

**Date** : September 20, 1994

**To** : District Offices

**Subject** : Power Flame Burners

**Units Affected** : **All Direct Fired ParaFlow™ Absorption Units**

### Power Flame Burner Problems

Power Flame's warranty policy with York is as follows:

- They will replace defective parts for a period of 18 months from date of shipment or 12 months from date of start up—whichever comes first. (same as York Warranty)
- They do not pay labor charges for changing out defective parts.

If you have a defective Power Flame part, call Power Flame (see attached Power Flame Service Bulletin for Power Flame's address and phone number) and explain the problem. Do not call the York Parts Center. They do not stock Power Flame parts. Be sure to have the Power Flame Burner Invoice Number handy when you call them. It is on the paperwork supplied with the burner as well as the burner nameplate. They will then do one of the following:

1. Send you a replacement part. You will be responsible for sending the defective part back to them. They will issue you with an RMA number to send the part back. If you do not send the part back, you will be charged for the replacement part. In most cases Power Flame will overnight the replacement part to you and you may send the defective part back later. York will not absorb any parts costs which result from failure to send back defective parts to Power Flame.
2. Power Flame will authorize one of their agents to exchange the defective part for a new part free of charge. This will only work if they have an agent near you that stocks parts.
3. If the defective part is stocked by a local supply house or an OEM (such as Honeywell), you may exchange the defective part for a new part there.

The following RULES apply when submitting a warranty claim to York for Power Flame problems.

- You may submit a warranty claim for *reasonable* troubleshooting labor and actual labor to replace the defective burner part.

- Do not put the costs of any Power Flame Burner parts on a warranty claim. If parts charges are put on an SD for burner parts, the SD will not be approved.
- As always, one problem—one SD. Do not mix York problems with burner problems on warranty claims.



# POWER FLAME INCORPORATED

2001 S. 21st St. • PARSONS, KANSAS 67357  
PHONE (316) 421-0480 • FAX (316) 421-0948

## SALES

SALES RELEASE #297

DATE: MAY 10, 1994

SUBJECT:               **DIRECTORY OF POWER FLAME SERVICE REPS**

At the request of several sectors of our trade, we have compiled the attached List of Power Flame Service Representatives that can be called upon for start-up, field service and or maintenance of Power Flame Equipment.

You will note that this listing is organized alphabetically by state and city of the location of the Representatives Office. This should enable you to more easily locate the organization nearest to you. Each Listing contains the Representatives address, phone number, fax number and fee schedule. This information was obtained by surveying all of our Reps. and recording their responses. We believe all data is correct as of this date, but of course, is subject to change without notice.

These Representatives operate their own businesses independent from Power Flame. As such, Power Flame has no control over service policy, scheduling, fees structures, etc. When soliciting the services of one of these organizations, you should contact them directly to communicate your need and verify their terms.

We hope this information will be useful to you.

POWER FLAME INCORPORATED

THOMAS J. TUBMAN  
Vice President Marketing

mjb

Enclosure: Directory of Power Flame Service Reps

# DIRECTORY OF POWER FLAME SERVICE REPS

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## BRITISH COLUMBIA, CANADA

Cannepp Sales & Service  
#6 - 7449 Hume Ave.  
Delta, B.C. V4G 1C3  
Fax: 604-940-8189  
Phone: 604-940-8188

Service Labor Rate: \$ 60 - 70 / Hr.  
Helper (Apprentice) 45.00 / Hr.  
Travel Mileage Rate: 0.40 / km  
(Out of Town)  
Travel Time Charge: 50.00 / Hr.

## MANITOBA, CANADA

R-G Sales Company Ltd.  
600 Berry Street  
Winnipeg, Manitoba, Canada R3H 0R9  
Fax: 204-772-2362  
Phone: 204-775-8455

Service Labor Rate: \$ 50.00 / Hr.  
Travel Mileage Rate: 0.25 / km  
Travel Time Charge: 40.00 / Hr.

## ALABAMA

Mangham & Associates  
3522 7th Avenue South (35222)  
PO Box 55626  
Birmingham, Al. 35255  
Fax: 205-251-2089  
Phone: 205-251-2085

Service Labor Rate: \$ 50.00 /Hr.  
Travel Mileage Rate: 0.49 /Mi.  
Travel Time Charge: 50.00 /Hr.

