

IMPORTANT! Payne IMPORTANT!

Please Fill Out And Return within The Next 10 Days.

1. Mr. 2. Mrs. 3. Ms. 4. Miss

First Name _____ Initial _____ Last Name _____ Apt. No. _____
 Street _____ State _____ ZIP Code _____
 City _____

5. Date of Installation: Month _____ Day _____ Year _____
 6. Energy efficiency
 7. Location of dealer
 8. Dealer's installation policy
 9. Friend's/relative's recommendation
 10. Contractor's/dealer's recommendation
 11. Other _____

- A. Model Number: _____
 B. Serial Number: _____
 12. Date of birth of person whose name appears above: Month _____ | Day _____ | Year _____
 13. Excluding yourself, what is the SEX and AGE (in years) of children and other adults living in your household?
 1. No one else in household
 Male Female Age
 1. 2. _____ years 1. 2. _____ years
 1. 2. _____ years 1. 2. _____ years

14. Price paid for this product (excluding installation charges and sales tax): \$ _____ .00
 B. Price paid for installation: \$ _____ .00
 15. Name of company that sold you this product: _____
 16. What brand is this product? 1. Bryant 2. Day & Night 3. Payne
 17. When did you acquire your product?
 1. Upon purchase of a new dwelling.
 2. To replace an older system of the same brand.
 3. To replace an older system of another brand.
 4. Within a year after purchasing a dwelling with no central air.
 5. 2-4 years after buying a dwelling with no central air system.
 6. Over 4 years after buying a dwelling with no central air system.
 18. If you replaced an older system, approximately how old was that system?
 1. Don't know 6. 15-17 years
 2. 1-5 years 7. 18-20 years
 3. 6-8 years 8. 21-24 years
 4. 9-11 years 9. Over 24 years
 5. 12-14 years

19. Which group describes your annual family income?
 1. Under \$15,000 7. \$40,000-\$44,999
 2. \$15,000-\$19,999 8. \$45,000-\$49,999
 3. \$20,000-\$24,999 9. \$50,000-\$59,999
 4. \$25,000-\$29,999 10. \$60,000-\$74,999
 5. \$30,000-\$34,999 11. \$75,000-\$99,999
 6. \$35,000-\$39,999 12. \$100,000 & over
 20. Education: (Please check those which apply)
 Some High School or Less 1. _____
 Completed High School 2. _____
 Vocational/Technical School 3. _____
 Some College 4. _____
 Completed College 5. _____
 Some Graduate School 6. _____
 Completed Graduate School 7. _____
 21. Which credit cards do you use regularly?
 1. American Express, Diners Club
 2. MasterCard, Visa, Discover
 3. Department Store, Oil Company, etc.
 4. Do not use credit cards
 22. For your primary residence, do you:
 1. Own a House?
 2. Own a Townhouse or Condominium?
 3. Rent a House?
 4. Rent an Apartment, Townhouse or Condominium?

23. What factors most influenced your selection of this product? (Check a maximum of two.)
 1. Brand reputation
 2. Dealer reputation
 3. Previous experience with products of this brand
 4. Previous experience with this dealer
 5. Price

Payne

FOR SERVICE OR REPAIR, FOLLOW THESE STEPS IN ORDER:

- FIRST:** Contact the installer. You may find his name on the product or in your User's Manual. If his name is not known, call your builder if yours is a new residence.
SECOND: Contact the nearest distributor. (See telephone yellow pages.)
THIRD: Contact:
 BDP Co.
 Consumer Relations
 P.O. Box 4952
 Syracuse, NY 13221
 Phone: 1-800-428-4326

Model No. _____ Unit Serial No. _____
 Date of Installation _____ Installed by _____
 Name of Owner _____ Address of Installation _____

490AAV Indoor Fixed-Capacity Condensing Gas Furnace Limited Warranty

ONE-YEAR LIMITED WARRANTY—CARRIER CORPORATION (hereinafter referred to as "COMPANY") warrants to the original purchaser that this product will be free from defects in material and workmanship for a period of one year from the date of original installation (whether or not actual use begins on that date). At the COMPANY'S sole option, a new or remanufactured part will be provided without charge to replace any defective part.

