

## Search for equipment, find parts list, specs and docs

In this SOP, we'll walk through how to search for equipment with a model number, find the full parts list, product specifications, documentation, and work with AL to answer product questions.

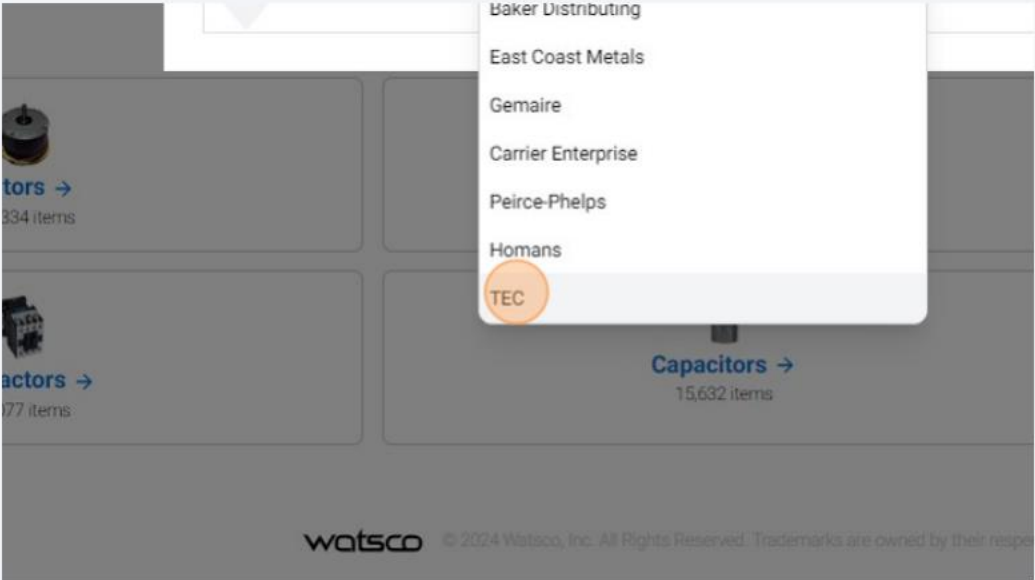
- 1 Navigate to <https://www.hvacxref.com/>  
*Don't forget, you need to be at a store or logged in to a Watsco VPN to have access to the software.*

- 2 *On your first visit, you will need to let us know your business unit and branch information. You will not need to enter this information each time you use the tool. Click in this box or start typing the name of your business unit to access the drop-down menu.*

The screenshot displays the HVAC XREF software interface. At the top, there is a progress bar with three steps: 1. Select Business Unit, 2. Select Branch, and 3. Start. The first step is currently active. Below the progress bar, the main heading is '1 Select your business unit'. To the left of the heading is a large, light gray location pin icon. To the right of the heading is a search box with the placeholder text 'Business Unit'. Below the search box is a drop-down menu with the following options: 'All', 'Baker Distributing', 'East Coast Metals', 'Gemaire', and 'Carrier Enterprise'.

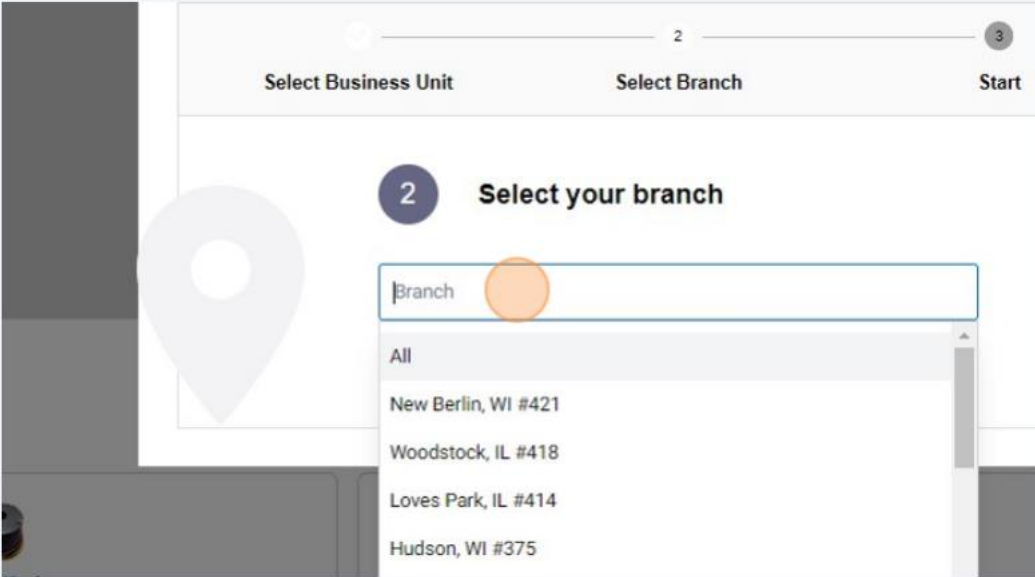
3

In this sample, we will select "TEC" - once you have made a selection, the screen will update automatically.



