

Scraping Permissions for HVAC Manuals by Manufacturer

Carrier

- **Robots.txt:** Carrier's site does not specifically block PDFs or manual pages in its `robots.txt` (the corporate Carrier robots file even *allows* all pages). We found no rules disallowing crawlers from accessing user manuals.
- **Terms of Service:** Carrier's Terms of Use *explicitly forbid* using any automated tools to scrape or monitor content. In fact, the policy states you may not "use any device, program, algorithm or methodology... to access, acquire, copy or monitor any portion of the Website or any Content... to obtain any materials, documents or information through any means not purposely made available through the Website" ¹. This broad restriction squarely covers web scraping.
- **Manual Access:** Carrier manuals are publicly available via a literature search page (no login required). Users can search by product model and download PDFs of owner's manuals and product literature directly.
- **Scraping Outlook: Not recommended.** Because Carrier explicitly bans automated access, bulk-scraping their manuals – even for personal, non-commercial use – would violate the site's terms ¹. In practice, downloading an occasional manual for personal reference is fine, but running a crawler to fetch many documents is against their policy. Proceed with **extreme caution**, if at all.

Goodman (and Amana/Daikin)

- **Robots.txt:** Goodman's site (goodmanmfg.com) does not appear to disallow PDF manuals or its "Resources" library to crawlers. We found no `robots.txt` rules blocking literature pages.
- **Terms of Service:** Goodman (part of Daikin Comfort Technologies) explicitly prohibits web scraping. The Goodman/Daikin Terms of Use state you will not "use automated systems to monitor or copy content from the Sites" ². This clause covers Goodman's own manuals site as well as related brand sites like Amana and Daikin. In short, any automated retrieval of content is forbidden without permission.
- **Manual Access:** Goodman's **Product Literature Library** is publicly accessible – you can browse or search for brochures, spec sheets, and manuals on their site without logging in. Amana's HVAC site similarly offers PDF manuals through a public literature page.
- **Scraping Outlook: High risk.** Given the clear no-scraping rule ², automated downloading of Goodman/Amana/Daikin manuals is not allowed by their terms. Personal use of a few documents is fine, but doing it in bulk with a scraper would violate the policy. It's safest to **avoid automated scraping** here or obtain explicit permission from the company.

Trane (and American Standard)

- **Robots.txt:** Trane's sites don't show evidence of blocking PDF files in robots.txt. The public e-Library and literature pages are meant for customers and likely not robot-restricted.

- **Terms of Service:** Trane's Terms and Conditions forbid crawling and scraping. The policy says *"you may not use any robot, spider, or other automatic device or process to monitor or copy Trane web pages or any portion of the content... without Trane's express prior written permission."* ³ . This applies equally to Trane's sister brand American Standard (which shares corporate policies under Trane Technologies). In other words, automated retrieval of Trane/American Standard content is explicitly disallowed.
- **Manual Access:** Trane provides a public "Literature" or e-Library portal for product manuals (installation guides, IOMs, etc.) with no login required. American Standard's website also offers owner's manuals and product guides for download to any user.
- **Scraping Outlook: Not acceptable without permission.** Trane/American Standard's terms clearly bar automated scraping ³ . Even though manuals are publicly available, one should not use bots to grab them in bulk. Personal research use should be limited to manual downloads. Undertaking a large scrape would be against their terms, so it's best to **avoid** it or seek approval.

Fujitsu

- **Robots.txt:** Fujitsu General's U.S. site doesn't publicly advertise any robots.txt rules specific to manuals. There's no indication that PDF resources are blocked from search engines.
- **Terms of Service:** Fujitsu has one of the clearest anti-scraping clauses. Their Terms of Use explicitly forbid using *"any robot, spider, site search/retrieval application or other manual or automatic device"* to **"retrieve, index, 'scrape,' 'data mine' or otherwise gather"** content from the site without prior written consent ⁴ . In plain terms: no web scraping or automated data extraction is allowed on Fujitsu's site.
- **Manual Access:** Fujitsu's product pages (for mini-splits, etc.) typically provide PDF manuals (installation and operation manuals) for download. These are publicly accessible files. No login is required to get standard product literature.
- **Scraping Outlook: Very risky.** Fujitsu explicitly bans scraping and even uses the word "scrape" in their terms ⁴ . Even for personal, non-commercial purposes, running a scraper would violate their policy. It's advisable to download needed manuals individually. Large-scale automated scraping should be **avoided** to stay within legal usage guidelines.

