



# AG Series Electric Heaters



Auxiliary Electric Heat

Installation, Operation &  
Maintenance Instructions  
97B0005N04

Revised: May 11, 2019

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### Overview

The AG Series Auxiliary Electric Heat mounts internally on QE, TS, TE and TT upflow (Figure 1b) or downflow units and all TAH units (Figure 1a). It mounts directly to the blower outlet of QE, TS, TE horizontal units (Figure 6) and on all TZ units (Figure 4). Note the model compatibility Table 1. Horizontal units are rated for zero clearance at the unit and 1" clearance for first three feet of duct, vertical units rated for zero clearance for both unit and duct. Downflow units can not be located directly over a discharge register. The discharge plenum must be constructed from non combustible material. The AG electric heat contains a relay control board which activates the elements directly via an internally wired low voltage harness. Low voltage signals (W1 and W2) are staged from the control of the unit.

### QE, TS, TE Vertical Upflow or Downflow and TAH Installation - Internal

1. Disconnect power to the unit.
2. Remove blower access panel(s) from the unit and control box cover from the electric heater.
3. Remove blower mounting bolts and drop blower assembly as shown in figure 2. Removal of electrical wiring should not be necessary.
4. Position the electric heater as illustrated in figure 3 with its control box facing the front access panel of the unit. Attach heater to unit using the support pins on the back and bolts on the front. *The electric heater air inlet dimensions should match the unit blower outlet, installer should stop and refer to the unit/heater compatibility chart later in this instruction or consult factory if they do not match.*
5. Re-install blower assembly on to electric heater using pins and bolts as before. Check blower electrical wiring for proper connection and remedy any pinched wire(s) or contact with sharp edges.
6. Route the low voltage control harness through one of the 'pie' bushings in the heater control box and plug on to the P1 connector.
7. Install power conduit through the unit cabinet as shown in figure 5 and attach directly to the electric heater control box. See figures 7a-c.
8. Replace all covers and panels, heater installation is complete. Proceed to wiring and setup.