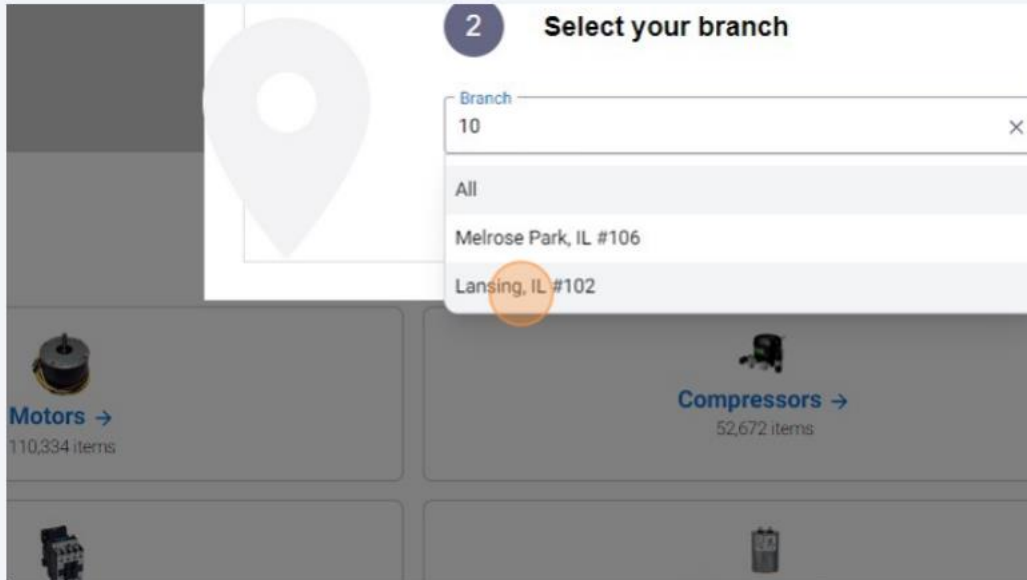
4

Click in this box and start typing the name of your location or branch number to filter through the drop-down options.



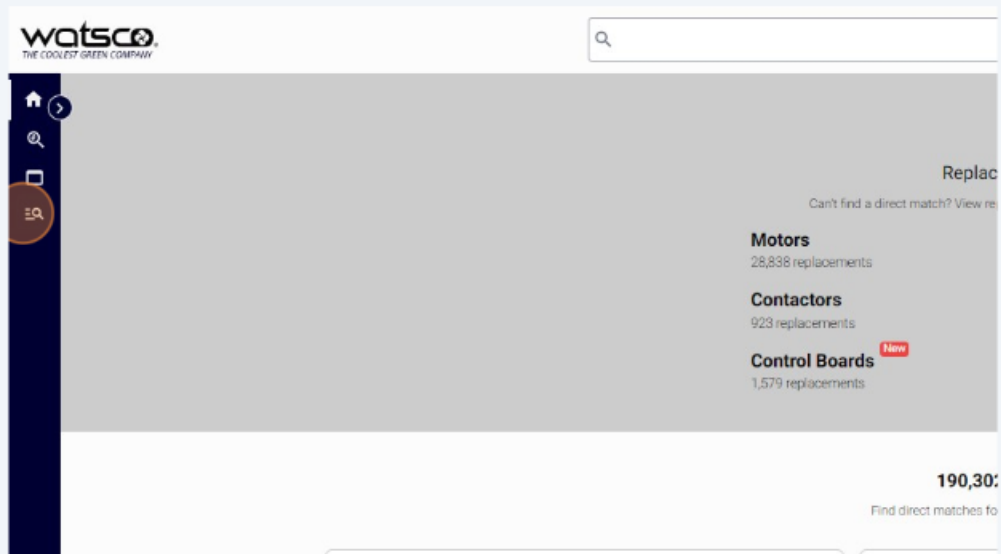
5

In this example, we are in the Lansing, IL, branch, so we will start typing 102 and select Lansing from the drop-down options. Once you have made a selection, the screen will update automatically.

