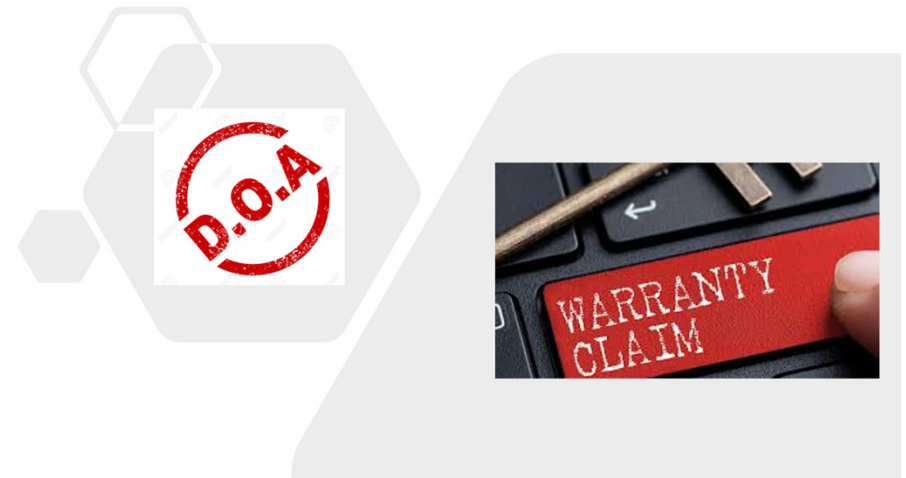


Warranty Options, Warranty Out of Stock & DOA Process Training

- ▶ Host: Josh Goodman
- ▶ Co-Host: CAM Team



**HOW MANY UNIT EXCHANGE
PROGRAMS EXIST?**

The right side of the slide features a decorative graphic composed of several overlapping, semi-transparent blue triangles and polygons. The colors range from a light sky blue to a deep navy blue. The shapes are arranged in a way that creates a sense of depth and movement, with some shapes appearing to be in front of others. The overall effect is a modern, geometric design element.

FAD PROGRAM - 100% Customer Satisfaction

Can only be used by CFAD or BFAD

- 1) When is this program used? Anytime within 12 months of install date.
- 2) Who is eligible for FAD privileges? They must be in active status on the FAD Compliance dashboard.
- 3) When does it expire per job? On the last day of the 12th month from install date.
- 4) How many times can it be used on the same job? As many times as the homeowner requests.

Signed Homeowner's Registration (100% Satisfaction Guarantee) form must be attached to the claim.

It should be used as a last resort to satisfy the customer after all attempts to correct the issue have been exhausted.

CAM must be involved prior to the unit/system replacement to assure all technical and application issues have been addressed.

FAD 100% SATISFACTION GUARANTEE

Process Simplification

Claiming process

Dealer attempts to correct the problem to the customer's satisfaction, if the dealer is unsuccessful, the dealer needs to contact the CAM Team/Technical Support.

6) Owner agrees to allow a Carrier® customer assurance representative (CAM) and the installing dealer a reasonable number of attempts and ample time for the resolution of the dissatisfaction or for the approval of the eventual removal of the system.

The Dealer then obtains approval from the CAM to replace the unit with similar equipment or issue a refund to the customer for the price of the unit (as stated on the Homeowner's Registration form).

The Distributor CAM should engage the TSM (Carrier) before granting approval to the dealer to proceed.

Once approval has been given from the TSM, the CAM will contact the dealer to give the information and next steps.

The dealer will then purchase and install the replacement unit at the homeowner's home.

Once the installation is complete, the dealer will need to enter and SAVE, DO NOT SUBMIT a Servicebench/Warranty claim

FAD 100% SATISFACTION GUARANTEE

Process Simplification

Claiming process(continued)

Homeowner's Registration Form (100% Satisfaction Guarantee) must be attached to the claim

The claim will be routed to the **CAM** for review and confirmation that all program requirements have been satisfied.

If a refund has been requested, a copy of the equipment invoice from the distributor to dealer must also be attached to the claim.

The submitted claim will then be routed to Factory Warranty Administration.

