

2022



Dealer & Contractor WARRANTY GUIDE

For Carrier, Bryant and Payne Products

Warranty Department

800-486-0550, Option 5

SCWarranty@carrierenterprise.com

Customer Assurance Department

800-486-0550, Option 4 (Fees May Apply)

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GENERAL WARRANTY GUIDELINES

The product warranty is a commitment by the manufacturer to retain certain risks of failure for a specified period of time. The products are warranted against failure due to defects in material and workmanship under normal use and maintenance for a specified period of time from the date of the original installation.

Warranty certificates are supplied with products as required. Dealers and retail outlets are required by law to allow the customer to inspect the warranty certificate and its details prior to sale. Warranty certificates are also available in HVACPartners or by requesting them from the warranty Group at scwarranty@carrierenterprise.com. The certificate should be completed upon final sale or installation. The model and serial number of the product, the purchase date, and the party from whom the product was purchased should be filled in. The completed certificate should be presented to the customer and the customer should be reminded to register the product. Registration must be completed as soon as possible, but in all cases within 90 days from installation at the consumer websites to obtain the extended (if available) warranty coverage.

The dealer and retail personnel are required to explain the coverage offered and to instruct the purchaser to retain the warranty certificate, the bill of sale as well as a printed version of their equipment registration for future reference. This practice helps with the administration of warranty policy by providing proof of purchase. Dealers may also choose to register the product for the customer to avoid future warranty coverage disputes.

The Magnuson-Moss Warranty Federal Trade Commission Improvement Act is a U.S. Federal law that is applicable to all consumer products manufactured after December of 1975. A consumer product is defined as any item normally used for personal, family or household purposes. Each state may also have legislation that pertains to the scope of warranties and the liabilities that result from a breach of warranties. A periodic review with your legal counsel is recommended to review updates and changes in the governing laws.

Chapter1

Customer Audits

Carrier/Bryant/Payne (hereafter CBP) reserves the right to audit any warranty claim by placing it in the Distributor Claim Review Queue and holding its approval until the distributor Carrier Enterprise, LLC (CE) satisfies the review process. CE reserves the right to contact and audit dealers and end-users who have had warranty service performed to determine the quality of service performed, and to check the accuracy of the warranty claim, in order to fulfil the Distributor Review requirements.

CE Warranty Administration reserves the right to examine and audit any warranty claim that is submitted for payment.

Carrier, Bryant and Payne Product Registration

In order to qualify for the 10 year enhanced parts warranty the equipment is required to be registered within 90 days of installation. A Dealer can register the equipment on behalf of the end user through the Service Bench website. Dealers can print the confirmation and send to the end user. The end user can also register their equipment through the branded consumer sites for CBP products, and will receive confirmation if they enter a valid email address.

Factory Authorized Parts (FAP Parts)

It is CE's intention for Dealers to purchase and stock Factory Authorized Parts for all Carrier, Bryant and Payne warranty parts replacement. The Service Bench warranty system is designed to only allow credit for FAP parts. Dealers should make the necessary adjustments in their purchasing patterns and inventory management concerning Factory Authorized Part compliance.

The manufacturer's warranty practices are to:

- *Provide the covered end-user of the equipment a new or remanufactured replacement part for any part that fails due to defective material or manufacturer workmanship during the warranty period.*
- Communicate the protection provided, and not provided, in the warranties.
- Establish and administer warranties in such a way that they do not bring undue hardships to bear on the distributor or dealer

Unless specifically included in a special plan, the standard residential product warranty **does not** include the following items:

- Cosmetic Parts (example Carrier oval, grills, wrappers, etc.)
- Refrigerant
- Fuses
- Belts
- Paint
- Brackets
- Screws, nuts and bolts
- Panels and sheet metal (with the exception of functional or safety related sheet metal parts)
- Gaskets
- Pulleys
- Grommets
- Maintenance items.