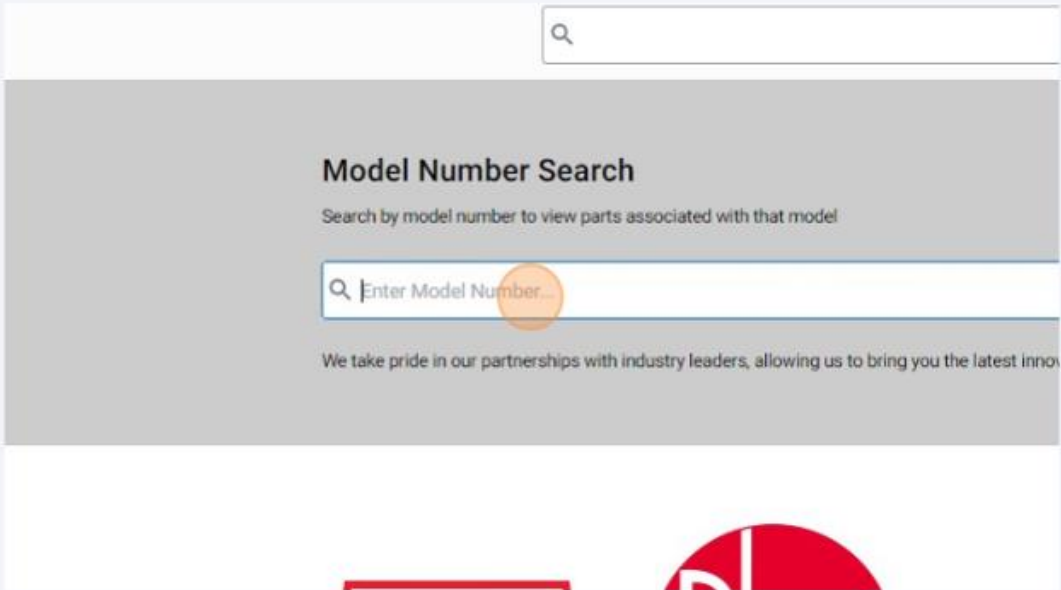


6

Click this icon to enter the Model Number Search section.

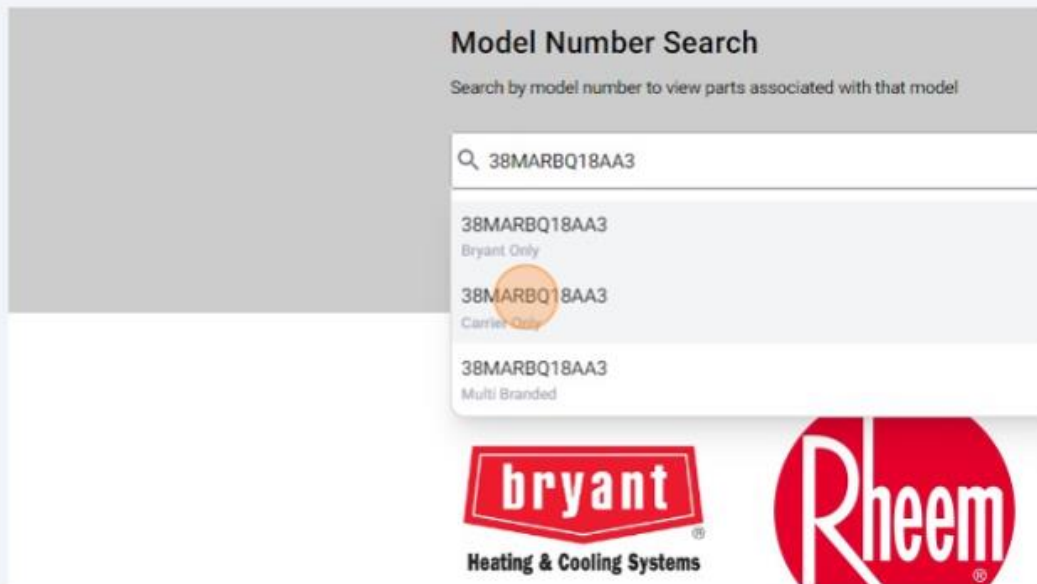


- 7 Click the "Enter Model Number..." field.



The screenshot shows a web page titled "Model Number Search" with the subtitle "Search by model number to view parts associated with that model". A search input field is highlighted with an orange circle and contains the placeholder text "Enter Model Number...". Below the search field, there is a paragraph of text: "We take pride in our partnerships with industry leaders, allowing us to bring you the latest innov". At the bottom of the page, there are logos for "bryant" and "Rheem".

- 8 Type in your full (or partial) model number and select the appropriate option from the dropdown.



The screenshot shows the same "Model Number Search" page, but with a dropdown menu open. The search input field contains the text "38MARBQ18AA3". The dropdown menu lists four options: "38MARBQ18AA3 Bryant Only", "38MARBQ18AA3 Carrier Only", "38MARBQ18AA3 Multi Branded", and "38MARBQ18AA3". The "Carrier Only" option is highlighted with an orange circle. Below the dropdown menu, there are logos for "bryant Heating & Cooling Systems" and "Rheem".

