



# Replacement Components and Service

**Genuine ANSUL replacement  
components recommended for  
installation on ANSUL products**

Johnson Controls takes pride in being the producer of products which are recognized for their quality in the fire protection industry. In order to maintain that level of quality, we are sharing with you our recommendation concerning replacement components and service.

### Replacement Components

It is Johnson Controls policy and recommendation that only genuine ANSUL replacement components be installed on ANSUL products.

We take this position based on knowledge that it is vital each component of an ANSUL product, no matter how small, function to specifications to provide reliable operation. ANSUL components have been developed and tested for use in ANSUL products. These replacement components also undergo inspection by Johnson Controls Quality Assurance Department to better ensure that they meet the proper equipment requirements, material specifications, tolerances and functions.

The use of other than genuine ANSUL replacement components, including those designated "like ANSUL" or "ANSUL style" are not approved, recommended, or tested by Johnson Controls. Even though such substitute components may be individually listed or recognized by an independent approval agency, this does not mean the particular component has been listed or approved for use in the ANSUL product, or that it is equivalent in quality.

The independent testing laboratories' listings of products are generally given on the basis of both a test program conducted on the complete product which includes original component parts and a continuing inspection program of the manufacturer. By using non-ANSUL components in ANSUL products, the product may no longer maintain its listing and may not achieve the same level of performance.

The Johnson Controls warranties will not cover components not supplied by Johnson Controls. Furthermore, if any component or product malfunction is caused by components not supplied by Johnson Controls, Johnson Controls will not be responsible for any resulting damages or injuries. It should also be noted that independent testing laboratories normally do not warrant, guarantee or assume responsibility for components or products they list.

Various National Fire Protection Association standards also state that the recommendations of the fire equipment manufacturers should be followed on the use of component parts.

### Service

ANSUL products require proper maintenance and service to operate properly. If the products are not installed properly, are abused in service, or are not properly maintained, the product may not perform reliably. Johnson Controls does not take any responsibility or liability for damages of any kind, or for warranty claims which are due to improper installation, maintenance or service.

Johnson Controls requires regular training of its authorized distributors in the proper installation and service of its products. We also provide owner's manuals, product installation, operation and maintenance manuals, as well as product updates to authorized distributors for the particular ANSUL products they are authorized to carry. For these reasons, we recommend that Authorized ANSUL Distributors who are trained in and authorized for a particular product line be used for installation, service, and maintenance of ANSUL products.