



Warranty

Mingledorff's Technical Services / SE

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- **ServiceBench**
 - Complete as much detail as possible in the failure fields
 - Return parts when required
 - **All parts are to be held for 30 days after claim approval**
- **Replacing a residential compressor**
 - Complete the **orange** compressor sticker and attach to failed compressor
 - Some other parts such as boards, TXV's also include a checksheet
- **All claims should be submitted within 30 days of the repair date**
 - Repair date must be no more than 90 days from fail date
- **All information must be completed on the claim before it can be processed**

Residential Enhanced Warranty



Carrier & Bryant / R-410 single phase

•Installations Starting 2/1/2009

–Owner Occupied Residential

- 5/5 (parts/compressor) without registration, transferable
- 10/10 if registered within 90 days of installation, transferable to 5/5

–Other Residential Applications (Rental)

- 5/5 without registration, not transferable
- 10/10 if registered within 90 days of installation, transferable to 5/5
- Began in 2014

–Other Applications (Commercial)

- 1/5 without registration, not transferable

Residential Enhanced Warranty



Payne & Weathermaker / R-410 single phase

–Owner Occupied Residential

–5/5 (parts/compressor) without registration, transferable (starting 01/01/2020)

–10/10 if registered within 90 days of installation, transferable to 5/5 (starting 01/01/2020)

–Other Residential Applications (Rental)

–5/5 without registration, transferable (starting 01/01/2020)

–10/10 if registered within 90 days of installation, transferable to 5/5 (starting 01/01/2020)

–Other Applications (Commercial)

–1/5 without registration, not transferable

–Does not qualify for FAD program

PARTS MANAGER BULLETIN

CRITICAL INFO FOR TOTALINE DISTRIBUTORS

PMB15-139

DATE: 12/1/15

Important Information on New 2-Year Warranty for Factory Authorized Parts™

PROTECT & DEFEND



Dealers prefer Factory Authorized Parts because of ease of installation and high quality. Now, RC is pleased to announce another benefit for your dealers and their homeowners!

RC is introducing a 2-year Factory Authorized Parts™ warranty!

WARRANTY HIGHLIGHTS

1. The 2-year warranty coverage will be on any eligible Factory Authorized Part installed on or after January 1, 2016.
2. Compressors and commercial applied parts are excluded
 - a. Genuine Carlyle Remanufactured air conditioning compressors also have a 2-year warranty
 - b. Commercial applied excluded parts are for all 16, 17, 19 or 23 series chillers (unit model number)
3. The part must be branded as a Factory Authorized Part
 - a. In the event any part branded a Totaline® universal HVAC/R part is also used in a Carrier, Bryant or Payne equipment bill-of-material (BOM), the part will carry the standard 1-year Totaline warranty coverage

- Intended to provide relief in the first 30 days in the event of a failure caused by a manufacturing defect.
 - Not intended to cover installation or application issues.
- Unit must be properly sized
- Proper application, installation, and start up
- Must be an approved match
- All accessories must be added at time of installation
- Residential unit in a residential application, owner occupied

Residential DOA Program / Compressor



- Residential unit in a residential application, owner occupied
- Verified compressor failure within the first 30 days of operation
- Option 1
 - \$325 labor assistance with compressor replacement
- Option 2
 - Replace the condensing unit (includes DLS)
 - No labor assistance
 - Compressor must be removed, sealed, and returned
 - Unit data plate must be returned
 - Unit disposition per your local Tech Service
 - Complete Compressor Evaluation form (**required to process warranty**)

https://mingledorffsforms.formstack.com/workflows/doa_eval

- Residential unit in a residential application, owner occupied
- Verified condenser coil leak within the first 30 days of operation
- Replace the condensing unit (includes DLS)
 - Requires Tech Service Approval
 - Must have 2 pictures or 1 video showing leak location with soap bubbles
- If leak is not part of the coil, repairable, must be repaired
 - Receives flat labor rate based on tonnage

10 YEAR UNIT REPLACEMENT WARRANTY (RESIDENTIAL ONLY)

Requires Tech Service Approval & Specific Forms Completed for processing

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.

OTHER APPLICATIONS

The warranty period is five (5) years on the compressor, and one (1) year on all other parts. The warranty is to the original owner only and is not available for subsequent owners.