Figure 1a: Typical air handler installation

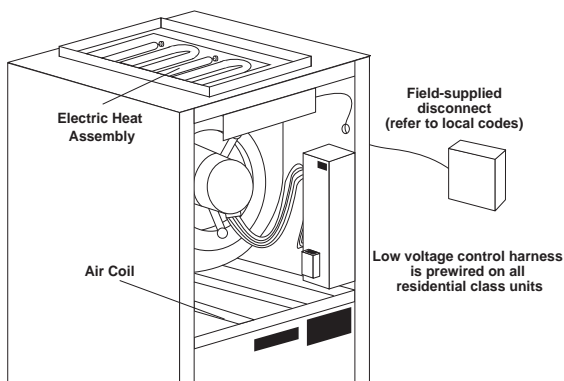


Figure 1b: Typical vertical unit installation

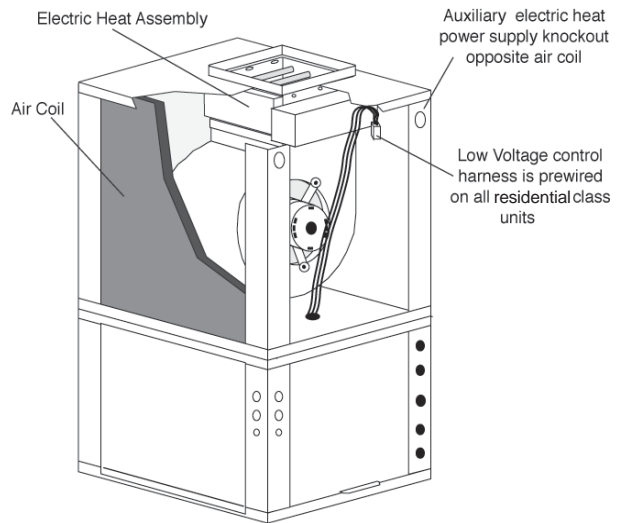


Figure 2: Blower removal

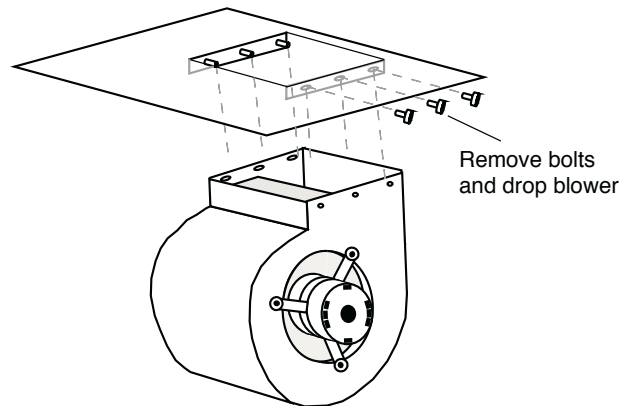
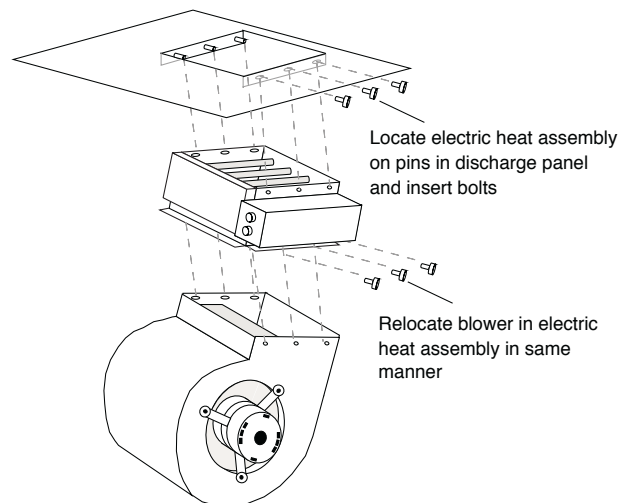


Figure 3: AG electric heat mounting and blower re-installation



## TZ Vertical Installation-External

1. Disconnect power to the unit.
2. Remove blower access panel(s) from the unit and control box and element covers from the electric heater.
3. Locate remove and discard blower discharge flanges from the unit but save the screws. Flanges will be packaged loose inside the blower compartment of vertical upflow units. TZ036 and 042 units require a transition bracket between the cabinet top and the electric heater. This bracket is packaged inside the blower compartment for field installation.
4. Position the electric heater as illustrated herein. Heater control box should be facing the front access panel of vertical units.

*The electric heater air inlet dimensions should match the unit air outlet, installer should stop and refer to the unit/heater compatibility chart later in this instruction or consult factory if they do not match.*

5. Use the saved blower flange screws to attach the heater by its flanges to the unit panel except do not fasten flange on control box side.
6. Use aluminum tape (not provided) to seal all four heater flanges to the blower panel.
7. Locate and route the low voltage control harness through the top panel knockout(s). Seal the penetration 'air tight'. This harness is factory installed on all TZ units (wire-tied to the fan housing).
8. Route the control harness through one of the 'pie' bushings in the heater control box and plug on to the P1 connector.
9. Install power conduit and attach directly to the electric heater control box. See figures 7a-c.
10. Replace all covers and panels, heater installation is complete. Proceed to wiring and setup.

Figure 4:

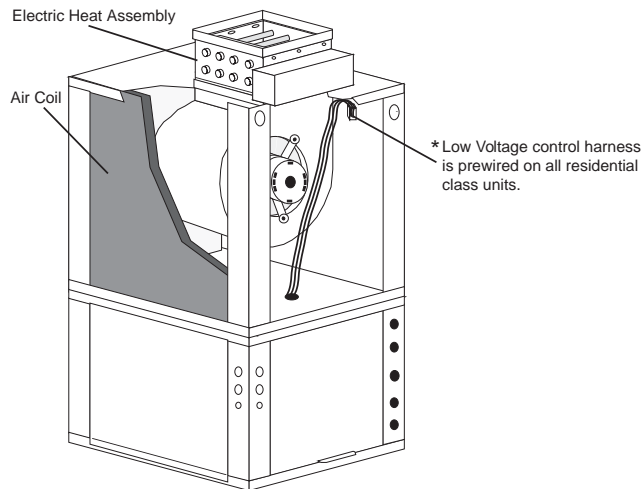
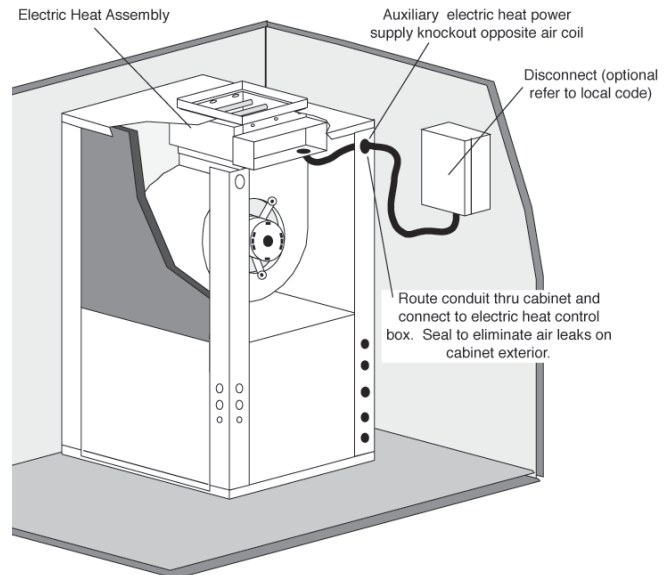