Original units must be removed from service to prevent future claiming, remove and send the unit data tag to CE.

Any Dealers submitting FAD Unit replacement claims without FAD form and a case number from Salesforce Case# documenting the issue, Will be subject to claim rejection. **NO EXCEPTIONS**

Residential units applied to commercial buildings DO NOT qualify for FAD

How to submit a claim?

- ▶ Servicebench - preferred method
 - ▶ Dealer enters in the claim and attach all supporting documentation - Homeowners Registration Form etc.
 - ▶ Just SAVE the claim, DO NOT SUBMIT and email the claim number to the CAM Team along with the Salesforce Case# to:
cma.techsupport@carrierenterprise.com
- ▶ Email - You can use the blank SCA form PDF
 - ▶ Send the completed SCA and all supporting documentation to:
cma.warranty@carrierenterprise.com
 - ▶ Include the Completed SCA & Homeowner Registration Form.
 - ▶ Once entered the Warranty Team will send the information to the CAM team for final approval and processing.

30 DAY DOA Process

30 Day Compressor Failure

30 Day Condenser coil leak

- The DOA program is for Residential applications only.
- **We have 2 options** - cover the labor to replace the component or a unit exchange, but not both.
- No 3-phase equipment is allowed in this program.
- Must be in the first 30 days of start-up.
- Must be an ARHI matched system.
- Must be registered to the homeowner.
- Noisy compressors do not qualify in this program.

30 DAY DOA Process

Can't override policy with preauthorization's.

DOA Compressor form or Condenser Coil 30 Day DOA Form must be Complete.

No Labor with a Unit Exchange allowed in this program

<https://cematraining.com/doa-compressor-form>

<https://cematraining.com/condenser-coil-30-day-doa-form>

30 DAY DOA Compressor Process

- Technician submits the appropriate 30 Day DOA form.
- Tech Support will contact the dealer and review the information and provide next steps.

OR

- Customer calls in with a DOA compressor.
- Troubleshoots compressor with Tech Support
- Compressor is determined to be bad
- Tech Support to send a DOA compressor form
- Dealer to complete the DOA form and submit it

<https://cematraining.com/doa-compressor-form>

Unit Exchange



- Tech Support approves the changeout.
- Dealer to replace unit and start a claim in ServiceBench and save it but **does not submit**.
- Dealer attaches a copy of the unit nameplate to the claim.
- Dealer sends claim to Tech Support.

Replace Compressor



- Tech Support approves labor to replace compressor.
- Dealer does repair and starts a warranty claim and saves the claim but **does not submit**.
- Dealer sends the claim number to Tech Support.

30 DAY DOA Condenser Coil Leak

- Customer calls in with a 30-Day DOA Coil Leak.
- Troubleshoot Coil with Tech Support.
- The leak must be in the fin pack. Piping leaks i.e., Service valve leaks/comp stub leaks do not qualify for this allowance.
- Coil is determined to be bad.
- Tech Support to send a Refrigerant Leak Form.
- Dealer takes a video of the nameplate and the leak with bubbles and submits a Leak Report.

OR

- Technician submits the appropriate 30 Day DOA form.
- Tech Support will contact the dealer and review the information and provide next steps.

<https://cematraining.com/condenser-coil-30-day-doa-form>

Unit Exchange



- Tech Support approves the changeout.
- Dealer to replace unit and start a claim in ServiceBench and save it but do not submit.
- Dealer sends claim number to Tech Support:

cma.techsupport@carrierenterprise.com

Replace Coil



- Tech Support approves labor to replace condenser coil.
- Dealer does repair and starts a warranty claim and saves the claim but does not submit.
- Dealer sends the claim number to Tech Support.
- cma.techsupport@carrierenterprise.com

30 DAY DOA Weekends and Holidays

We understand that the technician cannot always call Tech Support for assistance with a DOA unit.

Gather all the information you can from the job.

Take a picture of the nameplate and Email it to Tech Support.

Call Tech Support and tell them what happened.

Or

Submit DOA compressor or Refrigerant leak report. Tech support will reach out to the technician as soon as 1 becomes available.