Coverage Details

Original Homeowner Only

Covered Failures: Compressor Only

Labor Allowance: \$300

One Time Replacement

New Unit will get remainder of original warranty



5/10-year Unit Replacement
Warranty

No Changes to Existing Standard Warranty, borrows warranty from current Greenspeed / Evolution HP
02/02/20

Smart Thermostat Warranty



Limited Warranty for Carrier Smart Thermostat

An extended warranty duration is available if thermostat is properly registered within 90 days of installation, is connected to Wi-Fi, and data sharing permissions are continually enabled through the 5-year period after installation. See Warranty Conditions below for details.

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	Limited Warranty (Years)	
	Original Owner	Subsequent Owners*
Carrier Smart Thermostat	5† (or 2)	2

*. In Texas and other jurisdictions where applicable, subsequent owner's warranty duration shall match that of original owner (5 or 2 years, based on registration), as described in applicable law.

†. If properly registered within 90 days of original installation and thermostat is connected to Wi-Fi and data sharing permissions are continually enabled through the 5-year period after installation, otherwise 2 years (except in California and Quebec and other jurisdictions that prohibit warranty benefits conditioned on registration). See Warranty Conditions below.

Repeat Repair / Excessive Repair

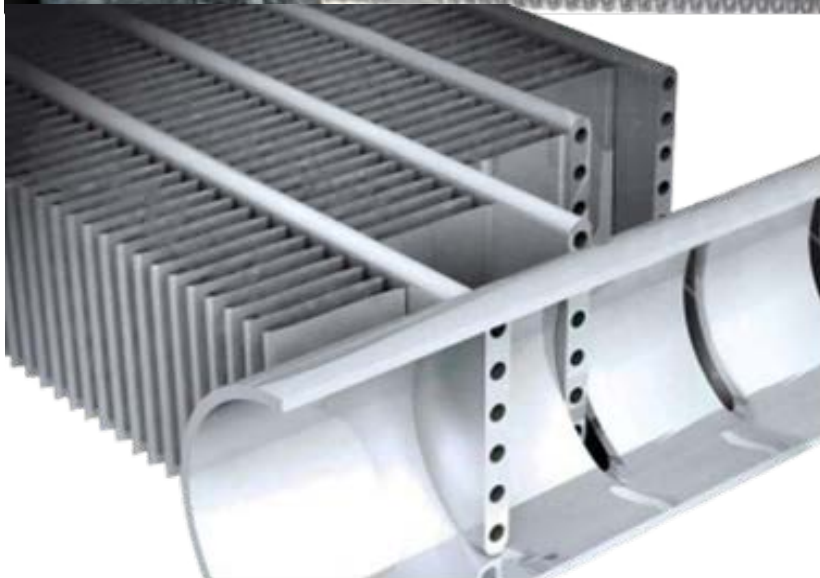
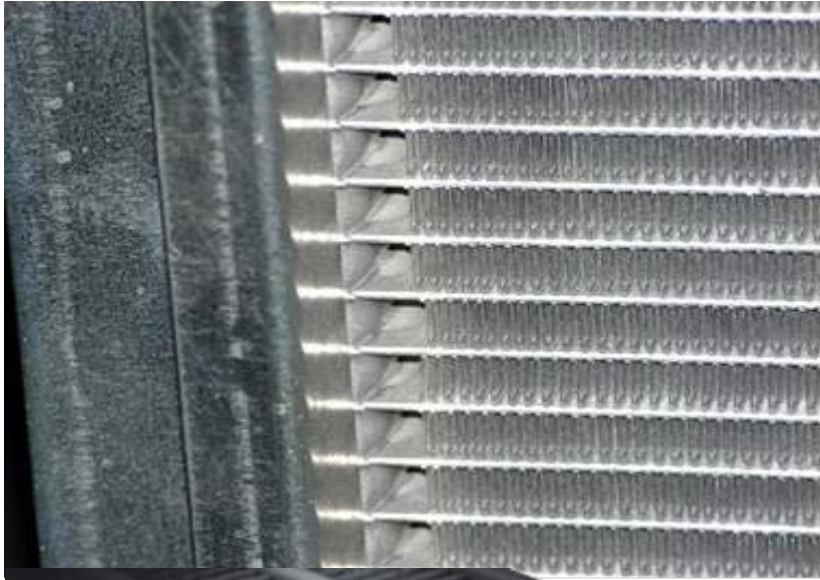