Rheem

- **Robots.txt:** We did not find any manual-specific disallow rules in Rheem's robots.txt. (Rheem's site is structured for consumers, and PDF "Use & Care" manuals are not known to be blocked from search indexing.)
- **Terms of Service:** Rheem's website terms don't explicitly mention web crawlers or scraping by name. However, they do restrict "unauthorized use" of the site and content. All information on the site is intended for your personal/internal use, and *any conduct that violates law or others' rights* is prohibited ⁵ . While not as direct as others, this implies that bulk copying of website content might be viewed as unauthorized.
- **Manual Access:** Rheem's product manuals and guides are available on their site (e.g. via the **Product Resources** section or on individual product pages). These PDFs (use & care manuals, installation instructions, etc.) are publicly downloadable without needing an account.
- **Scraping Outlook: Use caution.** Since Rheem doesn't outright mention "no scraping," downloading a few manuals for personal research is likely acceptable. But engaging in large-scale scraping (hundreds of PDFs) could be seen as violating the spirit of their terms (unauthorized, excessive use).

There's ambiguity here, so err on the side of caution: keep any automated access extremely limited or stick to manual downloads to be safe.

York (Johnson Controls brands, incl. Coleman)

- **Robots.txt:** York's websites (and sister brands like Coleman) do not list any bot exclusions for literature as far as we could see. There were no obvious `Disallow` lines for PDFs or manuals on these sites.
- **Terms of Service:** York and Coleman fall under Johnson Controls' umbrella, so the Johnson Controls Terms apply. Those terms do not explicitly mention "scraping" or "robots," but they *restrict copying and using site content beyond personal use*. Johnson Controls allows you to download or print content **solely for personal, non-commercial use**, and expressly forbids further reproduction or exploitation of content without permission ⁶. In practice, using an automated script to mass-download manuals would likely violate these restrictions on copying content. (It's not "purposely made available" for bulk harvesting.)
- **Manual Access:** York's product literature is somewhat split between public and dealer resources. Basic product manuals (e.g. install guides, user manuals for residential units) are generally available on York's site or via a "Knowledge Exchange" portal – often without login. Coleman's HVAC manuals similarly can be found on their site or through public PDF links. However, some technical documents might only be on the Johnson Controls dealer portal (requiring login). For standard user manuals, no login is needed.
- **Scraping Outlook: Uncertain – lean toward caution.** While there's no blatant anti-scraping clause, Johnson Controls' terms imply that bulk copying of content is not permitted without approval ⁶. Personal use of a few documents is fine, but setting up a crawler to vacuum all York/Coleman manuals could breach their acceptable use. Given the ambiguity, it's prudent to limit automation. In short, **proceed carefully** and avoid aggressive scraping.

Heil (ICP/Carrier)

- **Robots.txt:** The Heil HVAC site doesn't show specific crawl blocks for manuals. We didn't see evidence of PDF files being disallowed in robots.txt.
- **Terms of Service:** Heil is part of Carrier's network (ICP brand), and its site uses the same Carrier Global Terms of Use. Therefore, the *same restrictions as Carrier apply* – no automated means of accessing or copying content ⁷. Heil's terms explicitly include the clause against using any "device, program, algorithm or... manual process" to obtain materials not intentionally provided through the site ⁷. This is essentially the anti-scraping rule.
- **Manual Access:** Heil (and other ICP brands) provide product manuals on their websites for customers, but often the detailed technical docs are accessed via dealer portals. Basic owner's manuals and brochures are publicly downloadable on the Heil site. (For any not on the public site, contractors use HVACpartners, which requires login.)
- **Scraping Outlook: Not allowed.** Since Heil defers to Carrier's terms, which clearly ban scraping, you should **avoid automated scraping** of Heil's manuals. Personal, single-document downloads are fine, but running a scraper script would violate the policy. When in doubt, stick to the officially provided channels or ask for permission.

Bryant (Carrier)

- **Robots.txt:** Bryant's site doesn't appear to block manual PDFs via robots.txt. There's no sign of a blanket disallow on literature sections.
- **Terms of Service:** As a Carrier-owned brand, Bryant uses Carrier's standard Terms of Use. Thus, the same **no-scraping rule** applies. Bryant's Terms (identical to Carrier's) prohibit using any automated mechanism to access or copy content not intentionally made available ⁸. In effect, scraping Bryant's site for manuals is against the terms of service.
- **Manual Access:** Bryant manuals (installation, user guides, etc.) are available to the public; typically one can search for a model on the Bryant site and download the PDF. They might use a shared document repository like Carrier's, but no login is needed for consumer literature.
- **Scraping Outlook: Prohibited by policy.** Just like Carrier, Bryant does not permit automated scraping of its content ⁸. Even for non-commercial purposes, bulk downloading manuals via a bot would violate the usage terms. It's safest to avoid large-scale scraping and download literature on a one-off basis as needed.