Figure 5:



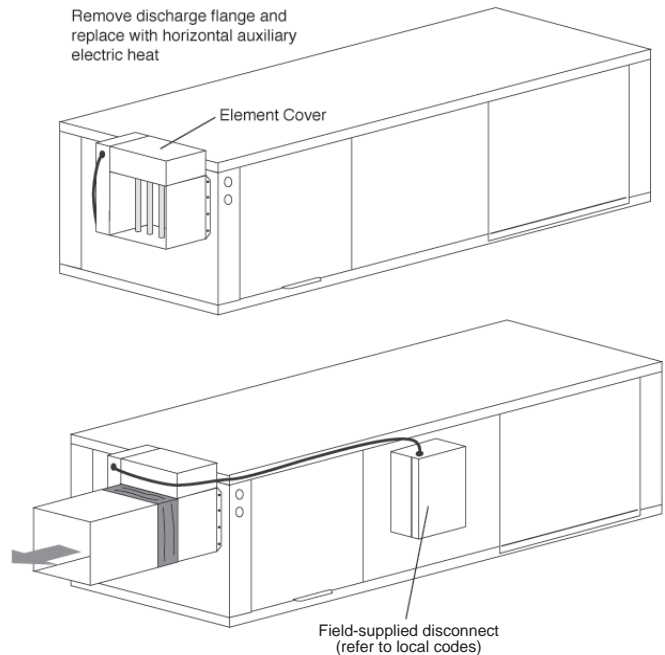
#### QE, TS, TE, TZ Horizontal Installation-External

1. Disconnect power to the unit.
2. Remove blower access panel from the unit and control box and element covers from the electric heater.
3. Remove and discard blower discharge flanges from the unit but save the screws. TZ036 and 042 units require a transition bracket between the cabinet panel and the electric heater. This bracket is packaged inside the blower compartment for field installation.
4. Position the electric heater as illustrated herein. Notice that the discharge air opening is off centered in the blower panel. The electric heater must be positioned so that its control box is located vertically over the wide side of this panel.

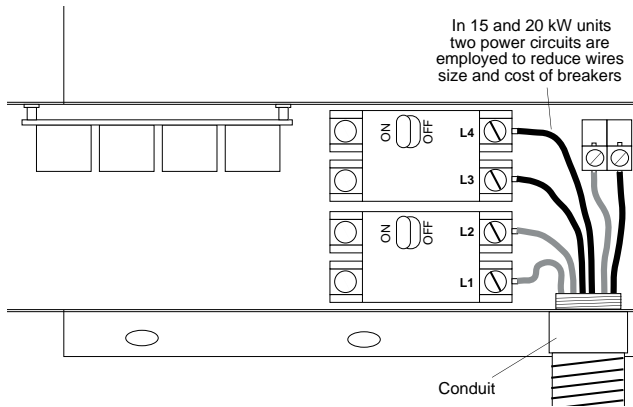
*The electric heater air inlet dimensions should match the unit air outlet, installer should stop and refer to the unit/heater compatibility chart later in this instruction or consult factory if they do not match.*

5. Use the saved blower flange screws to attach the heater by its flanges to the unit panel except do not fasten flange on control box side.
6. Use aluminum tape (not provided) to seal all four heater flanges to the blower panel.
7. Locate and route the low voltage control harness through one of the unit corner post or blower panel knockout(s). Seal the penetration 'air tight'. This harness is factory installed and wire-tied to the fan housing.
8. Route the control harness through one of the 'pie' bushings in the heater control box and plug on to the P1 connector.
9. Install power conduit and attach directly to the electric heater control box.
10. Replace all covers and panels, heater installation is complete. Proceed to wiring and setup.