THIS WARRANTY DOES NOT INCLUDE LABOR OR OTHER COSTS incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts or replacement parts. Such costs may be covered by a separate warranty or service agreement provided by the installer, which is separate and distinct from this factory warranty.

EXTENDED WARRANTY ON HEAT EXCHANGER ONLY

A. LIFETIME LIMITED WARRANTY

Beginning on the date of original installation, the COMPANY warrants to the original purchaser, during his or her lifetime, that the heat exchanger will be free from defects in material and workmanship, provided, however, this warranty shall apply only to the original installation of the furnace in a single family dwelling (i.e., where the furnace services only one dwelling unit) used without interruption by the purchaser as his or her principal residence.

B. 20-YEAR LIMITED WARRANTY

Where the owner of the dwelling is not the original purchaser and in multi-family dwellings (i.e., where the furnace services more than one dwelling unit) and in non-residential and other applications, the COMPANY warrants the heat exchanger against defects in material and workmanship for a period of twenty years from the date of original installation.

In order to fill this warranty obligation in A or B above, the COMPANY will, at its sole option, provide a new heat exchanger without charge, or allow a credit in the amount of the then current retail selling price of an equivalent heat exchanger toward the purchase price of a new PAYNE furnace, or provide a new furnace without charge if the retail price of a new furnace is less than the retail price of a new or equivalent heat exchanger.

WARRANTY CONDITIONS

- These warranties apply only to products in their original installation location and become void upon reinstallation.

- Installation, use, care, and maintenance must be normal and in accordance with instructions contained in the owner's manual and the COMPANY service information.

- Defective parts must be returned to the distributor at purchaser's expense for credit.

LIMITATIONS OF WARRANTIES—ALL IMPLIED WARRANTIES (INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY LIMITED IN DURATION TO THE PERIOD FOR WHICH THE APPLICABLE COMPONENT LIMITED WARRANTY IS GIVEN. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE MAY NOT APPLY TO YOU. THE EXPRESSED WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON WHATSOEVER.

ALL WORK UNDER THE TERMS OF THIS WARRANTY SHALL BE PERFORMED DURING NORMAL WORKING HOURS. ALL REPLACEMENT PARTS, WHETHER NEW OR REMANUFACTURED, ASSUME AS THEIR WARRANTY PERIOD ONLY THE REMAINING TIME PERIOD OF THE APPLICABLE COMPONENT WARRANTY.

THE COMPANY WILL NOT BE RESPONSIBLE FOR:

- Normal maintenance as outlined in the installation and servicing instructions or owners manual including filter cleaning and/or replacement and lubrication.
- Damage or repairs required as a consequence of faulty installation, misapplication, or application by others, abuse, improper servicing, unauthorized alteration or improper operation.
- Failure to start due to voltage conditions, blown fuses, open circuit breakers or other damages due to the inadequacy or interruption of electrical service.
- Damage as a result of floods, winds, fires, lightning, accidents, corrosive environments or other conditions beyond the control of the COMPANY.
- Parts not supplied or designated by the COMPANY, or damages resulting from their use.
- COMPANY products installed outside the continental U.S.A., Alaska, Hawaii and Canada.
- Electricity or fuel costs or increases in electricity or fuel costs from any reason whatsoever including additional or unusual use of supplemental electric heat.
- ANY SPECIAL INDIRECT OR CONSEQUENTIAL PROPERTY OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Effective on products manufactured after June 1, 1993. Supersedes any other warranty certificates supplied with the product.

