

# CAC / BDP

**IMPORTANT!**  
Please Fill Out And Return Within The Next 10 Days.

1.  Mr.    2.  Mrs.    3.  Ms.    4.  Miss    89101-01  
 First Name    Initial    Last Name  
 \_\_\_\_\_  
 Street    Apt. No.  
 \_\_\_\_\_  
 City    State    ZIP Code  
 \_\_\_\_\_

2. Date of Installation:    \_\_\_\_\_    \_\_\_\_\_    \_\_\_\_\_    \_\_\_\_\_    \_\_\_\_\_  
 Month    Day    Year

3. Important! For proper registration, please fill in the model number, and serial number of this product:  
 A. Model Number:    \_\_\_\_\_  
 B. Serial Number:    \_\_\_\_\_

4. What type of product is this?  
 1.  Central Air Conditioner    7.  Thermostat  
 2.  Gas Furnace    8.  Zoning  
 3.  Oil Furnace  
 4.  Electric Furnace  
 5.  Heat Pump  
 6.  Heat Recovery Ventilator

5. A. Price paid for this product (excluding installation charges and sales tax):  
 \$ \_\_\_\_\_ .00  
 B. Price paid for installation:  
 \$ \_\_\_\_\_ .00

6. Name of company that sold you this product:  
 \_\_\_\_\_

7. 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.

8. 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

9. If this is a replacement, what brand did you previously own?  
 1.  Amana    6.  Janitrol    11.  Synder  
 2.  Bryant    7.  Lennox    12.  Tempstar  
 3.  Carrier    8.  Payne    13.  Trane  
 4.  Day & Night    9.  Rheem    14.  York  
 5.  Heil    10.  Ruud    15.  Other \_\_\_\_\_

10. 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

6.  Energy efficiency  
 7.  Location of dealer  
 8.  Dealer's installation policy  
 9.  Friends/relative's recommendation  
 10.  Contractor's/dealer's recommendation  
 11.  Other \_\_\_\_\_

11. Date of birth of person whose name appears above:    \_\_\_\_\_    \_\_\_\_\_    \_\_\_\_\_  
 Month    Year

12. 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

13. Marital Status:  
 1.  Married    3.  Widowed  
 2.  Divorced/Separated    4.  Never Married (Single)

14. Occupation:  
 Homemaker    You    Spouse  
 Professional/Technical    . . . . .  1.   
 Upper Management/Executive    . . . . .  2.   
 Middle Management    . . . . .  3.   
 Sales/Marketing    . . . . .  4.   
 Clerical or Service Worker    . . . . .  5.   
 Tradesman/Machine Oper./Laborer    . . . . .  6.   
 Retired    . . . . .  7.   
 Student    . . . . .  8.   
 Self Employed/Business Owner     9.   10.

15. 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

16. Education: (Please check those which apply)  
 You    Spouse  
 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.

17. 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

18. 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?

# CAC / BDP

**FOR SERVICE OR REPAIR, FOLLOW THESE STEPS IN ORDER:**

- FIRST:** Contact the installer. 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:  
 CAC / BDP  
 Consumer Relations  
 P.O. Box 4952  
 Syracuse, New York 13221-4952

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

# ALL PRODUCT LIMITED WARRANTY

**ONE-YEAR WARRANTY**—This CAC / BDP (herein after referred to as "COMPANY") product is warranted to be free from defects in material and workmanship under normal use and maintenance for a period of one year from the date of original installation whether or not actual use begins on that date. A new or remanufactured part, at the COMPANY'S sole option, to replace any defective part will be provided without charge for the part itself; PROVIDED the defective part is returned to our distributor through a qualified servicing dealer. The replacement part assumes the unused portion of the warranty.

**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 provided by the installer.

**THIS WARRANTY APPLIES ONLY TO PRODUCTS IN THEIR ORIGINAL INSTALLATION LOCATION AND BECOMES VOID UPON REINSTALLATION.**

**LIMITATIONS OF WARRANTIES**—ALL IMPLIED WARRANTIES (INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY) ARE HEREBY LIMITED IN DURATION TO THE PERIOD FOR WHICH THE 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 THIS WARRANTY.

