

For Technical Support Dial: 1-800-524-1330 / 1-414-524-5000

2: Dispatch
4: Material Support Menu
6: Technical Support Menu
8: Computer Support Menu

1: Field Support Main Menu
2: Call Back
3: Technical Tips

1: Engineered Systems and Commercial Unitary Equipment Support
2: JCI and York Control Products
3: Johnson Controls labeled IFC series fire alarm systems
5: Pneumatic, electronic, and electrical products
6: Computer support including JCI applications
7: Cardkey access and security products
8: Beta test site support

Use these Call Tree Menu Options To Contact This Support Group

2	Dispatch
4	Material Support Menu
6	Technical Support Menu
6.1	Field Support Main Menu
6.1.1	Engineered Systems and Commercial Unitary Equipment Support
6.1.1.1	Parts Support Chiller Help
6.1.1.2	Other Parts Orders - Customer Service
6.1.1.3	Commercial Unitary Equipment Support
6.1.1.3.1	CUE Controls - Simplicity Elite, 1A, Lite, Intellicomfort, Simplicity PC & Mechanical & Refrigeration
6.1.1.3.2	CCS Controls- System Manager, Zone Coordinator, Bypass & Zone controllers + BACnet / Modbus Com
6.1.1.3.3	For Series 100 or YPAL Rooftops with IPU or Optilogic Controls (same spot as 6.1.1.4.3.2)
6.1.1.4	Product Technical Support - Engineered Systems Products
6.1.1.4.1	Chiller Technical Support
6.1.1.4.1.1	Centrifugal Chillers - YK, YD and YMC ² chillers and panels
6.1.1.4.1.1.1	Standard YK and YD chillers and panels
6.1.1.4.1.1.2	YMC ² chillers and panels
6.1.1.4.1.2	Industrial Systems Support (YST, CYK, YB, YG, OM, PRS, M-Compressor & Absorption) including panels and drives
6.1.1.4.1.2.1	YST, CYK, YB and YG Chillers
6.1.1.4.1.2.2	OM, PRS, and M-Compressor
6.1.1.4.1.2.3	Absorption Chillers
6.1.1.4.1.3	Screw and Scroll Equipment
6.1.1.4.1.3.1	Small Tonnage Water and Air Cooled Chillers
6.1.1.4.1.3.2	YR and YS Chillers
6.1.1.4.3	Airside Commercial Products Technical Support
6.1.1.4.3.1	Indoor packaged Equipment including Water Source Heat Pumps & water cooled self-contained units.
6.1.1.4.3.1.1	L Series Water Cooled Self-Contained Units
6.1.1.4.3.1.2	All Other Indoor Packaged Equipment including Water Sourced Heat Pumps
6.1.1.4.3.2	Series 100 or YPAL Rooftops
6.1.1.4.3.3	Unit Ventilators
6.1.1.4.3.4	Fan Coils and VAV Boxes
6.1.1.4.3.5	Flexsys and Air Fixture
6.1.1.4.3.6	Variable Refrigeration Flow (VRF)
6.1.1.4.3.7	Call Back
6.1.1.4.6	Air Handling Units
6.1.1.4.6.1	Standard AHU-Solution, Airpak, Curbpak
6.1.1.4.6.2	Custom AHU's and All Other AHU's
6.1.1.4.7	Product Controls Integration Support - ES Products
6.1.1.5	Predictive diagnostics
6.1.2	JCI and York Control Products (incl BAS computer support & Systems Integration Services)
6.1.2.1	Integration Products and LonWorks Support
6.1.2.1.1	LonWorks and MIG Support
6.1.2.1.2	Systems Integrations Services Tech Support, Enterprise Integration Services Applications, 3rd Party Integration Services, Custom Integration & Unity
6.1.2.2	Metasys Product Support
6.1.2.3	York Controls and Automation Products
6.1.2.4	Elink Communications Products
6.1.2.5	Johnson Controls Variable Speed Drives
6.1.2.6	Building System Controller product family
6.1.3	Johnson Controls labeled IFC series fire alarm systems
6.1.5	Pneumatic, electronic, and electrical products
6.1.5.1	Product Specifications
6.1.5.2	Applications
6.1.6	Computer support including JCI applications
6.1.6.1	JCI BAS applications
6.1.6.2	For business applications such as AIM or SMIS
6.1.7	Cardkey access and security products
6.1.8	Beta product support
6.1.8.1	LonWorks Products Beta Support
6.1.8.3	Metasys Products Beta Support
6.2	Call back
6.3	Technical tips
8	Computer Support Menu
8.1	Status of Current Outages
8.2	Network access and application login issues
8.3	PC and notebook issues: hardware, Microsoft software, email, remote access, Symantec AV
8.4	York legacy business applications
8.5	All other JCI applications
8.7	All telecommunications - desktop and mobile
Field Support Center	
1-800-524-1330 / 1-414-524-5000	

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