9

Land on the Product Details page. Here you can see product details for the equipment you searched for, inventory availability, parts list, specifications, documentation



Ductless 18000 Btuh Up to 21.5  
SEER2 High Heat Capable Heat Pump  
Condensing Unit (208/230V)

Carrier Corporation - Multi Branded  
38MARBQ18AA3

✓  
IN-STOCK  
👁

Need Help? Ask AL Feedback

- Parts List
- Specifications
- Documentation

Select your Model Number

38MARBQ18AA301~ ▾

Critical Parts List 24 parts

Casing 16 parts

Electrical 1 parts

10 It you want to locate this piece of equipment, click the "eye" icon to view product availability within the whole Watsco network.


Carrier Ente

18000 Btuh Up to 21.5  
High Heat Capable Heat Pump  
Condensing Unit (208/230V)  
Carrier Corporation - Multi Branded  
38MARBQ18AA3


✓  
IN-STOCK  
👁

Need Help? Ask AL

Feedback



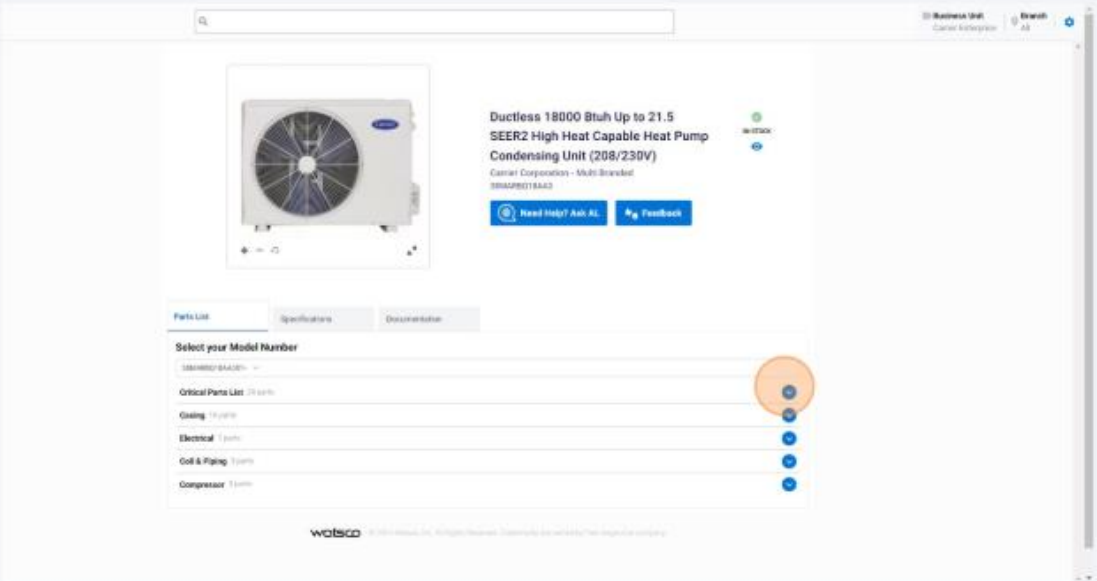
3SMARBQ18AA3 - Carrier Corporation



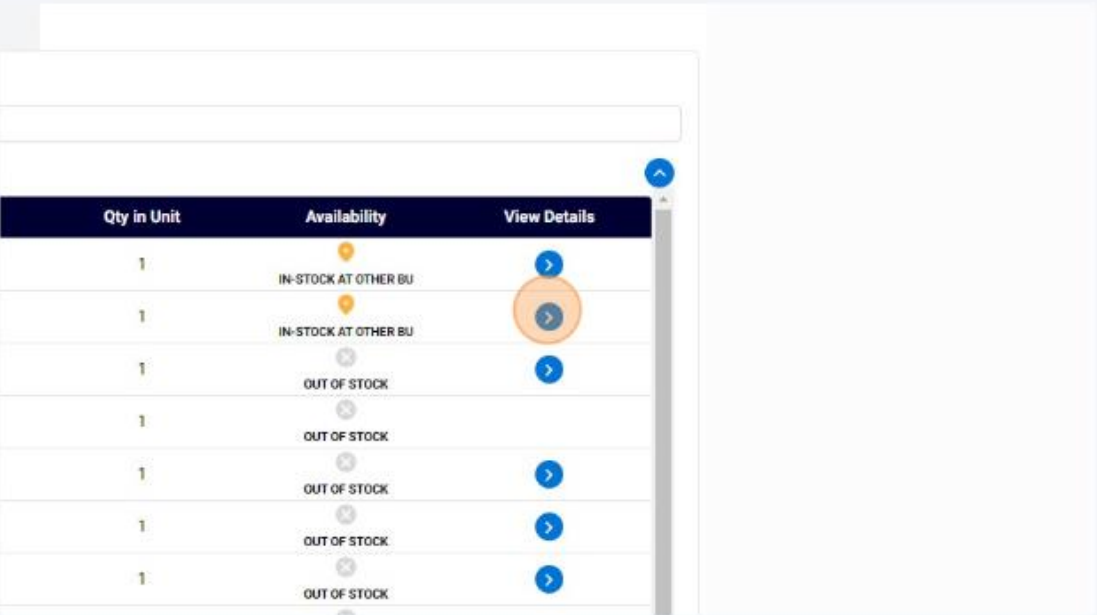
Carrier Enterprise (99)