- **Concern**
 - Consumers may not be receiving the brand experience that they are expecting when experiencing repeat repairs
- **Quality**
 - Defines a repeat repair as a subsequent failure within 30 days
 - Can be, but does not have to be the same part that failed initially
- **Excessive Repair**
 - Can occur when parts are replaced that aren't bad
 - Or, root cause of original failure was not determined
 - Defined as 3 claims within a 365 day period
- **Replacement of an operating part is not warranty and drives up product cost**
- **Claiming**
 - Include all parts related to a single repair on one claim
 - The line number can be adjusted in ServiceBench

Micro Channel Coil Warranty



MCHX



- Must contact Tech Service for warranty preapproval on all MCHX coils.
- Pictures required



RTPF

Not your typical standard warranty coverage

OWNER-OCCUPIED, 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 parts and labor warranty periods in years, depending on the part and the claimant, are as shown in the chart below.

Product	Item	Limited Parts Warranty (Years)		Limited Labor Warranty (Years)	
		Original Owner	Subsequent Owner	Original Owner	Subsequent Owner
GT,GP,GS, and GW Series	All Parts	10	5	10* (or 5)	5
GB Series	All Parts	10* (or 5)	5	5	5

* If properly registered within 90 days, otherwise 5 years (except in California and Quebec and other jurisdictions that prohibit warranty benefits conditioned on registration, registration is not required to obtain longer warranty periods). See Warranty Conditions below.

OTHER RESIDENTIAL APPLICATIONS (Apartments, Rental Properties, etc.)

The warranty period is five (5) years on parts with no limited labor warranty. The warranty is to the original owner only and is not available for subsequent owners.

OTHER APPLICATIONS

The warranty period is one (1) year on parts with no limited labor warranty. The warranty is to the original owner only and is not available for subsequent owners.

Hybrid warranty – labor allowance is included as part of the standard warranty offering for owner occupied applications

Geothermal Warranty



Parts coverage is limited to part costs. No dealer mark-up is permitted

Total allowance will be applied per this table and are in line with competition (can change)

Total allowance includes

- labor (based on the specific repair)
- drive-up and diagnostic
- refrigerant (for refrigerant circuit repairs only)

Repairs involving multiple components will receive the total allowance for the causal part selected and a fraction of the allowance for the subsequent components identified on the claim

ServiceBench® will automatically provide the appropriate labor allowance based on the selection of the causal part.

Example only.

Component Replacement / Repair	Total Allowance
Coaxial heat exchanger (replacement)	\$ 530.00
Compressor (replacement)	\$ 460.00
Air coil (replacement)	\$ 460.00
Desuperheater coil (replacement)	\$ 390.00
Reversing valve (replacement)	\$ 390.00
Expansion valve (replacement)	\$ 320.00
Refrigerant leak or restriction (brazing)	\$ 285.00
Service valve (replacement - split unit)	\$ 250.00
Pressure switch (replacement)	\$ 250.00
Blower motor (replacement)	\$ 175.00
Water leak (repair - loop circuit)	\$ 175.00
Loop pump (replacement)	\$ 175.00
Water leak (repair - DHW circuit)	\$ 140.00
Desuperheater pump (replacement)	\$ 140.00
Control board (replacement)	\$ 140.00
Blower wheel (replacement)	\$ 140.00
Noise (repair)	\$ 140.00
All other parts (repair or replacement)	\$ 105.00

Register For Online Warranty Claiming



- Receive credit to your account quicker
 - Next day if information matches the replacement invoice
- Immediately know the part disposition
- Ability to look up warranty coverage
 - Was the unit registered?
 - Is the homeowner the original?
 - Is there an optional contract?
- View previous claims
- Short instructional webinars
- 5 basic ways to submit claims
- Contact warranty@mingledorffs.com with questions

- In some rare cases
 - Unit Model / Serial not loaded
 - Duplicate serial numbers for some thermostats
 - Ship date issues, (error message, install date prior to ship date)
 - New smart thermostats (TSTATCCEWF-01) Multiple serial number formats
- Questions regarding the info above, email warranty@mingledorffs.com with model / serial numbers and issue.
 - Resolution can take several weeks to correct