<https://cematraining.com/doa-compressor-form>

<https://cematraining.com/condenser-coil-30-day-doa-form>

These rules still apply

- The DOA program is for Residential applications only.
- We have 2 options - cover the labor to replace the component or the unit exchange, but not both.
- No 3-phase equipment is allowed in this program.
- Must be in the first 30 days of start-up.
- Must be an ARHI matched system.
- Must be registered to the homeowner.
- Noisy compressors do not qualify in this program.

COD account Equipment Exchanges

- Just a few extra steps,
- Have customer place order using the Salesforce Case# as the PO.
- Have the dealer submit a completed SCA with documentation for the Condenser Coil leak and/or information about the compressor failure, less the new system information.
- Once you have the SCA and documentation build the Servicebench claim and attach all information at that time less new equipment information.
- Once everything is built. Send an email to the Credit Manager of the account asking to release the order without payment.
 - Include the Customers Order#, Customers PO#, Servicebench claim number.
 - Once Credit releases the order, we should get the replacement system Invoice Number and M# & S# to place in the Servicebench claim to complete the warranty submission.

Warranty Out of Stock

Goal:

- To be able to fulfill the customer's request with one phone call without sending them to multiple people during the process of needing a warranty part that is out of stock or has significant lead time.

Warranty Out of Stock

Information needed:

1. Customer name
2. Customer account number
3. Customer PO
4. Model number
5. Serial number
6. Equipment startup date
7. Part number
8. CE Order number
9. Details about the situation;
 1. Hospital
 2. School and only system in building
 3. Someone returning home for hospice care

Once items 1-8 have been gathered we must verify warranty validation using ServiceBench

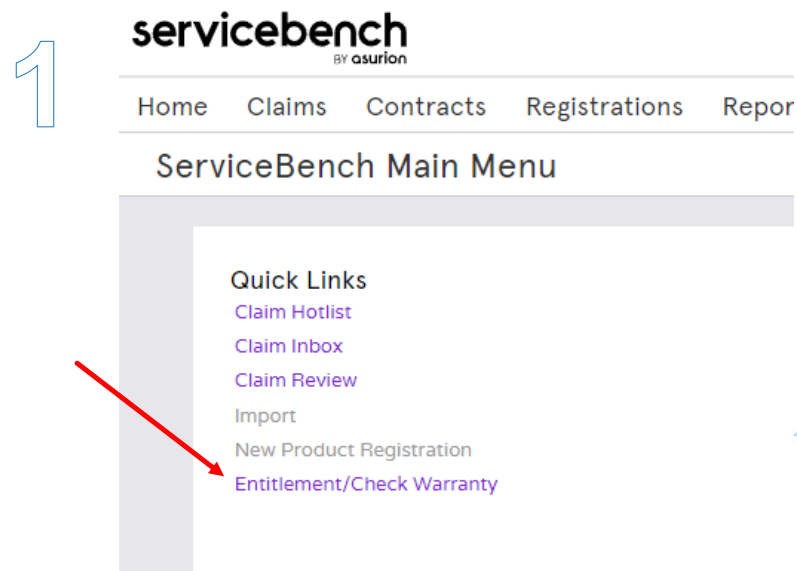
Collect all information in **Yellow** on the form prior to getting off the phone with the customer.

How to verify warranty

How to verify warranty validation.

When verifying warranty, we must keep in mind a proper registration and a subsequent owner. These items will also let us know if failed part “IS” or “IS NOT” a warranty part. A customer may think the part is in warranty but in fact it very well might not be a warranty part simply due to the equipment not being registered or not the original owner of said equipment.