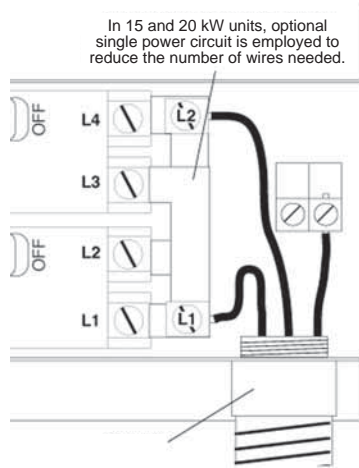
Figure 6: Typical Horizontal Installation



**Figure 7a: Power Wiring, Dual Circuits, 15, 20kw**



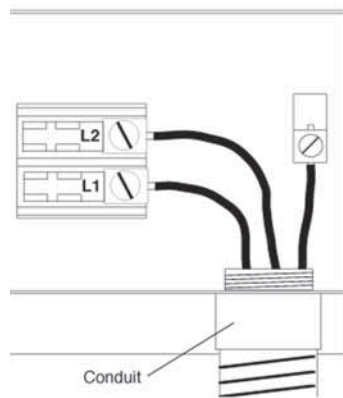
**Figure 7b: Power Wiring, Single Circuit, 12, 15, 20kw**



**Wiring and Setup (all models)**

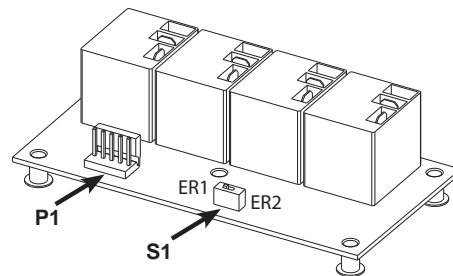
1. Install power wiring and connect to power block or circuit breakers. In 15 or 20kW models two power circuits may be used to reduce wiring and breaker costs as in Figure 7a. If a single circuit supply is desired, install the optional single circuit accessory kit (P/N 16B0002N02), as shown in Figure 7b, that can be obtained from your distributor.  
 Optional for TAH: AG\*\*C kits only. Blower power may be supplied from T3 & T4 CB5 breaker. Refer to wiring diagram 96B0143N01.
2. Ensure unit airflow setting is above minimum airflow rating for the electric heat model from Table 1.
3. Check heat staging for the application. Table 4 contained later in this IOM shows the factory default staging and the alternate field selectable staging where applicable. Staging changes are made by dip switch settings. See figure 8. These are identified as either ER1, ER2, ER3 or ER4 depending on the heater size.
4. Mark the appropriate box of the electric heat model installed on the additional serial plate on the exterior of the unit.
5. Turn on the power to the unit and the auxiliary electric heat.

**Figure 7c: Power Wiring, 4, 5, 8, and 10kw**

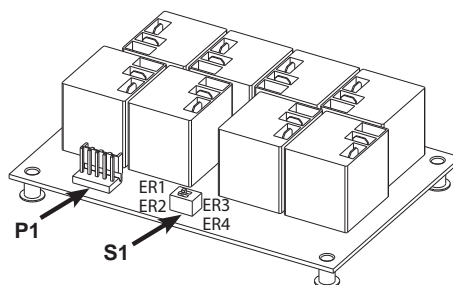


**Figure 8: Staging Dip Switches**

For AGM/L 4, 5, 8, 10kW.



For AGM/L 12, 15, and 20kW.



**Auxiliary Electric Heat Start-up**

Put thermostat in emergency heat mode (or jumper t-stat input R to W and R to G) and setpoint to high setting. 'Touch-jumper' the test pins of the CXM or DXM into test mode to reduce time delays. Unit will require 15-20 seconds before engaging emergency heat mode stage 1 (W1) and then another 15-20 seconds to engage stage 2 (W2) when in 'Test mode'. Verify proper electric heat operation.

**Table 1: AG Compatibility**

Auxiliary Electric Heat Model	QE, TS, TE Models				TZ Models			TAH Models			kW Rating		Btuh Rating		Minimum CFM Required	
	018	024- 030, 0930	036-038	042-072, 1860	024	030-042	048-060	Auxiliary Electric Heat Model*	026	038	049-064	240V	208V	240V		208V
AGM4A								AGM4C				3.8	2.9	13000	9900	500
AGM5A								AGM5C				4.8	3.6	16300	12300	500
AGM8A								AGM8C				7.6	5.7	25900	19400	650
AGM10A								AGM10C				9.6	7.2	32700	24600	650
AGM12A												11.4	8.6	38900	29200	750
AGL10A								AGL10C				9.6	7.2	32700	24600	1300
AGL15A								AGL15C				14.4	10.8	49100	36900	1350
AGL20A								AGL20C				19.2	14.4	65500	49200	1350

Black area denotes compatibility

Note: Horizontal units rated for zero clearance unit and 1" clearance for the first three feet of duct, Vertical units rated for zero clearance for both unit and duct.