Catalog No. PA-3349-003 39004DP116

Detach & Mail Product Registration Card – RETAIN THIS WARRANTY CERTIFICATE

40 To help us understand our customers' lifestyles, please indicate the interests and activities in which you or your spouse enjoy participating on a regular basis:

- | | | |
|--|---|--|
| 01. <input type="checkbox"/> Bicycling Frequently | 18. <input type="checkbox"/> Crafts | 35. <input type="checkbox"/> Gourmet Cooking |
| 02. <input type="checkbox"/> Golf | 19. <input type="checkbox"/> Automotive Work | 36. <input type="checkbox"/> Wines |
| 03. <input type="checkbox"/> Physical Fitness/Exercise | 20. <input type="checkbox"/> Electronics | 37. <input type="checkbox"/> Coin/Stamp Collecting |
| 04. <input type="checkbox"/> Running/Jogging | 21. <input type="checkbox"/> Home Workshops/Do It Yourself | 38. <input type="checkbox"/> Collectibles/Collections |
| 05. <input type="checkbox"/> Snow Skiing Frequently | 22. <input type="checkbox"/> Recreational Vehicles | 39. <input type="checkbox"/> Our Nation's Heritage |
| 06. <input type="checkbox"/> Tennis Frequently | 23. <input type="checkbox"/> Stereo, Records/Tapes/CDs | 40. <input type="checkbox"/> Real Estate Investments |
| 07. <input type="checkbox"/> Camping/Hiking | 24. <input type="checkbox"/> Buy Pre-Recorded Videos | 41. <input type="checkbox"/> Stock/Bond Investments |
| 08. <input type="checkbox"/> Fishing Frequently | 25. <input type="checkbox"/> Avid Book Reading | 42. <input type="checkbox"/> Entering Sweepstakes |
| 09. <input type="checkbox"/> Hunting/Shooting | 26. <input type="checkbox"/> Bible/Devotional Reading | 43. <input type="checkbox"/> Casino Gambling |
| 10. <input type="checkbox"/> Power Boating | 27. <input type="checkbox"/> Health/Natural Foods | 44. <input type="checkbox"/> Science Fiction |
| 11. <input type="checkbox"/> Sailing | 28. <input type="checkbox"/> Photography | 45. <input type="checkbox"/> Wildlife/Environmental Issues |
| 12. <input type="checkbox"/> House Plants | 29. <input type="checkbox"/> Home Furnishing/Decorating | 46. <input type="checkbox"/> Dieting/Weight Control |
| 13. <input type="checkbox"/> Grandchildren | 30. <input type="checkbox"/> Attending Cultural/Arts Events | 47. <input type="checkbox"/> Science/New Technology |
| 14. <input type="checkbox"/> Needlework/Knitting | 31. <input type="checkbox"/> Fashion Clothing | 48. <input type="checkbox"/> Self Improvement |
| 15. <input type="checkbox"/> Vegetable Gardening | 32. <input type="checkbox"/> Fine Art/Antiques | 49. <input type="checkbox"/> Walking for Health |
| 16. <input type="checkbox"/> Flower Gardening | 33. <input type="checkbox"/> Foreign Travel | 50. <input type="checkbox"/> Watching Sports on TV |
| 17. <input type="checkbox"/> Sewing | 34. <input type="checkbox"/> Travel in the USA | |

41 Using the numbers in the above list, please indicate the 3 most important activities for: You Spouse

42 Please check all that apply to your household:

- Regularly Purchase Items Through the Mail
- Military Veteran in Household
- Member of Frequent Flyer Program
- Support Health Charities
- Subscribe to Cable TV
- Have a Microwave Oven
- Have a CD Player
- Have a VCR
- Use a Personal Computer
- Have a Dog
- Have a Cat

Your answers will be used for market research studies and reports and will help us better serve you in the future. Through this selective program, you will be able to obtain more information about activities in which you are involved and less about those in which you are not. Please check here if, for some reason, you would prefer not to participate in this opportunity.

If you have comments or suggestions about our product please write to:
BDP Co.
Consumer Relations Department
P.O. Box 4952
Syracuse, NY 13221
or call 1-800-428-4326

Please send products and other correspondence to:

BDP Brands
 Consumer Relations Department
 P.O. Box 4952
 Syracuse, NY 13221

PLACE
 FIRST-CLASS
 STAMP
 HERE

BDP BRANDS
P.O. BOX 173246
DENVER, CO 80217-3246