Once logged into ServiceBench -> Entitlement



1

servicebench
BY asurion

Home Claims Contracts Registrations Repor

ServiceBench Main Menu

Quick Links

- [Claim Hotlist](#)
- [Claim Inbox](#)
- [Claim Review](#)
- Import
- New Product Registration
- [Entitlement/Check Warranty](#)

How to verify warranty

2

servicebench
BY asurion

Home Claims Contracts Regi:

Service Administrator Sele

| Service Administrator |
|--|
| <input type="checkbox"/> CARRIER - Carrier Corporation |

Click check box



Enter serial number



3

servicebench
BY asurion

Home Claims Contracts Registrations Reports Admin

Entitlement Search

| Service Administrator | Carrier Corporation |
|--|----------------------|
| Serial Number* | <input type="text"/> |
| <input type="checkbox"/> Model Number | <input type="text"/> |
| <input type="checkbox"/> First Name | <input type="text"/> |
| <input type="checkbox"/> Last Name | <input type="text"/> |
| <input type="checkbox"/> Phone | <input type="text"/> |
| <input type="checkbox"/> Service Contract Number | <input type="text"/> |

Check Entitlement

| | |
|---|--|
| <input type="checkbox"/> Install Date | <input type="text"/> |
| <input type="checkbox"/> Application Type | Select Application Type <input type="button" value="v"/> |

How to verify warranty

4

servicebench
BY asurion

Home Claims Contracts Registratio

Entitlement Search

| | |
|-------------------------|---------------------|
| Service Administrator | Carrier Corporation |
| Serial Number* | 2417E12721 |
| Model Number | |
| First Name | |
| Last Name | |
| Phone | |
| Service Contract Number | |

Check Entitlement

| | |
|------------------|-------------------------|
| Install Date | |
| Application Type | Select Application Type |

Enter serial number and click enter

5

servicebench
BY asurion

Home Claims Contracts Registratio

[Product History](#)

Entitlement Search

| | |
|-------------------------|---------------------|
| Service Administrator | Carrier Corporation |
| Serial Number* | 2417E12721 |
| Model Number | 25VNA048A003 |
| First Name | |
| Last Name | |
| Phone | |
| Service Contract Number | |

Check Entitlement

| | |
|------------------|-------------------------|
| Install Date | |
| Application Type | Select Application Type |

Model will auto populate as seen

How to verify warranty

The below information will show with the completion of step 4 from previous slide

| | | | |
|----------------------------------|--|--------------------|------------|
| Registration Id: | R264228616 | Manufactured Date: | 06/13/2017 |
| Product Name: | INFINITY SERIES VARIABLE | Shipped Date: | 06/22/2017 |
| Model Number: | 25VNA048A003 | Date Installed: | 06/29/2017 |
| Discrete Model Number: | 25VNA048A0030040 | Registration Date: | 07/03/2017 |
| Serial Number: | 2417E12721 | | |
| Owner: | ARCHAMBO, LARRY | | |
| Address: | 1817 SPEEDWAY AVE WICHITA FALLS, TX 76301 | | |
| Phone: | | | |
| Manufactured Date: | 06/13/2017 | | |
| Shipped Date: | 06/22/2017 | | |
| Date Installed: | 06/29/2017 | | |
| Registration Date: | 07/03/2017 | | |
| Date Transferred: | | | |
| Warranty Policy Code: | CP6 | | |
| Warranty Policy Description: | FOR SPECIFIC COVERAGE ON NON-REGISTERED UNITS INSTALLED IN OWNER OCCUPIED, NON-OWNER OCCUPIED AND COMMERCIAL APPLICATIONS, REFER TO WARRANTY CERTIFICATE | | |
| Mark As: | | | |
| Sold to Distributor Name: | South Central Distribution, Carrollton, LE | | |
| Sold to Distributor Number: | 41246 | | |
| Sold to Distributor City: | Carrollton | | |
| Sold to Distributor State: | TX | | |
| Replacement Of Model(s): | | | |
| Replacement Of Serial Number(s): | | | |

Warranty Claims Must Be Submitted Within 90 Days of the Repair Date Claims submitted beyond 90 days from the date of repair may be automatically rejected.

Warranty Information

| Brand | Application Type | Original Equipment Owner | Component Code | Warranty Length | Installed After | Warranty Start | Warranty Stop |
|-------|----------------------------|--------------------------|---------------------------|-----------------|-----------------|----------------|---------------|
| ALL | Owner Occupied Residential | Original | Enhanced Parts Warranty | 10 years | 01/01/2009 | 06/29/2017 | 06/29/2027 |
| | | | Exchange Product Warranty | 30 days | | | 07/29/2017 |
| Brand | Application Type | Original Equipment Owner | Component Code | Warranty Length | Installed After | Warranty Start | Warranty Stop |
| ALL | Owner Occupied Residential | Subsequent | Standard Parts Warranty | 5 years | 01/01/2012 | 06/29/2017 | 06/29/2022 |

How to verify warranty

It is important that we ask the customer “what is your homeowners name” rather we tell them who we show as the registered owner.