\* Can be used on corresponding QE, TZ, TE, and TS models

**Table 2: AG Electric Heat Electrical Data - TAH**

Unit Model	Head Kit Model	Supply	Heater Amps 240	Heater Amps 208	Blower FLA	Minimum Circuit Amps		Maximum Breaker Size	
						240 V	208 V	240 V	208 V
TAH026	AGM4C	SINGLE	15.8	14	4.3	25	23	25	25
	AGM 5C	SINGLE	20	17.3	4.3	30	27	30	30
	AGM 8C	SINGLE	31.7	27.5	4.3	45	40	45	40
	AGM 10C	SINGLE	40	34.7	4.3	55	49	60	50
TAH038	AGL10C	SINGLE	40	34.7	4.3	59	52	60	60
	AGL15C	DUAL- L1/L2	40	34.7	0	50	43	50	45
		DUAL- L3/L4	20	17.3	4.3	34	30	35	30
TAH049 and TAH060	AGL10C	SINGLE	40	34.7	7.0	59	52	60	60
	AGL15C	DUAL- L1/L2	40	34.7	0.0	50	43	50	45
		DUAL- L3/L4	20	17.3	7.0	34	30	35	30
	AGL20C	DUAL- L1/L2	40	34.7	0.0	50	43	50	45
		DUAL- L3/L4	40	34.7	7.0	59	52	60	60

All heaters rated single phase 208/240V 60Hz

All Fuses UL Class K general purpose

All models 15kW or larger feature internal circuit breakers

**Table 3: AG Electric Heat Electrical Data - QE/TS/TE/TZ**

Auxiliary Electric Heat Model	Supply Circuit	Heater Amps		Minimum Circuit Amps		Maximum Fuse	
		240V	208V	240V	208V	240V	208V
AGM4A	Single	15.8	14.0	19.8	17.1	20	20
AGM5A	Single	20.0	17.3	25.0	21.6	25	25
AGM8A	Single	31.7	27.5	39.6	34.4	40	35
AGM10A	Single	40.0	34.7	50.0	43.4	50	45
AGL10A	Single	40.0	34.7	50.0	43.4	50	45
AGM12A	Single	47.5	41.2	59.4	51.5	60	60
	Dual - L1/L2	31.7	27.5	39.6	34.4	40	35
	Dual - L3/L4	15.8	13.7	19.8	17.1	20	20
AGL15A	Single	60.0	52.0	75.0	65.0	80	70
	Dual - L1/L2	40.0	34.7	50.0	43.4	50	45
	Dual - L3/L4	20.0	17.3	25.0	21.6	25	25
AGL20A	Single	80.0	69.3	100.0	86.6	100	90
	Dual - L1/L2	40.0	34.7	50.0	43.4	50	45
	Dual - L3/L4	40.0	34.7	50.0	43.4	50	45

All heaters rated single phase 208/240V 60Hz  
 All Fuses UL Class K general purpose  
 All models 12kW or larger feature internal circuit breakers