BRANCH	PHONE	DISTANCE	AVAILABILITY
BC Victoria #8530	250-384-3355		<span>✓ IN-STOCK</span>
MB Winnipeg - West #8526	204-775-2523		<span>✓ IN-STOCK</span>
MB Winnipeg - East #8525	204-233-2244		<span>✓ IN-STOCK</span>
SK Saskatoon #8523	306-662-1842		<span>✓ IN-STOCK</span>
SK Regina #8522	306-525-0108		<span>✓ IN-STOCK</span>
BC Nanaimo #8521	250-751-3687		<span>✓ IN-STOCK</span>

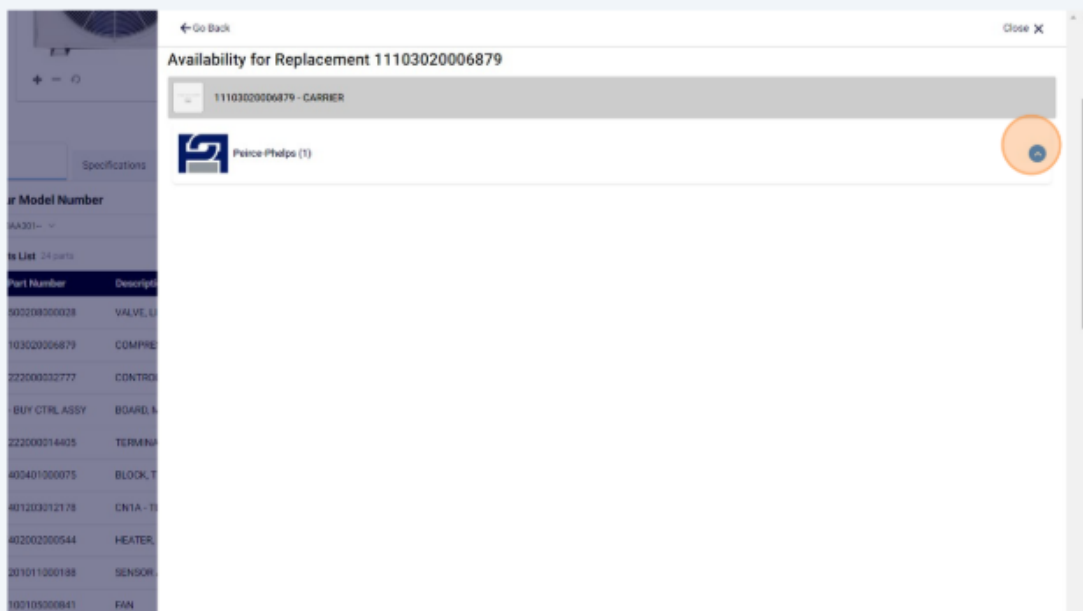
13 On the Parts List tab, click the "details" icon to expand the list of parts.