By doing so, it keeps everyone honest. Sometimes customers will attempt to help someone by manipulating the system.

- *If the ServiceBench registered owner matches what the customer told us, then we are to assume them as the original owner and said equipment will follow “Original Owner Warranty” of 10 years.*
- *If ServiceBench registered owner DOES NOT match what the customer told us, then we are to assume them as the subsequent owner and said equipment will follow “Subsequent Owner Warranty” of 5 years.*

How to verify warranty

Original Owner vs Subsequent Owner

is submitted beyond 90 days from the date of repair may be automatically rejected.

| Original Equipment Owner | Component Code | Warranty Length | Installed After | Warranty Start | Warranty Stop |
|--------------------------|---------------------------|-----------------|-----------------|----------------|---------------|
| Original | Enhanced Parts Warranty | 10 years | 01/01/2009 | 06/29/2017 | 06/29/2027 |
| | Exchange Product Warranty | 30 days | | | 07/29/2017 |
| Original Equipment Owner | Component Code | Warranty Length | Installed After | Warranty Start | Warranty Stop |
| Subsequent | Standard Parts Warranty | 5 years | 01/01/2012 | 06/29/2017 | 06/29/2022 |

RESIDENTIAL APPLICATIONS

This warranty is to the original purchasing owner and subsequent owners only to the extent and as stated in the Warranty Conditions and below. The limited warranty period in years, depending on the part and the claimant, is as shown in the table below.

| Product | Item | Limited Warranty (Years) | |
|---|------------|--------------------------|-------------------|
| | | Original Owner | Subsequent Owners |
| Air Conditioner or Heat Pump Condensing Unit | Parts | 10* (or 5) | 5 |
| | Compressor | 10* (or 5) | 5 |

* If properly registered within 90 days of original installation, otherwise 5 years (except in California and Quebec and other jurisdictions that prohibit warranty benefits conditioned on registration). See Warranty Conditions below.

From warranty card
of said example

* There may be discrepancies in names in instances such as landlord/tenant situations that may require some additional information needed for validation.

How to verify warranty

Once it is identified that the said needed part is a warranty part then the next step is to acquire the expedite number and ship date from RCD.

How to acquire an RC Expedite

- ▶ Verify part availability in RC Community.
- ▶ If not available collect sections 1 & 2 on the attached form from the customer.
- ▶ Create an order in NXTrend.
- ▶ Create a PO that is “03 Expedite” = P5 in the RC world.
- ▶ Wait about 1 hour, sometimes longer.
- ▶ Go to RC Community HVACparnters / Support / Customer Care Center / RC community.



Replacement Components
Carrier

[HOME](#) [TRAINING RESOURCE](#) [WATER SOURCE HEAT PUMPS](#) [FAQ](#) [EXPEDITE REQUEST FORM](#)

Welcome Josh Goodman

We are working to resolve your request as quickly as possible. If you have an urgent matter, please use the Chat button or call us:
Carrier/Bryant/Payne Distributors 315-432-7278
CCS (Carrier Commercial Service) 833-982-2345

- ▶ Click on Expedite Request Form and enter the information.

How to acquire an RC Expedite

Enter Carrier
Enterprise PO#

Enter CEMA RC
Customer #101803

HOME TRAINING RESOURCE WATER SOURCE HEAT PUMPS FAQ EXPEDITE REQUEST FORM

Welcome Josh Goodman

Carrier
Turn to the experts

Requestor Information

Name Josh Goodman Email josh.goodman@carrierenterprise.com Date 09/26/2022

Request Details

* Customer PO # * Reason

* Customer Number * Quantity

* Part * Customer Type

Description

Select Carrier, Bryant
Payne (CBP) the first
option

They know what the part is. So, enter why we need the expedite. Example for a school, someone in hospice care, only system in the building, etc. This is how they are prioritized when supply comes in.