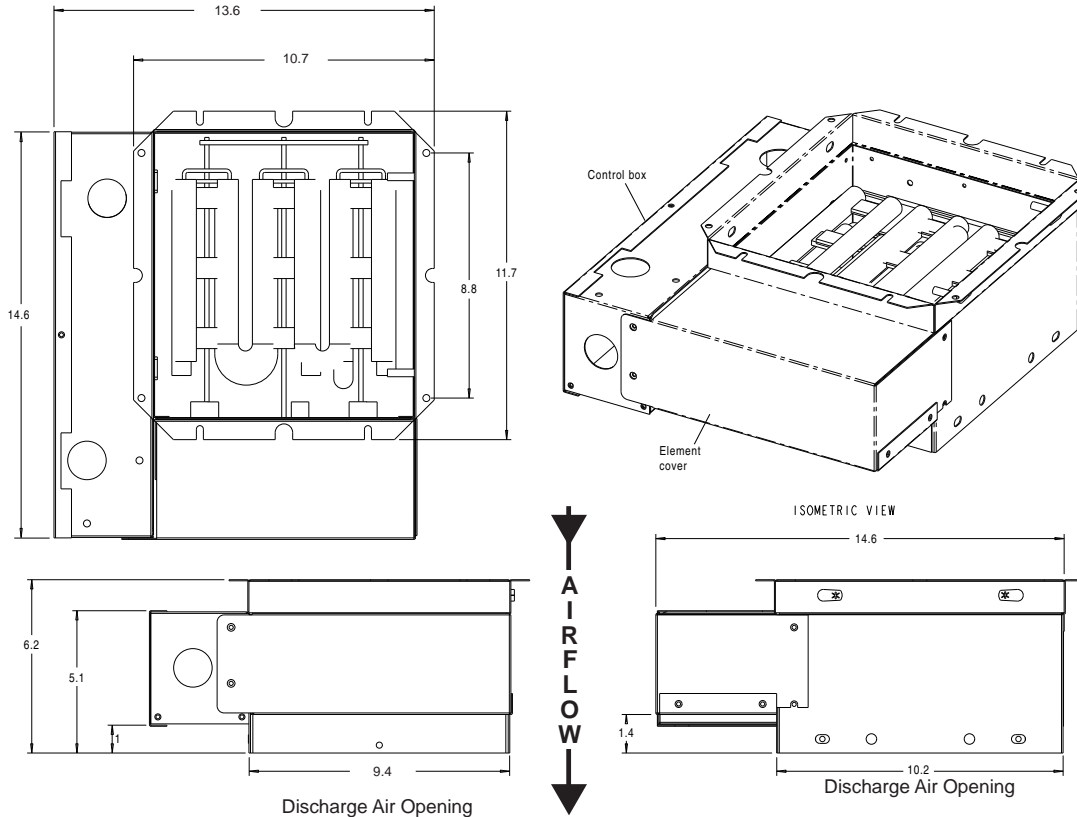
**Table 4: AG Electric Heat Staging Options**

Heater Model	Staging	Factory Setting			Alternate Setting		
		Dip Position	Stage 1 kW	Stage 2 kW	Dip Position	Stage 1 kW	Stage 2 kW
AGM4	4	ER1	4				
AGM5	5	ER1	5				
AGM8	4 or 8	ER1	4	4	ER2	8	
AGM10, AGL10	5 or 10	ER1	5	5	ER2	10	
AGM12	4, 8, or 12	ER1, ER4	4	8	ER3, ER4	8	4
AGL15	5, 10 or 15	ER1, ER4	5	10	ER3, ER2	10	5
AGL20	10 or 20	ER3, ER4	10	10			