14 Find the product you're looking for and press the "details" icon for more information.

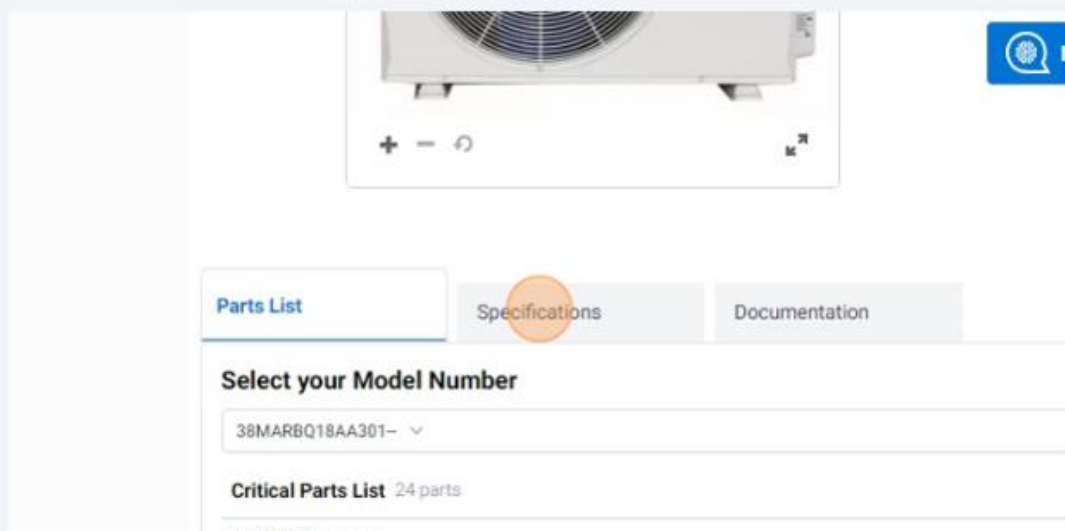


- 15 Click the "details" icon for details on product availability location(s).



- 16 At the top right corner, click the "X" to close this window and return to the product details page.


- 17 Back on the product details page, click the "Specifications" tab.





18 Review product specifications for this piece of equipment.

19 Click the "Documentation" tab.




Need Help? Ask AL

ListSpecificationsDocumentation

and	Bryant®	Equipment Type
innage	1.5	Stage
:ER2	17.6	SEER
:R2	11.7	EER
frigerant	R-410A	Refrigerant Charge

20 Review available documents, you can view/download the document right from this screen.



Ductless 18000 Btu/h Up to 21.5 SEER2 High Heat Capable Heat Pump Condensing Unit (208/230V)  
Carrier Corporation - York Division  
38MA200104A

Need Help? Ask ALFeedback

Parts ListSpecificationsDocumentation

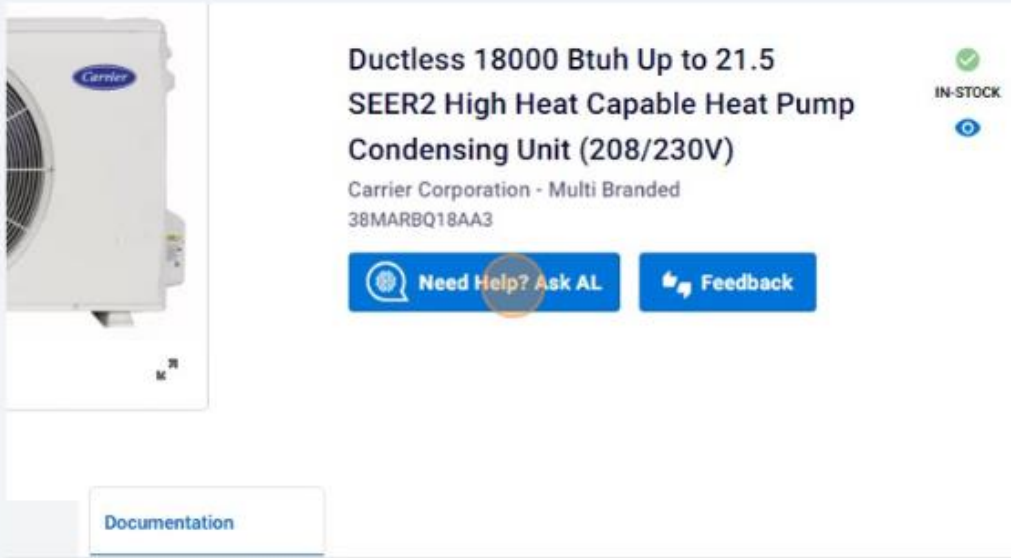
Specifications Sheet

Warranty Document

Installation Instructions

Service Manual

**21** HAVE QUESTIONS ABOUT THIS PRODUCT? Click "Need Help? Ask AL"



The screenshot shows a product page for a Carrier ductless heat pump. On the left is an image of the unit. To the right, the product title is "Ductless 18000 Btuh Up to 21.5 SEER2 High Heat Capable Heat Pump Condensing Unit (208/230V)". Below the title, it says "Carrier Corporation - Multi Branded" and "38MARBQ18AA3". To the right of the title is a green checkmark icon and the text "IN-STOCK". Below the product information are two blue buttons: "Need Help? Ask AL" and "Feedback". At the bottom left of the product area is a "Documentation" link.



AL is our internal AI tool built to know information specifically about equipment that is available within the Watsco network.