The manufacturer also is **NOT** responsible for the following items:

- Normal maintenance as outlined in the installation and servicing instructions or owner's manual.
- Damage or repairs required as a consequence of faulty installation or application.
- Damage or repairs needed as a consequence of shipping.
- Damage or repairs needed as a consequence of improper start-up or commissioning process.
- Failure to start due to voltage conditions, blown fuses, open circuit breakers or other damages due to the inadequacy or interruption of electrical service.
- Damage or repairs needed as a consequence of any misapplication, abuse, improper servicing, unauthorized alteration or improper operation.
- Damage as a result of floods, winds, fires, lightning, accidents, corrosive environment, or other conditions beyond the control of the manufacturer.

The “coastal perimeter” generally encompasses an area within two mile of the high tide water level that is subject to the incidence of salt corrosion. Depending on prevailing winds, placement of buildings, and other such factors, this area could expand or diminish in size.

Outdoor units can be strategically located behind barriers or on the lee side of buildings to reduce the corrosive effects. Frequent fresh water washes and touch-up maintenance can further retard the corrosive process.

- Corrosion damage to equipment not expressly warranted for use in a corrosive environment. Such use constitutes abuse of the equipment and voids any consideration for corrosion damage claims. Corrosive environments include areas around petrochemical plants, industrial sites where concentrations of corrosive chemicals are present, and those areas along the “*coastal perimeter*” where placement of units would subject them to wind-borne or direct salt spray corrosion.
- Parts not supplied, designed or designated by the manufacturer.
- Application outside of the design parameters of the equipment, as indicated in the Pre- and Post-Sale Support literature and installation instructions.
- Products installed outside the continental USA, Alaska, Hawaii, or Canada.
- Electricity or fuel costs or increases in electricity or fuel costs for any reason whatsoever, including additional or unusual use of supplemental heat.
- Any special, indirect, or consequential property or commercial damage of any nature whatsoever. Therefore, only the product itself is covered.
- Unauthorized substitutions for factory-specified parts.
- Warranty coverage on any product, base unit, component, or part from which the nameplate or other identifying information has been removed.
- Labor charges unless expressly included in the warranty certificate.
- Overtime labor charges of any kind.

The following areas are **NOT** covered by field repair labor allowances:

- Finished goods received in damaged condition. Contact your TM or store manager for these items.
- Finished goods incorrectly ordered or supplied.
- Field conversions not approved by the manufacturer.
- Excessive labor cost due to unusual job conditions or location.
- Improper application, installation, or start-up procedures.

Carrier Enterprise's warranty responsibilities are to:

- Administer the manufacturer's warranties in accordance with current policy.
- Maintain an organization that is capable, from the standpoint of facilities, equipment, and personnel, of fulfilling the terms and conditions of the warranties to end-users of the equipment.
- Communicate clearly to dealers and end-users the exact protection provided, and not provided, by the manufacturer's warranties.
- Conduct continuous service training programs for dealer service organizations to make them technically capable of fulfilling the conditions of the warranties.
- Inventory parts to provide satisfactory customer service.
- Hold returned parts for 30 days from claim paid date at the distributor level if properly marked accordingly by the dealer upon return.
- Obtain and retain failed parts from dealers to be returned for analysis in order to investigate the reason the part failed.
- Require its dealers to provide facilities, equipment, and capable, well-trained service personnel as required to apply, install, and service the equipment in accordance with the manufacturers' instructions.
- Require its dealers to inventory parts as necessary to give its end-users prompt and satisfactory service.
- Require its dealers to communicate to its end-users the exact protection provided by the manufacturer's warranties, as well as instructions on proper operation and maintenance of their equipment.
- Require its dealers to maintain adequate records, files of installation dates, and other pertinent information such as end-user name, address, and so forth, to support warranty claims.
- Require its dealers to provide first-year warranty labor, except where specifically provided by the manufacturer.
- Verify serious or costly situations by having the Tech Support Representative conduct a job visit.

Chapter 2

CARRIER COMMERCIAL WARRANTY POLICY

Carrier shall at its option repair or replace, any part determined to be defective within **one (1) year from the date of initial operation or eighteen (18) months from date of shipment**, whichever is earlier.

Some commercial products offer 5-year compressor warranties and either 5 or 10-year gas-fired heat exchanger warranties. See the individual product literature for these offerings.

Commercial coated coil products are designed to resist environmental attack to varying degrees. Please see the white paper “Environmental Corrosion Selection Guide” which could assist you in the determining the most suitable coating for the customer’s application.

