

## American Comfort FAQ's

### [Q. What is an American Comfort furnace?](#)

A. A American Comfort is a revolutionary zone furnace that safely and efficiently heats entire areas that need additional heat.

### [Q. What makes the American Comfort different?](#)

A. There are three major heating systems in existence today. The first, is combustion or the burning of a given fuel, i.e. natural gas, wood, oil, etc... The second, is resistance or the process of applying an electrical current to a coil or resistor which produces heat, i.e. base board and electric space heaters. The third, is the use of infrared light energy, which is similar to the way the sun heats the earth. The American Comfort uses safe infrared absorption to efficiently convert electrical power into even, economical zone or area heating.

### [Q. How does the comfort of American Comfort compare to other systems?](#)

A. The American Comfort is a state of the art system that provides the most comfortable form of heat. Unlike traditional systems, which may leave a differential of up to 18 degrees from floor to ceiling, the American Comfort heated air, using infrared absorption, does not concentrate near the ceiling. Heat stays down and evenly dispersed in the area where you and your family live. Temperature difference from floor to ceiling is minimal. In addition, the American Comfort does not remove humidity from the air. It actually helps maintain humidity levels. The even heating and higher humidity permit lower heat settings with more comfort, less condensation on windows and less static electricity. Furthermore, the American Comfort does not use flame, fuel or any form of combustion. Therefore, the heat from the American Comfort is safe and clean – free of any other type of pollution and does not use up the oxygen in the air.

### [Q. Economically, how does the American Comfort compare to other systems?](#)

A. The American Comfort is the most economical way to heat. In Midwestern Utility field tests for heating seasons, the American Comfort used an average of 35% less energy than conventional electric furnace/baseboard systems. Comparable results were found during comparisons with fuel based heating systems. Individual results, of course, depend on insulation values, local climate, and other conditions.

### [Q. Why does the American Comfort cost more than a space heater?](#)

A. It is a furnace in every respect. A space heater only has the capacity to heat a small space (e.g. under a desk). The American Comfort, like a central heating system, will heat an entire area evenly and efficiently. This allows the unit to be a supplemental source of heat. Furthermore, the American Comfort is safe. It will not start a fire or burn if you touch it. Because of the reduced energy consumption, and the unit's high level of safety and comfort, American Comfort users agree that it is the best value available.

### [Q. Why is the American Comfort safe?](#)

A. The American Comfort has no flame or fumes. Its safe, clean infrared lamps provide the energy. Extensive testing at C.S.A. (Canada) and E.T.L. (Europe) has verified the safety of the American Comfort. It

also meets UL Standards (#1278). Due to its safe operating temperature, the American Comfort may be placed next to flammable materials with no safety clearance needed.

[Q. Why doesn't the heat from the American Comfort rise like conventional heating systems?](#)

A. It is important to first understand how conventional heating systems operate. These systems produce superheated air (i.e. extreme temperatures during the burning or resistance process) which rises to the top of the room instantly and wastefully collects until the air cools and falls. In contrast, the American Comfort's use of infrared absorption allows it to heat (energize the air in the room) without the use of superheated air eliminating the stratification of hot and cold air. The American Comfort heats an area evenly, keeping heat down where you and your family live.

[Q. What kind of warranty does it have?](#)

A. The American Comfort has an extensive 3 year warranty – including lamps. The unit has no moving parts except the fan. Trouble free solid-state controls. American Comfort technology eliminates the need for furnace filters. No burners to rust, corrode, or adjust. No pilot light to waste energy.

[Q. How much power does the American Comfort draw?](#)

A. The American Comfort uses 1500 watts.

[Q. Why does only one of the heater's fans run after I first turn it on?](#)

A. The heater will take a few minutes to warm up before both fans turn on. Once the heater is warmed up, you will hear both fans turn on.

[Q. Why is my heater still running after I have turned it off?](#)

A. You will hear the heater's fans running after you have turned the power off—this is to allow the heater to cool down, protecting the unit's components from overheating. Please take care to not unplug the heater while it is in operation and while it is running the cool-down cycle.

[Q. Can I use the heater to heat multiple rooms at the same time?](#)

A. The heating will depend your floor plan and the room size. Ceiling fans will help move heat. Placing the heater in a central location will also help move heat between rooms.

[Q. Will my heater work in damp or moist areas?](#)

A. Using the heater in or moist area such as a bathroom, pool room, or sauna room is not recommended. Although the heater is designed to work effectively with natural humidity, we suggest you keep the heater away from areas that accumulate moisture.

[Q. Will my heater work in areas without insulation?](#)

A. The heater will work in garages, basements and unfinished rooms. However, please bear in mind that the effectiveness of your heater depends on how well the area is sealed and insulated. As with any heater, the better an area is sealed and insulated, the better a heater will be able to operate efficiently and effectively.

[Q. Why is my heater's display showing only a line of dots?](#)

A. The heater is in a screen saver mode. Your heater will activate the heat cycle automatically when the

temperature of the room falls below the temperature you set. The heater will also come out of screen saver mode when any button is pressed on the Control Panel. Screen Saver mode does not affect normal operation.

[Q. Can I use multiple heaters in an area?](#)

A. Depending on the size of the area, you may wish to use multiple heaters. As many heaters as required for the room size may be used. However, each heater must plug into an independent 15 amp, or greater, circuit.

[Q. How does the American Comfort™ Infrared Heater save me money?](#)

A. The patented quartz heating element design converts electricity into heat more efficiently than any other known electric heating method. Additionally, the heaters maximize the zoned-heating method. Zoned-heating allows you to heat areas that are used most frequently, and saves energy by not heating less frequently used areas. This heating method provides the ability to save up to 50% on your heating bill compared to other heating methods such as central heating systems using traditional heat pumps.