How to acquire an RC Expedite

- ▶ Upon submission you will get Expedite # and an email confirmation with the expected delivery date.
- ▶ If greater than 7 days for the part to ship, complete and submit a WOS request form.
- ▶ Add the expedite number and all needed information into the WOS request form in the proper location.
- ▶ Complete the WOS form with the information.
- ▶ <https://cematraining.com/warranty-out-of-stock-wos/>
- ▶ If you need to contact RC, Call (315) 432-7278

Warranty Out of Stock

****IMPORTANT****

If you have not yet registered for the CEMA Training/Technical Support website, you **MUST** do so to log in accordingly and complete the WOS Form.

<https://cematraining.com/>

Once registered and logged in, navigate to the following page:

Home Page

>Warranty Resources

>CE Associate Tools (You can also find a copy of this presentation on the CE Associate Tools page)

>Warranty Out of Stock Form

Warranty Out of Stock

Other CE Sites Polls Display My account Logout Cart Contact Us

Carrier Enterprise Mid-Atlantic Technical Support Site
Carrier, Bryant and Payne Technical training and support

Home Training Schedule ▾ Troubleshooting Videos ▾ Podcasts Self-Study Courses Dealer Resources ▾ **Warranty Resources ▾**

- CE Associate Tools
- Dealer Warranty Tools

CE Associates Tools

Warranty Out of Stock

This form is required prior to any equipment replacement decisions

- Submit form before contacting Customer Assurance
- Only to be used with equipment still in warranty
- Used when parts not available or has a significant lead time

[Click Here](#)

Need help with an out of Warranty Part

Can't find what you're looking for or not sure what something is called?

- Not sure of a substitution
- Is it NSS or NLA
- or, you're just not sure what you're looking for

[Click Here](#)

Downloadable Tools

Helpful tools and documents

- EPIC abbreviation list
- Dealer Warranty Guide
- Warranty out of Stock Training Guide
- DOA Training Guide
- — and more

[Click Here](#)

15/

Warranty Out of Stock

Complete the ENTIRE “WOS Part Expedite Order Form” and submit.

Once submitted, the form will automatically be sent to the below group email box:

cma.techsupport@carrierenterprise.com

The Website Form

Warranty Out Of Stock (WOS)

Step 1 of 3

Your Name *

| | |
|-----------------------------------|--------------------------------------|
| <input type="text" value="Josh"/> | <input type="text" value="Goodman"/> |
| <small>First</small> | <small>Last</small> |

Email *

Your Phone Number *

Callback Number If Different

Customer / Dealer Name *

Customer / Dealer Account # *

6 of 6 max characters.

Customer / Dealer PO for this order *

Customer/Dealer Contact Name *

Customer / Dealer Phone *

Dealer / Customer Contact Email *

[Save and Resume Later](#)



The Website Form

Warranty Out Of Stock (WOS)

Step 2 of 3



Equipment Model Number

Equipment Serial Number *

4521v65987

Startup Date *

5 / 10 / 2013

End User Name *

Dill

Pickel

First

Last

For warranty verification

Address *

800 Kosher Way

Address Line 1

Richmond

Virginia

City

State

23230

Zip Code

Are there any health concerns, infants, elderly.....etc

- Yes
 No

Application Type *

- Residential
 Commercial
 Industrial
 Other (explain in notes)

Area Being Served

- Primary System (Single System home or Building)
 Living Area
 Bedrooms
 2nd Floor
 Other

Did you verify warranty? *

- Yes
 No
 I don't know how.

Previous

Next

[Save and Resume Later](#)



The Website Form

Warranty Out Of Stock (WOS)

Step 3 of 3

Customer / Dealer PO for this order *

3242342

Carrier Enterprise Order # *

3802716-00

Date Part Expected from RC *

11/23/2022

Expedite # *

E-12345

If they will not provide a date select 3 months out.

