

Warranty Claims Communication



FEMA

Fact Sheet

ASSISTANCE TO INDIVIDUALS AND HOUSEHOLDS

The Individuals and Households Program (IHP) provides financial help or direct services to those who have necessary expenses and serious needs if they are unable to meet the needs through other means. Up to the IHP maximum is available in financial help (adjusted each year), although some forms of IHP assistance have limits. Flood insurance may be required as indicated below. These forms of help are available: Housing Assistance (including Temporary Housing, Repair, Replacement, and Semi-Permanent or Permanent Housing Construction) and Other Needs Assistance (including personal property and other items).

Housing Assistance

Temporary Housing: Money to rent a different place to live or a temporary housing unit (when rental properties are not available).

Repair: Money for homeowners to repair damage from the disaster that is not covered by insurance. The goal is to repair the home to a safe and sanitary living or functioning condition. FEMA may provide up to the IHP maximum for home repair; then the homeowner may apply for a Small Business Administration disaster loan for additional repair assistance. FEMA will not pay to return a home to its condition before the disaster. Flood insurance may be required if the home is in a Special Flood Hazard Area. Repair and replacement items include:

- Structural parts of a home (foundation, outside walls, roof);
- Windows, doors, floors, walls, ceilings, cabinetry;
- Septic or sewage system;
- Well or other water system;
- Heating, ventilating, and air conditioning system;
- Utilities (electrical, plumbing, and gas systems);
- Entrance and exit ways from the home, including privately owned access roads, and;
- Blocking, leveling and anchoring of a mobile home and reconnecting or resetting its sewer, water, electrical and fuel lines and tanks.

Replacement: Money to replace a disaster-damaged home, under rare conditions, if this can be done with limited funds. FEMA may provide up to the IHP maximum for home replacement. If the home is located in a Special Flood Hazard Area, the homeowner must comply with flood insurance purchase requirements and local flood codes and requirements.

Semi-Permanent or Permanent Housing Construction: Direct assistance or money for the construction of a home. This type of assistance occurs only in very unusual situations, in locations specified by FEMA, where no other type of housing assistance is possible. Construction shall follow current minimal local building codes and standards where they exist, or minimal acceptable construction industry standards in the area. Construction will aim toward average quality, size, and capacity, taking into consideration the needs of the occupant. If the home is located in a Special Flood Hazard Area, the homeowner must comply with flood insurance purchase requirements and local flood codes and requirements.



American Standard

General Service Bulletin

Fresh Water Flood –Checkout and Startup

ORDER No: MISC-SVB001A-EN

DATE: August 2017

⚠ WARNING
Personal Protective Equipment (PPE) Required!
 Failure to wear proper PPE for the job being undertaken could result in death or serious injury. Individuals, in order to protect themselves from potential electrical, mechanical, and chemical hazards, MUST follow precautions in this bulletin and on the tags, stickers, and labels, as well as the instructions below:

- Before installing/servicing this unit, technicians MUST put on all Personal Protective Equipment (PPE) recommended for the work being undertaken. ALWAYS refer to appropriate MSDS sheets and OSHA guidelines for proper PPE.
- When working with or around hazardous chemicals, ALWAYS refer to the appropriate MSDS sheets and OSHA guidelines for information on allowable personal exposure levels, proper respiratory protection and handling recommendations.
- If there is a risk of arc or flash, technicians MUST put on all Personal Protective Equipment (PPE) in accordance with NFPA 70E or other country-specific requirements for arc flash protection. PPE is servicing the unit.

ATTENTION: Voltage, Current and Kilovolt appear of appropriate sections throughout this bulletin. Read these carefully.

⚠ WARNING Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

⚠ CAUTION Indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury. It could also be used to alert against unsafe practices.

NOTICE: Indicates a situation that could result in equipment or property damage only accidents.

⚠ SAFETY WARNING
 Only qualified personnel should install and service the equipment. The installation, starting up, and servicing of heating, ventilating, and air-conditioning equipment can be hazardous and require specific knowledge and training. Improperly installed, adjusted or altered equipment by an unqualified person could result in death or serious injury. When working on the equipment, observe all precautions in the literature and on the tags, stickers, and labels that are attached to the equipment.

⚠ WARNING: HAZARDOUS VOLTAGE - DISCONNECT POWER and DISCHARGE CAPACITORS BEFORE SERVICING

⚠ WARNING
 This information is intended for use by individuals possessing adequate backgrounds of electrical and mechanical experience. Any attempt to repair a central air conditioning product may result in personal injury and/or property damage. The manufacturer or seller cannot be responsible for the interpretation of this information, nor can it assume any liability in connection with its use.

⚠ WARNING
LIVE ELECTRICAL COMPONENTS!
 During installation, testing, servicing, and troubleshooting of this product, it may be necessary to work with live electrical components. Failure to follow all electrical safety precautions when exposed to live electrical components could result in death or serious injury.

Introduction: This bulletin covers cleanup and start-up of fresh water flooded equipment, however careful consideration should be given to replacing flooded equipment due to the expense and time involved in reliable unit cleanup and checkout. This procedure will also apply to equipment that has been subjected to excessive amounts of wind-blown fresh water or splashing.

Note: Limited or Extended warranties do not cover failures due to flooding.

General Instructions

When contacted for possible service, be sure to make certain that all power should be disconnected from the equipment and no attempt is to be made to operate the equipment until inspected or serviced by a professional technician.

These procedures are general in nature and the servicer must determine the extent of damage and service required for each case. When the restoration service is complete, it is imperative the equipment be completely dry and checked for electrical leakage with an ohm meter, megohmmeter or a high-pot test. At this time, verify the ground connections prior to application of power and start-up.



General Service Bulletin

Salt Water Flooding of Air Conditioning Equipment

ORDER No: MISC-SVB002A-EN

DATE: August 2017
Supersedes 8/6/2009

Discussion

The destruction of homes and property along the coast and inlet waterways from hurricanes can result in salt water flooding of air conditioning equipment.

Indoor as well as outdoor equipment can be subjected to salt water flooding when roofs are damaged which allow the salt water spray/rain to soak the equipment.

The express limited warranty on equipment manufactured by Trane and American Standard is provided to protect the purchaser from failures due to manufacturing defects within the time period specified in the warranty. This coverage does not extend to salt water damage occurring to installed or new units while in the customer's possession. Equipment which has been flooded with salt water cannot be sold. Any equipment that has been immersed in salt water has been irreparably compromised, and should not be put on the market. Following salt water submersion, the installed unit's power supply must not be restored to the equipment. Equipment may not be repaired and must be replaced.

Literature Order Number	MISC-SVB002A-EN	August 2017
File Number	MISC-SVB002A-EN	August 2017
Supersedes	SV-UN-MISC-MISC-SB-47	8/6/2009
Stocking Location	Electronic Only	

Ingersoll Rand has a policy of continuous product data and product improvement and reserves the right to change design and specifications without notice. Only qualified technicians should perform the installation and servicing of equipment in this bulletin.



Application Guide

SSC-APG013A-EN

Securing of Residential Split System Air Conditioners and Heat Pumps at Roof Top Locations in High Wind Hurricane Zones



American Standard and Trane Heating & Air Conditioning Residential Split Systems

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SSC-APG013A-EN

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