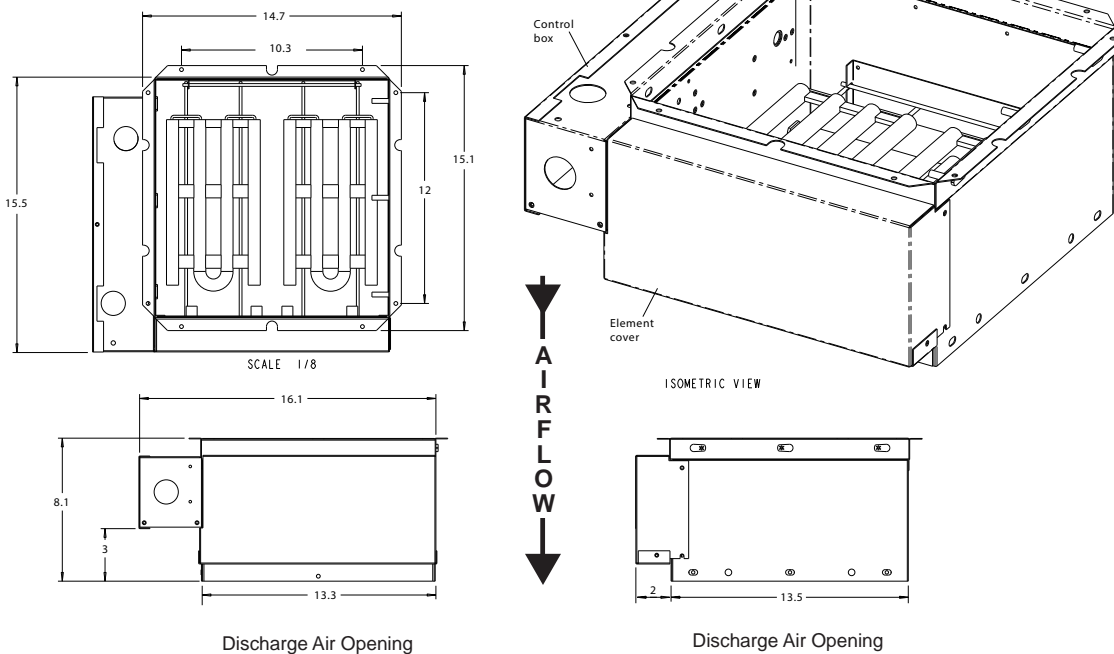


The maximum recommended air velocity for a supply plenum is 900 fpm. When connecting a plenum to an external supplemental heater, ensure that the air velocity in the plenum does not exceed 900 fpm. Noise and air distribution issues may occur if supply plenum velocities exceed 900 fpm.

### AGM4A - 12A



### AGL10A - 20A



# Warranty



## CLIMATE MASTER, INC. LIMITED EXPRESS WARRANTY/LIMITATION OF REMEDIES AND LIABILITY FOR RESIDENTIAL CLASS PRODUCTS WITH LABOR ALLOWANCE

It is expressly understood that unless a statement is specifically identified as a warranty, statements made by Climate Master, Inc. a Delaware corporation, ("CM") or its representatives, relating to CM's products, whether oral, written or contained in any sales literature, catalog or agreement, are not express warranties and do not form a part of the basis of the bargain, but are merely CM's opinion or commendation of CM's products. **EXCEPT AS SPECIFICALLY SET FORTH HEREIN, THERE IS NO EXPRESS WARRANTY AS TO ANY OF CM'S PRODUCTS. CM MAKES NO WARRANTY AGAINST LATENT DEFECTS. CM MAKES NO WARRANTY OF MERCHANTABILITY OF THE GOODS OR OF THE FITNESS OF THE GOODS FOR ANY PARTICULAR PURPOSE.**

### GRANT OF LIMITED EXPRESS WARRANTY

CM warrants its Residential Class products, purchased and retained in the United States of America and Canada, to be free from defects in material and workmanship under normal use and maintenance as follows: (1) Air conditioning, heating and/or heat pump units built or sold by CM ("CM Units") for ten (10) years from the Warranty Inception Date (as defined below); (2) Thermostats, auxiliary electric heaters and geothermal pumping modules built or sold by CM, when installed with CM Units, for ten (10) years from the Warranty Inception Date (as defined below); and (3) Other accessories and parts built or sold by CM, when installed with CM Units, for one (1) year from the date of shipment from CM. The "Warranty Inception Date" shall be the date of original unit installation, or six (6) months from date of unit shipment from CM, whichever comes first.

To make a claim under this warranty, parts must be returned to CM in Oklahoma City, Oklahoma, freight prepaid, no later than ninety (90) days after the date of the failure of the part; if CM determines the part to be defective and within CM's Limited Express Warranty, CM shall, when such part has been either replaced or repaired, return such to a factory recognized distributor, dealer or service organization, F.O.B. CM, Oklahoma City, Oklahoma, freight prepaid. The warranty on any part repaired or replaced under warranty expires at the end of the original warranty period.

This Limited Express Warranty shall cover the labor incurred by CM authorized service personnel in connection with the installation of a new or repaired warranty part that is covered by this Limited Express Warranty only to the extent specifically set forth in the then existing labor allowance schedule provided by CM's Warranty Department and only as follows: (1) CM Units for five (5) years from the Warranty Inception Date; (2) Thermostats, auxiliary electric heaters and geothermal pumping modules built or sold by CM, when installed with CM Units, for five (5) years from the Warranty Inception Date. Actual labor costs are not covered by this Limited Express Warranty to the extent they exceed the amount allowed under said allowance schedule, they are not specifically provided for in said allowance schedule, they are not the result of work performed by CM authorized service personnel, they are incurred in connection with a part not covered by this Limited Express Warranty, or they are incurred more than the time periods set forth in this paragraph after the Warranty Inception Date.