Since environmental attack is often an extremely local phenomenon, commercial coils are not warranted against corrosion. Corrosion is specifically **excluded** from Carrier’s warranty. However, coated coils **are** warranted against a material or manufacturing defect in the process of applying the coating. Coated coils require specific care and maintenance that should be performed monthly in severe environments.

The installing contractor (or entity) is responsible for performing a full diagnosis and troubleshooting equipment issues as well as the cost of the labor and materials associated with that work, unless installed by Carrier Commercial Service or a Carrier optional labor warranty has been purchased.

Tech Support is available to offer technical support to field service technicians and will also guide the contractor through documentation of the case and the warranty process.

For assistance, contractors can reach Tech Support by emailing:

sc.techsupport@carrierenterprise.com

Compressor Warranty Coverage (semi-hermetic)

- The capacity control external unloader valves are not an integral part of the compressor and, therefore, are covered only by the Standard Product Warranty.
- The valve plates are an integral part of the 06C, 06D, 06E and 5 Line compressors and carry the same warranty as the compressor on units 15 tons and under for year 2 through year 5.
- The oil pump and bearing head assembly are eligible for repair in

lieu of compressor replacement, as described for the Standard Product Warranty.

See unit warranty certificate for specific coverage and policy.

Electric Motor Repair

The manufacturer's policy is to use reputable national electric motor manufacturers and to require that they have a repair station system to handle in-warranty repairs. Although the motor manufacturers are not expected to maintain repair stations in every city, it is expected that repair stations will be within reasonable distances to metropolitan areas.

Minor repairs should be limited to replacement of motor bearings and switch adjustments.

All defective in-warranty electric motors with a NEMA frame size of 213 or higher (above 10 horsepower) must be sent to the motor manufacturers nearest repair station for repair. The distributor must provide the motor manufacturer's repair station with the Carrier unit model number, serial number, and date of installation, and ask for repair on an in-warranty basis.

If the motor is within the motor manufacturer's warranty, it should be repaired on an in-warranty basis at no charge. If the motor is beyond the motor manufacturer's warranty and still within Carrier's first year warranty, the repair station should be authorized to make the repair and invoice the distributor, provided the repair cost is less than the cost of a new motor. Dealer/contractor must report the situation to DSM and provide required information in order to receive pre-authorization.

Labor on Commercial Products

The large unit size, large number of components, complex control systems, and variations in installation practices increase the complexity of troubleshooting commercial products to the extent that it is difficult or impossible to have adequate, simple labor allowances for many repairs.

As a result, certain job conditions necessitate a job specific process for authorizing **DOA** allowances.

This process will involve the Tech Support Department issuing job specific warranty Pre-Authorizations covering specific financial compensation for detailed repairs on a case-by-case basis.

For information on what is the proper procedure to follow and the requirements for your case, email your request to:

sc.techsupport@carrierenterprise.com

All defective in-warranty electric motors up to and including a nominal 10 horsepower (Nema frame size 56, 140 & 184T) are authorized for field scrapping

All commercial units or repairs that are too complex or do not fit within the tables provided in the DOA labor section of this manual

Pre-authorization by Tech Support is required prior to repair.

In many instances due to conditions mentioned above, CE's Tech Support (TS) department must seek the involvement of the manufacturer's commercial Technical Service Manager (TSM). CE's TS department is required to provide explicit details of the case before manufacturer provides CE approval for any commercial labor allowance.

This communication and the exchange of evidence and details between the contractor, distributor and the manufacturer assures timely settlement of the claim, and allows Carrier technical input to the repair. It also provides visibility as well as a reporting process to the manufacturing plants when quality issues arise that need to be addressed.

All valid commercial labor allowance pre-authorizations are issued by the manufacturer in writing, using either the Residential Concession Request Form or the Warranty Authorization Request Form (WAF).

Verbal or Assumed Authorizations are not valid.

The authorization process is complete when TS, on behalf of the dealer/contractor, receives an authorization number from the manufacturer's Technical Service Manager (TSM).

All claims must include a valid authorization number to be processed. The TSM will process the claim using the authorization number provided. All other claims will be rejected.