**22** You can use this software to ask questions and receive part and product information with our AI assistant. Click "NEXT"

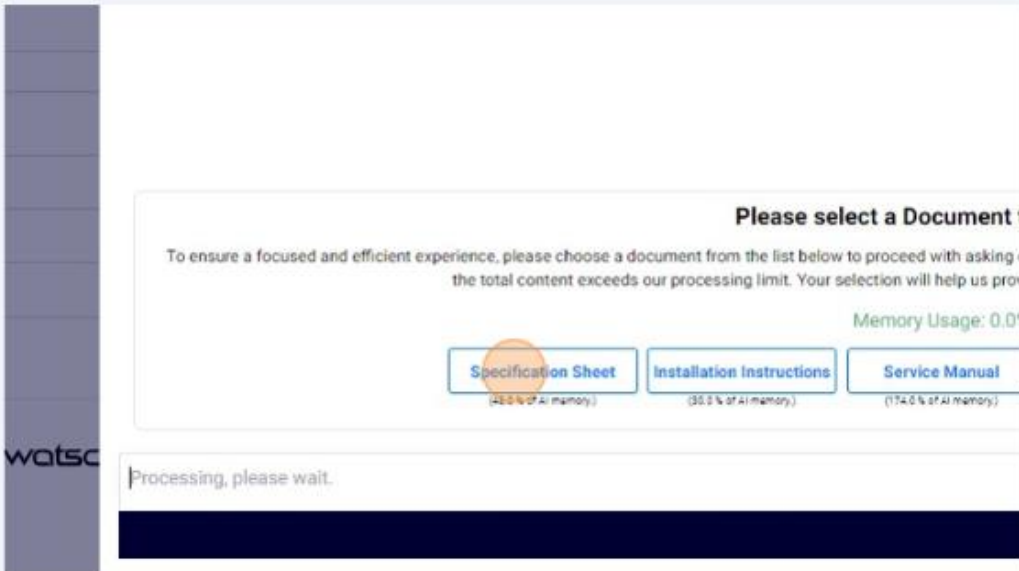
Using this software, you can ask questions and receive part and product information with our artificial intelligence assistant

What is the rated vapor line size for this unit?

Does this unit use R-410A refrigerant?

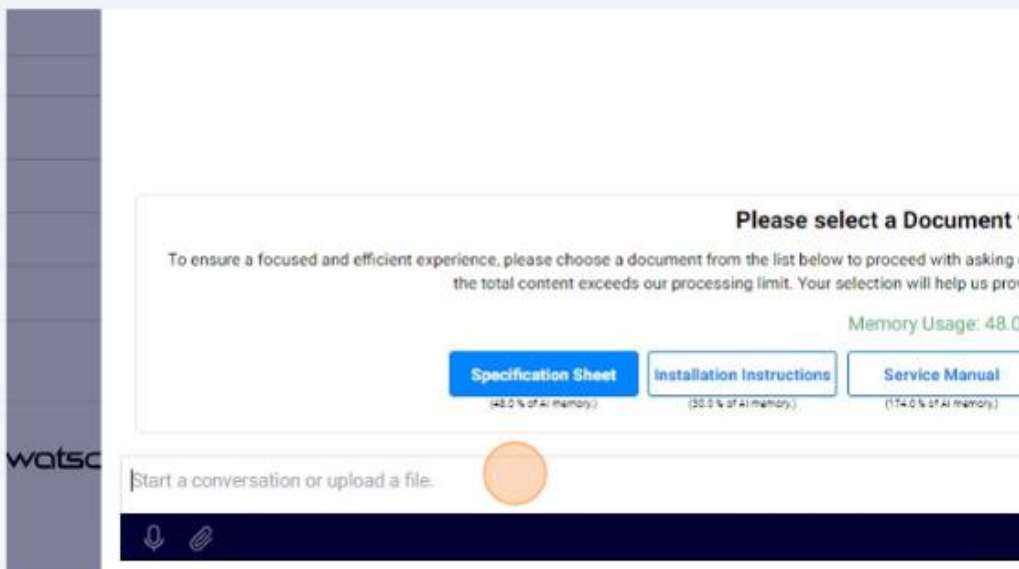
**NEXT**

- 23 To help the software work faster, click the type of document you'd like AL to read. In this example, we're going to select "Specification Sheet"



The screenshot shows a web interface with a dark blue sidebar on the left containing the 'watson' logo. The main content area has a white background. At the top, it says 'Please select a Document to read'. Below this, a message states: 'To ensure a focused and efficient experience, please choose a document from the list below to proceed with asking questions. The total content exceeds our processing limit. Your selection will help us provide a more accurate response.' To the right of this message, it says 'Memory Usage: 0.0%'. Below the message are three buttons: 'Specification Sheet' (highlighted with an orange circle), 'Installation Instructions', and 'Service Manual'. Each button has a small text label below it: '(42.0 % of AI memory)', '(30.0 % of AI memory)', and '(174.0 % of AI memory)' respectively. Below the buttons, there is a text input field with the placeholder text 'Processing, please wait.' and a dark blue bar at the bottom.