## CALIFORNIA

R.F. MacDonald Co.  
1549 Cummins Drive  
Modesto, CA 95358  
Fax: 209-576-1312  
Phone: 209-576-0726

Service Labor Rate: \$ 65.00 / Hr.  
Service Zone Charges apply  
Travel Time Charge:

## GEORGIA

Heatco, Inc.  
21 Booth Road  
Marietta, GA 30060  
Fax: 404-514-8549  
Phone: 404-514-8508

# DIRECTORY OF POWER FLAME SERVICE REPS

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## ILLINOIS

Comfort Sales Agency  
Highway 143 East  
P.O. Box 575  
Edwardsville, IL 62025  
Fax: 618-656-8602  
Phone: 618-656-1655

Meilner Mechanical Sales  
1225 Carnegie Street, Unit 106  
Rolling Meadows, IL 60008  
Fax: 708-253-1332  
Phone: 708-253-1040

Service Labor Rate: \$ 66.00 /Hr.

Travel Mileage Rate:

Travel Time Charge: 66.00 /Hr.

## INDIANA

The Ellis Corporation  
1959 South Meridian  
Indianapolis, IN 46225  
Fax: 317-782-3954  
Phone: 317-782-3355

Service Labor Rate: \$ 40.00 /Hr.

Travel Mileage Rate: 0.65 /Mi.

Travel Time Charge: 40.00 /Hr.

## KANSAS

R.C. Neuer Co.  
8220 Travis  
Overland Park, KS 66204  
Fax: 913-341-8533  
Phone: 913-341-6556

## LOUISIANA

Kidd Combustion Equipment Co., Inc.  
P.O. Box 307 (Mailing Address)  
Erwinville, LA 70729  
4063 Airline Park Drive West  
Port Allen, LA 70767  
Fax: 504-627-6930  
Phone: 504-627-6301

Service Labor Rate:

Industrial: \$ 75.00 / Hr.

Commercial: 60.00 / Hr.

Travel Mileage Rate: 0.00

Travel Time Charge: Straight Time  
(1 Hr. each way free)

# DIRECTORY OF POWER FLAME SERVICE REPS

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## MASSACHUSETTS

Ace HVAC Services, Inc.  
125 Magazine Street  
Boston, MA 02119  
Fax: 617 541-9928  
Phone: 617-541-9900

Service Labor Rate: \$ 65.00 / Hr.  
(7:30 a.m. - 4:00 p.m.)  
Travel Mileage Rate: 15.00  
Travel Time Charge: Portal to Portal

Clark Heating Services Inc.  
13 Bosworth Street  
West Springfield, MA 01089  
Fax: 413-731-6990  
Phone: 413-788-8150

## MICHIGAN

Comb & Groves  
366 West 8 Mile Road  
Ferndale, MI 48220  
Fax: 810-544-0798  
Phone: 810-544-3400

Service Labor Rate: \$ 60.00 / Hr.  
Overtime: 88.00 / Hr.  
Travel Mileage Rate:  
Travel Time Charge: 15.00 / Vh.

## MINNESOTA

Combustion Heat & Power, Inc.  
320 Chester Street  
St. Paul, MN 55107  
Fax: 612-298-0847  
Phone: 612-298-1106

Service Labor Rate: \$ 70.00 / Hr.  
Travel Mileage Rate: 0.40 / Mi.  
Travel Time Charge: 70.00 / Hr.

## NEBRASKA

Engineered Products, Inc.  
7905 L St., Ste. 340  
Omaha, NE 68127  
Fax: 402-331-3170  
Phone: 402-331-1311

Service Labor Rate: \$ 42.00 / Hr.  
Travel Mileage Rate: 0.45 / Mi.  
Travel Time Charge: 42.00 / Hr.

# DIRECTORY OF POWER FLAME SERVICE REPS

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## NEW JERSEY

Nutley Heating & Cooling Supply  
156 Chestnut Street  
Nutley, NJ 07110  
Fax: 201-667-4602  
Phone: 201-667-6880

## NEW YORK

Boiler Room Specialties  
10 Noxon Street  
P.O. Box 517  
Patchogue, NY 11772  
Fax: 516-758-7487  
Phone: 800-344-6392 (N.Y. only)  
516-654-0111

Service Labor Rate: \$ 75.00 /Hr.  
(Nassau & Suffolk)  
(All other areas) \$ 95.00 /Hr.