Forms, policy documents, bulletins, warranty processing information, questions or concerns should be directed to the Tech Support department:

sc.techsupport@carrierenterprise.com

Chapter 3

RESIDENTIAL WARRANTY POLICY

The Product Warranty shall commence for all residential products on the day of the original installation, which is defined as the time when the product is placed, piped, wired, and in a condition to be operated.

Under some conditions, the product may be placed and piped, or placed, piped, and wired, but not in a condition to be operated, pending final wiring and/or thermostat connection at time of owner or end-user occupancy. If the installation date for any equipment is more than 24 months after the manufacture date, a dealer's service invoice must be provided to verify the final connection/installation date.

The effective date of warranty will be established by reference to the following:

- The dealer/contractor or installer proof of installation, bill of sale, invoice, purchaser's check, or other proof in the dealer's possession.
- Copy of the original bill of sale (paid invoice, canceled check, or other proof in the owner's possession).
- Ninety days from ship date of the product, in the absence of any other proof in the owner's possession.

The date of manufacture can be determined from the unit's serial number as found on the unit identification tag. The unit serial number usually consists of numbers and letters. When filing a warranty claim, it is critical to accurately record the complete unit serial number.

Standard Warranty Policy Conditions

Some of these conditions (as they relate to residential products) include but are not limited to:

- Warranty claims must be **submitted*** within 90 days of repair date
- To qualify for enhanced warranty, products must be properly registered within 90 days of install date. In jurisdictions where warranty benefits conditioned on registration are prohibited by law, registration is not required and the enhanced warranty period will apply

***Submitted** means that the claim has been created, saved, and submitted for final approval. We recommend never waiting more than 60 days to submit a claim to allow time for corrections and/or appeals. Claims beyond 90 days cannot be submitted, corrected, or approved.

- Product must be installed properly and by a licensed HVAC technician
- Where a product is installed in a newly constructed home, the date of installation is the date the homeowner closes on the property
- The warranty applies to products remaining in their original installation location
- Installation, use, care, and maintenance must be normal and in accordance with instructions contained in the installation instructions, owner's manual and company's service information

Limited Warranty - Not Covered

The company's limited warranty does not cover:

- Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts or replacement parts or new units.
- Any cost to replace, refill or dispose of refrigerant, including the cost of refrigerant
- Parts not supplied or designated by the company, or damages resulting from their use
- Products installed outside the Continental US, Alaska, Hawaii or Canada
- Any product not installed pursuant to applicable regional efficiency standards issued by the Department of Energy
- Any product purchased over the internet
- Normal maintenance, including filter cleaning and/or replacement and lubrication

Heat Exchanger Warranty Coverage

The following guidelines apply to Extended Warranty coverage for heat exchangers:

- The center panels on residential 80% induced draft furnaces and **SPP** products and vestibule panels on small package units are an integral part of the heat exchanger. If a heat exchanger is replaced, the center panels carry the same warranty as the heat exchanger.
- Collector boxes are not part of the heat exchanger. Therefore, collector boxes are covered only by the Standard Product Warranty.
- With respect to 90% products, the collector box is an integral part of the secondary heat exchanger and therefore covered for the duration of the heat exchanger warranty.

Warranty Transfer for Unit Changeouts

If an old unit is changed out by means of warranty or a warranty concession, the new unit does not start with an all-new warranty. The new unit assumes the time that is left on the old unit's warranty. The rating plate from the old equipment must be removed from the equipment and turned in to the distributor with the claim. The old equipment no longer has any warranty coverage.

Residential Corrosion Policy

Introduction

This topic covers the Residential Corrosion Policy, including

- General policy information
- Corrosive environment guidelines, and
- Placement of outdoor units.

Policy

The Company does not cover

- Damage as a result of floods, winds, fires, lightning, accidents, corrosive environment, or other conditions beyond the control of the manufacturer, and/or
- Corrosion damage to equipment not expressly warranted for use in a corrosive environment (such use constitutes abuse of the equipment and voids any consideration for corrosion damage claims).

Corrosive Environments

Corrosive environments include areas around petrochemical plants, industrial sites where concentrations of corrosive chemicals are present, and those areas along the "coastal perimeter" where placement of units would subject them to wind-borne or direct salt spray corrosion.