**THE COMPANY WILL NOT BE RESPONSIBLE FOR:**

1. Normal maintenance as outlined in the installation and servicing instructions or owners manual including coil cleaning, filter cleaning and/or replacement and lubrication.
2. Damage or repairs required as a consequence of faulty installation, misapplication, abuse, improper servicing, unauthorized alteration or improper operation.
3. Failure to start due to voltage conditions, blown fuses, open circuit breakers or other damages due to the inadequacy or interruption of electrical service.
4. Damage as a result of floods, winds, fires, lightning, accidents, corrosive environments or other conditions beyond the control of the COMPANY.
5. Parts not supplied or designated by the COMPANY, or damages resulting from their use.
6. COMPANY products installed outside the continental U.S.A., Alaska, Hawaii and Canada.
7. Electricity or fuel costs or increases in electricity or fuel costs from any reason whatsoever including additional or unusual use of supplemental electric heat.
8. 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.

CATALOG NO. 92-33CC-5A5

Effective on products manufactured after February 1, 1995. Supersedes any other warranty certificates supplied with the product.

39004DP131

Detach & Mail Product Registration Card – **RETAIN THIS WARRANTY CERTIFICATE**

**1** 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:

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>01. <input type="checkbox"/> Bicycling Frequently</li> <li>02. <input type="checkbox"/> Golf</li> <li>03. <input type="checkbox"/> Physical Fitness/Exercise</li> <li>04. <input type="checkbox"/> Running/Jogging</li> <li>05. <input type="checkbox"/> Snow Skiing Frequently</li> <li>06. <input type="checkbox"/> Tennis Frequently</li> <li>07. <input type="checkbox"/> Camping/Hiking</li> <li>08. <input type="checkbox"/> Fishing Frequently</li> <li>09. <input type="checkbox"/> Hunting/Shooting</li> <li>10. <input type="checkbox"/> Power Boating</li> <li>11. <input type="checkbox"/> Sailing</li> <li>12. <input type="checkbox"/> House Plants</li> <li>13. <input type="checkbox"/> Grandchildren</li> <li>14. <input type="checkbox"/> Needlework/Knitting</li> <li>15. <input type="checkbox"/> Vegetable Gardening</li> <li>16. <input type="checkbox"/> Flower Gardening</li> <li>17. <input type="checkbox"/> Sewing</li> </ul> | <ul style="list-style-type: none"> <li>18. <input type="checkbox"/> Crafts</li> <li>19. <input type="checkbox"/> Automobile Work</li> <li>20. <input type="checkbox"/> Electronics</li> <li>21. <input type="checkbox"/> Home Workshop/Do It Yourself</li> <li>22. <input type="checkbox"/> Recreational Vehicles</li> <li>23. <input type="checkbox"/> Stereo, Records/Tapes/CDs</li> <li>24. <input type="checkbox"/> Buy Pre-Recorded Videos</li> <li>25. <input type="checkbox"/> Avid Book Reading</li> <li>26. <input type="checkbox"/> Bible/Devotional Reading</li> <li>27. <input type="checkbox"/> Health/Natural Foods</li> <li>28. <input type="checkbox"/> Photography</li> <li>29. <input type="checkbox"/> Home Furnishing/Decorating</li> <li>30. <input type="checkbox"/> Attending Cultural/Arts Events</li> <li>31. <input type="checkbox"/> Fashion Clothing</li> <li>32. <input type="checkbox"/> Fine Art/Antiques</li> <li>33. <input type="checkbox"/> Foreign Travel</li> <li>34. <input type="checkbox"/> Travel in the USA</li> </ul> |
|---|--|

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

- 3** Please check all that apply to your household:
- 1.  Regularly Purchase Items Through the Mail
  - 2.  Military Veteran in Household
  - 3.  Member of Frequent Flyer Program
  - 4.  Support Health Charities
  - 5.  Subscribe to Cable TV
  - 6.  Have a Microwave Oven
  - 7.  Have a CD Player
  - 8.  Have a VCR
  - 9.  Use a Personal Computer
  - 10.  Have a Dog
  - 11.  Have a Cat

Thanks for taking the time to fill out this questionnaire. Your answers will be used for market research studies and reports — and will help us better serve you in the future. They will also allow you to receive important mailings and special offers from a number of fine companies whose products and services relate directly to the specific interests, hobbies, and other information indicated above. 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:**    CAC / BDP  
Consumer Relations Department  
P.O. Box 4952  
Syracuse, NY 13221

**Please send products and other correspondence to:**

CAC / BDP  
Consumer Relations Department  
P.O. Box 173246  
DENVER CO 80217-3246