Travel Mileage Rate:

Travel Time Charge: \$ 75.00 /Hr.

Unlimited Energy  
3620 Harlem Road  
Buffalo, N.Y. 14215  
Fax: 716-837-5082  
Phone: 716-837-5005

Service Labor Rate: \$ 48.50 /Hr.

Travel Mileage Rate: 0.25 /Mi.

Travel Time Charge: 48.50 /Hr.

## NORTH CAROLINA

Weeks-Williams-DeVore Inc.  
1014 Industrial Drive (28105)  
P.O. Box 987  
Matthews, NC 28106  
Fax: 704-847-1500  
Phone: 704-847-9838

Service Labor Rate: \$ 50.00 /Hr.  
(Monday - Friday)  
(Hol/Wkend) \$ 75.00 - 100.00 /Hr.

Travel Mileage Rate: .35 /Mi.

Travel Time Charge: \$ 50.00 / Hr.

## OHIO

Weber-Huff, Inc.  
4374 Glendale Milford Rd.  
Cincinnati, OH 45242  
Fax: 513-733-1834  
Phone: 513-733-1811

# DIRECTORY OF POWER FLAME SERVICE REPS

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## OKLAHOMA

Hambrick-Ferguson Inc.  
8170 E. 46th St.  
Tulsa, OK 74145  
Fax: 918-665-8326  
Phone: 918-627-2462

Service Labor Rate: \$ 48.00 / Hr.  
Travel Mileage Rate: 0.30 / Mi.  
Travel Time Charge: 45.00 / Hr.

Hambrick-Ferguson Inc.  
P.O. Box 18503  
Oklahoma City, OK 73154  
Fax: 405-525-7110  
Phone: 405-528-7266

Service Labor Rate: \$ 48.00 / Hr.  
Travel Mileage Rate: 0.30 / Mi.  
Travel Time Charge: 45.00 / Hr.

## OREGON

Ponder Burner Co.  
10521 N. Lombard  
Portland, OR 97203  
Fax: 503-286-1871  
Phone: 503-286-1235

Service Labor Rate: \$ 59.00 / Hr.  
Travel Mileage Rate: 0.27 / Mi.  
Travel Time Charge: Portal to Portal

## PENNSYLVANIA

Bradley-Sciocchetti, Inc.  
P.O. Box 1278  
4420 U.S. Route 130 North  
Pennsauken, N.J. 08109  
Fax: 609 663 5579  
Phone: 609 663 3022

Service Labor Rate: \$ 62.50 /Hr.  
O.T. Rate: 93.74 /Hr.  
Travel Mileage Rate: 0.95 /Mi.  
(O.T. Only)  
Travel Time Charge: 2.50 /Vh./Hr.

## SOUTH DAKOTA

Midwest Controls  
2305 W. Madison  
Sioux Falls, SD 57104  
Fax: None  
Phone: 605-331-2007

Service Labor Rate: \$ 45.00 / Hr.  
Travel Mileage Rate: 0.55 / Mi.  
Travel Time Charge:

# DIRECTORY OF POWER FLAME SERVICE REPS

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## TEXAS

American Steam Inc.  
51 Steel Road  
P.O. Box 1149  
Wylie, TX 75098  
Fax: 214-442-4588  
Phone: 214-442-4499

Service Labor Rate: \$ 51.00 / Hr.  
Travel Mileage Rate: 0.55 / Mi.  
Travel Time Charge: 51.00 / Hr.

## UTAH

A.A. Maycock Company  
336 W. 700 South  
P.O. Box 36  
Salt Lake City, UT 84110  
Fax: 801-355-3210  
Phone: 801-364-1926

## VIRGINIA

Houghtaling Associates  
1100 Welborne Drive, Suite 201  
P.O. Box 29832  
Richmond, VA 23229  
Fax: 804-741-4173  
Phone: 804-740-7099

Service Labor Rate: \$42.00  
Portal to Portal  
Travel Mileage Charge: Included  
Travel Time Charge: Included

## WISCONSIN

Liesen-Smith Inc.  
3050 Shirley Lane  
Brookfield, WI 53005  
Fax: 414-785-9207  
Phone: 414-785-9205



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Supersedes: Nothing

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