Example: E-12345

Part Number Needed *

1D10T

Part Description *

motor

What is being requested? Check all that apply. *

- Assistance Locating This Part
- Approve or Locate an Alternative Part
- Approve a Replacement Unit
- Other - Add notes for this

Description

Help me this is a school with one system.

Please add notes to assist us in helping with this situation.

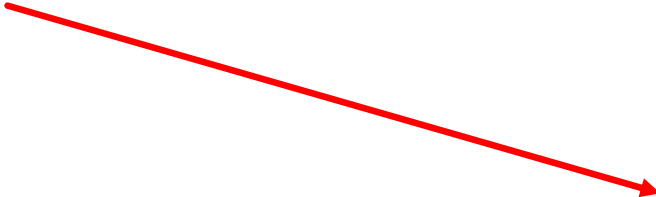
Previous

Submit

[Save and Resume Later](#)

The Website Form

After submitting the form, you will receive an email
in this format for you records



Warranty Out Of Stock (WOS)

Thank you for submitting this WOS form! We will be in touch with you shortly.

Your Name

Josh Goodman

Email

josh.goodman@carrierenterprise.com

Your Phone Number

(999) 999-9999

Callback Number If Different

Empty

Customer / Dealer Name

ABC Heating & Cooling

Customer / Dealer Account #

123456

Customer / Dealer PO for this order

WO-12345

Customer/Dealer Contact Name

Brain Smith

Customer / Dealer Phone

(840) 641-5845

Dealer / Customer Contact Email

cma.techsupport@carrierenterprise.com

Equipment Model Number

Empty

Equipment Serial Number

4521v65987

Warranty Out of Stock

With this information Customer Assurance can then:

1. Contact RC for emergency stock that is not shown as available.
2. Locate alternative parts from RC.
3. Receive authorization for 3rd party parts to use for replacement.
4. Receive authorization for a replacement unit.

Other Warranty Replacement Programs

SMB20-0013

Infinity/Evolution Next Generation 26/24 Limited Unit Replacement Warranty

This program is for the original owner.

1 Time use

If the compressor fails during the first 10 years, the outdoor unit can be replaced, and the dealer can receive a \$300 labor allowance

Bryant Red Shield

This program is for the original owner.

1 Time use

If the compressor fails during the first 10 years, or HX fails in a 987M, 986T, 880T, 881T, or an evaporator leak in a FE4, the unit can be replaced, and the dealer can receive a \$300 labor allowance



SMB09-0024B

Homeowner Wants a Replacement Secondary Heat Exchanger Within 20 years of Install

Serial range-2993A00001–1808A99999-install date *MUST* be within 20 years

Bulletin-SMB09-0024A-\$325 labor **plus** parts (condensing heat exchanger, coupling box kits, cold spot baffle, and cell inlet and outlet panels)

Homeowner Wants a New Unit Within 20 years of Install

Serial range-2993A00001–1808A99999-install date *MUST* be within 20 years

Bulletin-SMB09-0024B-\$325 labor **plus** \$200 towards equipit. Total=\$525

Furnace Trade-In Allowance - Marketing program where homeowner receives \$900 for unit change out

- **NOT DONE BY WTY DEPT.** submit @ carrierincentives.com or bryantpromotions.com

Highlights:

1. Install date must fall within 20 years
2. Unit replacement-dealer must pay for unit up front. Unit must be over \$1250 retail. Will receive a credit for **\$525 only**. Homeowner must pay any additional labor.
3. Secondary HX and parts are covered under warranty and \$325 labor-no cost to homeowner
4. Audit form **must** be filled out

OR SMB19-0022A

Homeowner Wants a New Unit Within 15 years of Install

Serial range-**2993A00001 – 5211A99999**- **failure within 15 years of service or less** and after October 2019.