Lennox

- **Robots.txt:** Lennox's public site doesn't explicitly block manual PDFs (and indeed they host a **Manuals** page for consumers). We didn't find any robots.txt entries preventing crawling of PDF files.
- **Terms of Service:** Lennox doesn't publish a detailed "Terms of Use" on the consumer site, but its policies can be inferred. Notably, the LennoxPros dealer portal Terms *do* ban data scraping – they state that no use of "data mining, robots, or similar data gathering and extraction tools" is allowed ⁹. While that is a B2B site, it reflects Lennox's stance on automated access. Generally, Lennox grants a limited license for personal use of its content and forbids reproduction or use of the site in ways not expressly permitted. Using a spider to download dozens of manuals likely falls outside permitted use.
- **Manual Access:** Lennox makes most product manuals publicly available through its **Support/Manuals** section. You can select equipment and download PDF manuals (installation guides, user manuals) without logging in. These resources are intended for homeowners' use.
- **Scraping Outlook: Exercise caution.** Although Lennox's consumer terms aren't as plainly stated as others, using automated scripts to pull all manuals is probably **not welcomed**. The fact that Lennox's own policies (via LennoxPros) ban such activity ⁹ suggests that even for personal projects it's risky. Download manuals as needed manually. If you attempt any automated collection, do it gently and minimally. When in doubt, err on the side of respecting Lennox's likely expectations and avoid heavy scraping.

Summary & Guidance

In general, **all these HVAC manufacturers make their manuals available to the public**, but they predominantly **forbid automated scraping or bulk downloads in their Terms of Service**. Almost every brand either explicitly says "no web scraping/crawling" or has language restricting use of content to personal, non-automated retrieval. The upshot for personal, non-commercial researchers is:

- You *can* usually download individual manuals for your own use, as that falls under personal use.
- You *cannot* use aggressive tools to vacuum up large numbers of PDFs in one go – that runs afoul of the terms (and could potentially get your IP blocked).

- If there's any ambiguity (e.g. Rheem, York, Lennox), assume that the company would view unauthorized bulk scraping as a violation. It's wise to seek permission if you truly need many documents.
- Always check the site's `robots.txt` and respect it, and review the legal page for any “**no automated access**” clauses before crawling.

Bottom line: *Scraping these manual libraries is legally precarious.* For personal research, limit yourself to a few manual downloads at a time. Where the policies are explicit (Carrier, Goodman/Daikin, Trane, Fujitsu, etc.), it's safest to **avoid automated scraping altogether** ¹ ⁴. In cases of uncertainty, proceed with caution or reach out to the manufacturer for guidance. It's better to be cautious than to violate terms of use, even if your intentions are non-commercial.

Sources: The above conclusions are based on each brand's published Terms of Use and policies. For example, see Carrier's anti-scraping clause ¹, Goodman/Daikin's Terms barring “automated systems” ², Trane's Terms denying permission for any robot or spider ³, Fujitsu General's explicit no-“scrape” rule ⁴, Johnson Controls' content use restrictions for York/Coleman ⁶, and Lennox's prohibition of data mining tools on its sites ⁹. Each indicates that **manual use is fine, but automated bulk use is not**.

¹ Terms Of Use | Carrier

<https://www.carrier.com/residential/en/us/legal/terms-of-use/>

² Terms of Use

<https://www.goodmanmfg.com/terms-of-use>

³ Terms and Conditions | Trane Commercial HVAC

<https://www.trane.com/commercial/north-america/us/en/terms-of-use.html>

⁴ IFTTT: AIRSTAGE MINI-SPLIT BENEFITS - RESIDENTIAL - FUJITSU GENERAL United States & Canada

<https://www.fujitsu-general.com/us/products/ifttt/terms-of-service.html>

⁵ Legal - Rheem Manufacturing Company

<https://www.rheem.com/legal/>

⁶ Terms | Johnson Controls

<https://www.johnsoncontrols.com/legal/terms>

⁷ Terms of use

<https://www.heil-hvac.com/en/us/legal/terms-of-use>

⁸ Terms of Use | Bryant

<https://www.bryant.com/en/us/legal/terms-of-use/>

⁹ Terms of Use Page | LennoxPros

<https://www.lennoxpros.com/termsfuse>