the Honeywell ST9120C control board overheating and burning the plastic cover on Champion Packaged units. Models include DNA, DNH, DNP, & DNZ gas/electric units. An investigation was launched into the cause of the overheat condition.

The failure could be as simple as the module not working, to burning the module and attached wiring or possible damage to the transformer and gas valves. If the wiring and module do burn, this is in a sealed metal compartment that is not open to the supply air stream. No smoke or ash should be able to invade the supply air. There has been no fire or damage outside of the compartment. Causes have been found, and corrections made in production. This is not a widespread occurrence; therefore this is a fix on fail only situation.

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If you have a unit that has a burnt module and / or wiring, York will cover a new module and the harness for the smart valve. If the transformer and gas valve are damaged they will be covered under this service letter. Individual wires not in the harness will have to be field supplied and installed. All parts are listed in the parts breakdown of the unit. The harness for the smart valve will have the connectors to the control board.

A concession of 2 hours labor to repair affected units applies. An additional material allowance of up to \$10 can also be claimed for wires and connectors to repair damaged wires. File a standard warranty claim form and reference YS-057-05 in the service letter portion of the claim form.

- Rob Ambrosetti

York Warranty Department has Relocated

The standard warranty and comfort plan warranty departments of York have been relocated to Wichita, Kansas. This will not affect our standard warranty customers.

Comfort plan dealers, however, need to update their files with the following information so they are mailing claim forms to the proper address:

York International, UPG
Warranty Administration
8909 E. 35th Street N.
Wichita, KS 67226

Contact: Matt Wright, ext. 2923
Phone: 1-866-621-9675
Fax: 316-260-2930
Email: matt.wright@york.com

To delay processing of comfort plan claims, please send your claims to the above address. Matt is available to answer any questions on claims and claim payments.

- Jan Barnett

Trivia Contest

Want a chance to win a York winter hat? Fax the answer to the question below to Rob Ambrosetti at 585-272-9404. Don't forget to include your name, phone number and the company you work for with your answer!

Question: In the York two-stage propane conversion kit (1NP0580) there is one regulator spring provided. Which spring does this replace?

The answer and the winner will be announced in the March quarterly edition of the Upstate Update.