Bulletin-**SMB19-0022A**-\$800 “Buy In” unit replacement

Highlights:




- 1.Units which have 15 years in service or less **ONLY**. Extended serial range and model numbers.
- 2.Unit replacement-**dealer must pay for unit up front at his cost. Once claim approved, dealer will receive full credit for unit. Dealer will be billed a separate \$800 ‘BUY IN’ amount. Homeowner must pay any additional labor and \$800 to dealer. (similar to Bristol unit change out)**
- 3.Must purchase equivalent replacement only. Upgrades must be done thru Furnace Trade-In
- 4.Audit form **must** be filled out

COD Customers---NEW ADDITION

All COD Customers **MUST** fill out the addendum acknowledging they will be billed \$800 for the replacement unit. Dealers can also pre-pay and notify the credit dept. Warranty will NOT process any COD claims without the addendum.

*****SMB are for in house only**** ****Dealers can file these on Service Bench themselves. There is no \$50 fee for processing******

Approved Replacement Furnace Chart

|  | | |  | | |  | | | | | | | | | | | | | | |
|---|----------------------------|-------------|--|----------------------------|------|--|----------------------------|-------|--------|----------|-------------|-------|-------|--|-------|-------|-------|-------|-------|---------|
| Legacy Furnace | Approved Replacement Model | | Legacy Furnace | Approved Replacement Model | | Legacy Furnace | Approved Replacement Model | | | | | | | | | | | | | |
| 58MCA | 59SC2 | 59SP2 | 340A | 912S | 922S | 490A | PG92S | PG92E | | | | | | | | | | | | |
| 58MCB | 59SC2 | 59SP2 | 340M | 912S | 922S | PG9M | PG92S | PG92E | | | | | | | | | | | | |
| 58MEC | 59SC5 | 59SP5 | 345M | 912S | 922S | PG9U | PG96X | PG96V | | | | | | | | | | | | |
| 58MSA | 59SC2 | 59SP2 | 350A | 915S | 925S | <p>Additional Models added to the Matrix (see the Bulletin to review):</p> <table border="1"> <thead> <tr> <th>Legacy</th> <th>Approved</th> <th>Replacement</th> </tr> </thead> <tbody> <tr> <td>58MEC</td> <td>59TP6</td> <td></td> </tr> <tr> <td>PG9MA</td> <td>PG92E</td> <td>PG92S</td> </tr> <tr> <td>PG9MX</td> <td>PG96V</td> <td>PG95XAT</td> </tr> </tbody> </table> | | | Legacy | Approved | Replacement | 58MEC | 59TP6 | | PG9MA | PG92E | PG92S | PG9MX | PG96V | PG95XAT |
| Legacy | Approved | Replacement | | | | | | | | | | | | | | | | | | |
| 58MEC | 59TP6 | | | | | | | | | | | | | | | | | | | |
| PG9MA | PG92E | PG92S | | | | | | | | | | | | | | | | | | |
| PG9MX | PG96V | PG95XAT | | | | | | | | | | | | | | | | | | |
| 58MTA | 59TP6 | | 350M | 915S | 925S | | | | | | | | | | | | | | | |
| 58MTB | 59TP6 | | 351D | 915S | 925S | | | | | | | | | | | | | | | |
| 58MVB | 59TN6 | | 352A | 926T | | | | | | | | | | | | | | | | |
| 58MVC | 59MN7 | | 352M | 926T | | | | | | | | | | | | | | | | |
| 58MVP | 59TN6 | | 353A | 915S | 925S | | | | | | | | | | | | | | | |
| 58MXA | 59SC5 | 59SP5 | 353B | 915S | 925S | | | | | | | | | | | | | | | |
| 58MXB | 59SC5 | 59SP5 | 355A | 986T | | | | | | | | | | | | | | | | |
| 58UVB | 59TP6 | | 355B | 986T | | | | | | | | | | | | | | | | |
| | | | 355C | 987M | | | | | | | | | | | | | | | | |
| | | | 355M | 986T | | | | | | | | | | | | | | | | |

Other warranty questions

Minor DOA components (electrical, boards, valves, switches, etc.)

Damaged (**Freight Damage**) units are NOT considered DOA as well as items listed DOM under LIMITED WARRANTY NOT COVERED.

Empowerment:(Concession)

Each CAM has the authority to approve up to \$500 per a residential unit, over the unit's lifetime to help the customer and dealer thru a situation that may happen outside of the normal warranty guidelines. Each case is handled on a case-by-case basis.

Thank You
Any Questions?