Note: The coastal perimeter generally encompasses an area within two miles of the ocean. Salt water can be carried as far away as two miles from the coast by means of sea spray, mist or fog. Line-of-sight distance from the ocean, prevailing wind direction, relative humidity, wet/dry time, and coil temperatures will determine the severity of corrosion potential in the coastal environment."

Replacement of Outdoor Units

Reduce the corrosive effects of outdoor units by

- Strategically locating units behind barriers or on the lee side of buildings, and/or
- Perform touch-up maintenance or frequent fresh water washes.

3 Phase Units

The warranty is application specific. 3 phase units are generally used in commercial settings, have the applicable commercial warranty policy and are not eligible for 10 year parts limited warranty.

If used in a residential application they would have the Owner Occupied Residential Warranty policy and can be eligible for the 10 year warranty if properly registered within 90 days from installation/start-up.

Residential Equipment in a Commercial Application

If residential equipment is installed in a commercial application that equipment is now covered by the commercial warranty terms for that product.

Reference: For more information, see the “other application” section on the warranty card.

STANDARD WARRANTY DOA POLICY

The DOA Program is a Factory sponsored program, not a warranty program.

The intention of this program is to provide relief to the dealers and customers in the first 30 days in the event that the failure was caused by a manufacturing defect. The program is not intended to cover poor installations or misapplications at the dealer level.

To be eligible for this program, an original component must fail within 30 days of initial start-up/installation in the finished goods equipment. Compensation will be based on program allowance amounts. Field Service Materials and Refrigerant are included in the program allowance amounts.

Residential Product DOA Allowances Table

Repair Type Description	CBP Program Allowance
DOA Minor Component	\$ 37.50
DOA Compressor AC HP SPP 1-5 Tons	\$ 325.00
DOA Primary Heat Exchanger	\$ 325.00
DOA Secondary Heat Exchanger	\$ 325.00
DOA SPP Heat Exchanger Aluminized Steel	\$ 325.00
DOA SPP Heat Exchanger Stainless Steel	\$ 325.00
DOA Leak Repair Tubing	\$ 150.00
DOA Leak Repair Valves	\$ 150.00
DOA Leak Repair Coil 1-5 Tons	\$ 200.00

DOA Compressor Program

For a compressor to qualify for the program allowance as listed in the table above, it must meet the program's criteria.

The table below outlines the DOA Compressor program for residential equipment.

Standard	Details
Application	<p>This program applies to Carrier, Bryant and Payne brands.</p> <p>Note:</p> <ul style="list-style-type: none"> • The program does not apply to residential split units used in a commercial application. • Serialized accessories changed out within the first 30 days of installation do not qualify for any labor allowance. • The program does not apply to service compressors covered under the Service Parts Warranty.
Eligibility	Criteria
	The compressor must be properly sized for the unit.
	<ul style="list-style-type: none"> • The compressor installation and start-up procedures must be followed. • This includes providing any necessary accessories such as: wind baffles, head pressure controls, liquid line solenoids, crankcase heaters.
	The wiring must be sized adequately.
Options	All components must be added at the time of replacement.
	<p>If a compressor failure occurs during the first 30 days after the date of installation of a residential system condensing unit, heat pump, or SPP unit, and the contractor/dealer has completed the DOA Compressor Failure – Unit Exchange Procedure the contractor/dealer has the following <u>options</u>.</p> <ol style="list-style-type: none"> 1. Replacing the compressor with a labor allowance in accordance with the program allowances mentioned above, or 2. Replacing the entire residential condensing unit, heat pump, or SPP unit with a like model. (Includes Duct Free equipment) <p>Authorization is REQUIRED</p> <p>Note: If unit replacement is selected, there will be no labor allowance provided.</p>
Exceptions	DOA leaks can occur and do not qualify for unit replacement. Leaks should be temporarily repaired prior to new parts ordered. Customer comfort takes priority over cosmetic appearance.