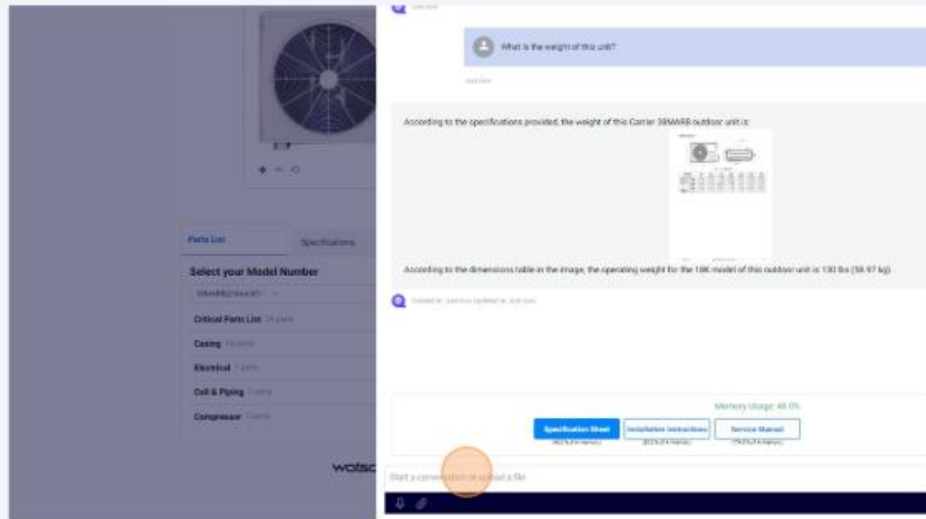
- 24 Click the "Start a conversation or upload a file" field to ask your question.



The screenshot shows the same web interface as the previous one. The 'Specification Sheet' button is still highlighted with an orange circle. Below the buttons, the text input field now contains the placeholder text 'Start a conversation or upload a file.' and is highlighted with an orange circle. Below the input field, there are two icons: a microphone icon and a paper plane icon. A dark blue bar is at the bottom.

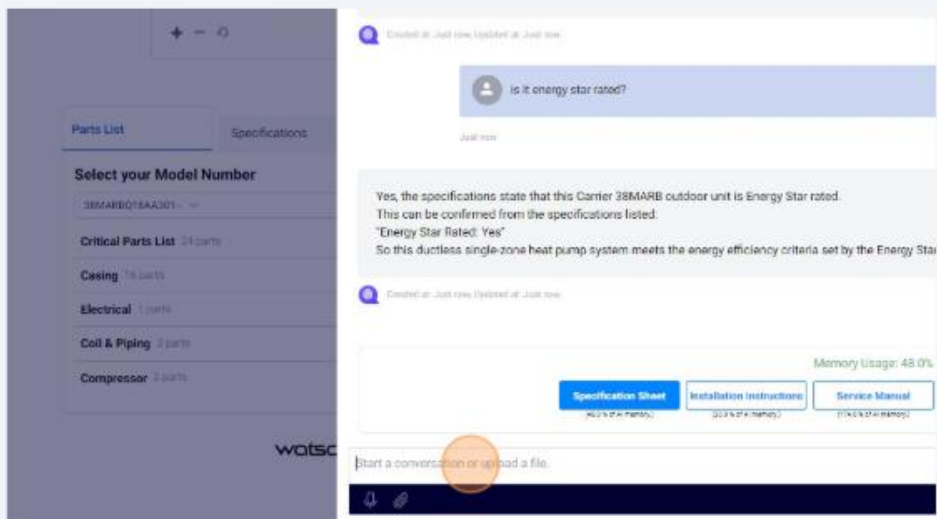
- 25 SAMPLE: Type "What is the weight of this unit? **enter**"

- 26** The system will read the documents (if it doesn't already know the answer) and provide you the data you're seeking, as well as the source.



- 27** You can ask as many questions as you want about this piece of equipment. Type "Is it energy star rated?" **enter**

- 28** Review the answer, and ask more questions if needed.



- 29** When you're done, click the "X" at the top right corner to close this window and return to the product details page.



Alert! Once you close this window, all your questions/answer history will be gone.



Tip! You can click this "COPY" icon to copy/save any answers to your computer's clipboard.



is it energy star rated?

Just now

Yes, the specifications state that this Carrier 38MARB outdoor unit is Energy Star rated.

This can be confirmed from the specifications listed:

"Energy Star Rated: Yes"

So this ductless single-zone heat pump system meets the energy efficiency criteria set by the Energy Star program and is an Energy Star certified product.



Created at: Just now, Updated at: Just now