This warranty does not cover and does not apply to: (1) Air filters, fuses, refrigerant, flasks, oil; (2) Products relocated after initial installation; (3) Any portion or component of any system that is not supplied by CM, regardless of the cause of the failure of such portion or component; (4) Products on which the unit identification tags or labels have been removed or detached; (5) Products on which payment to CM, or to the owner's seller or installing contractor, is in default; (6) Products subjected to improper or inadequate installation, maintenance, repair, wiring or voltage conditions; (7) Products subjected to accident, misuse, negligence, abuse, fire, flood, lightning, unauthorized alteration, misapplication, contaminated or corrosive air or liquid supply, operation at abnormal air or liquid temperatures or flow rates, or opening of the refrigerant circuit by unqualified personnel; (8) Mold, fungus or bacteria damages; (9) Corrosion or abrasion of the product; (10) Products supplied by others; (11) Products which have been operated in a manner contrary to CM's printed instructions; (12) Products which have insufficient performance as a result of improper system design or improper application, installation, or use of CM's products; or (13) Electricity or fuel costs, or any increases or unanticipated savings in same, for any reason whatsoever.

This Limited Express Warranty provides the limited labor allowance coverage as set forth above. Otherwise, CM is not responsible for: (1) The costs of any fluids, refrigerant or system components supplied by others, or associated labor to repair or replace the same, which is incurred as a result of a defective part covered by CM's Limited Express Warranty; (2) The costs of labor, refrigerant, materials or service incurred in diagnosis and removal of the defective part, or in obtaining and replacing the new or repaired part; (3) Transportation costs of the defective part from the installation site to CM, or of the return of that part if not covered by CM's Limited Express Warranty; or (4) The costs of normal maintenance.

This Limited Express Warranty applies to CM Residential Class products ordered from CM on or after May 1, 2010 (this would generally include CM Units with serial numbers beginning with "N118" and higher), and is not retroactive to any products ordered from CM prior to May 1, 2010 (this would generally include CM Units with serial numbers beginning with "N117" and lower). If you are unsure if this Limited Express Warranty applies to the product you have purchased, contact CM at the phone number or address reflected below.

**Limitation:** This Limited Express Warranty is given in lieu of all other warranties. If, notwithstanding the disclosures contained herein, it is determined that other warranties exist, any such express warranty, including without limitation any express warranties or any implied warranties of fitness for particular purpose and merchantability, shall be limited to the duration of the Limited Express Warranty.

### LIMITATION OF REMEDIES

In the event of a breach of the Limited Express Warranty, CM will only be obligated at CM's option to repair the failed part or unit, or to furnish a new or rebuilt part or unit in exchange for the part or unit which has failed. If after written notice to CM's factory in Oklahoma City, Oklahoma of each defect, malfunction or other failure, and a reasonable number of attempts by CM to correct the defect, malfunction or other failure, and the remedy fails of its essential purpose, CM shall refund the purchase price paid to CM in exchange for the return of the sold good(s). Said refund shall be the maximum liability of CM. **THIS REMEDY IS THE SOLE AND EXCLUSIVE REMEDY OF THE BUYER OR PURCHASER AGAINST CM FOR BREACH OF CONTRACT, FOR THE BREACH OF ANY WARRANTY OR FOR CM'S NEGLIGENCE OR IN STRICT LIABILITY.**

### LIMITATION OF LIABILITY

CM shall have no liability for any damages if CM's performance is delayed for any reason or is prevented to any extent by any event such as, but not limited to: any war, civil unrest, government restrictions or restraints, strikes, or work stoppages, fire, flood, accident, shortages of transportation, fuel, material, or labor, acts of God or any other reason beyond the sole control of CM. **CM EXPRESSLY DISCLAIMS AND EXCLUDES ANY LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGE IN CONTRACT, FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, OR IN TORT, WHETHER FOR CM'S NEGLIGENCE OR AS STRICT LIABILITY.**

### OBTAINING WARRANTY PERFORMANCE

Normally, the dealer or service organization who installed the products will provide warranty performance for the owner. Should the installer be unavailable, contact any CM recognized distributor, dealer or service organization. If assistance is required in obtaining warranty performance, write or call:

Climate Master, Inc. • Customer Service • 7300 SW 44th Street • Oklahoma City, Oklahoma 73179 • (405) 745-6000 • e-service@climatemaster.com

NOTE: Some states or Canadian provinces do not allow limitations on how long an implied warranty lasts, or the limitation or exclusions of consequential or incidental damages, so the foregoing exclusions and limitations 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 and from Canadian province to Canadian province.

Rev: 4/10  
Part No: RPS51

## Notes

## Revision History

Date	Page #	Description
11 May, 2019	All	Misc. text edits
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7300 S.W. 44th Street  
 Oklahoma City, OK 73179  
 Phone: 405-745-6000  
 Fax: 405-745-6058  
 climatemaster.com

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