DOA Compressor Program – Dealer / Contractor Options

Option 1 – Condensing Unit Exchange

The table below outlines the process if a dealer replaces a residential split system air conditioner or heat pump, including duct free units

Step	Who is Responsible	Description
1	Dealer	Diagnoses a DOA compressor failure
2		Submits mobile DOA Compressor Report
3	Tech Support	Receives report and reviews the information submitted by the technician
4		Reaches out to the technician while still on site and by unit to handle any additional questions or measurements necessary to confirm the DOA diagnosis
5		If DOA compressor is confirmed by TS, a Pre-Authorization number will be provided to the technician
6	Dealer	With Pre-Authorization number, the dealer can order the replacement unit and proceed with the replacement
7		Failed condensing unit must be prepared to be returned to the manufacturer for testing and further analysis (see more)
8		Once condensing unit is replaced a claim must be created in Service Bench and saved. The claim must include the correct information for a DOA condensing unit exchange, less the preauthorization number.
9		The claim number must be emailed to the CA Rep. handling the case or CA's email box sc.techsupport@carrierenterprise.com
10		Failed unit and/or compressor must be returned based on instructions provided by Tech Support
11	Tech Support	Once unit/compressor is returned and all documentation is submitted to Tech Support, Tech Support will add the authorization.

Note: The failed unit will not be eligible for DOA compressor – condensing unit exchange without following all steps listed above.

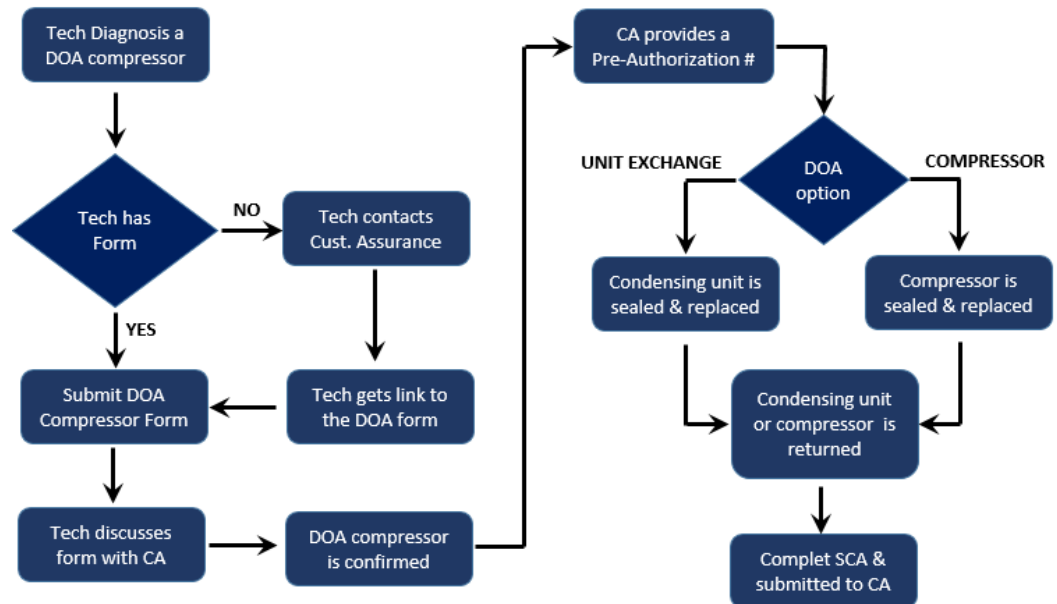
Option 2 – Compressor Replacement

The table below outlines the process if a dealer decides to replace the failed compressor instead of the unit in a residential split system air conditioner or heat pump, including duct free.

Step	Who is Responsible	Description
1	Dealer	Diagnoses a DOA compressor failure
2		Submits mobile DOA Compressor Report
3	Tech Support	Receives report and reviews the information submitted by the technician
4		Reaches out to the technician while still on site and by unit to handle any additional questions or measurements necessary to confirm the DOA diagnosis
5		If DOA compressor is confirmed by TS, a Pre-Authorization number will be provided to the technician
6	Dealer	With Pre-Authorization number, the dealer can order the replacement compressor proceed with the repair
7		Failed compressor must be prepared to be returned to the manufacturer for testing and further analysis (see more)
8		Orange tag (included w/ replacement compressor) must be completed and pasted on failed compressor
9		Once compressor is replaced a claim must be created in Service Bench and saved. The claim must include the correct information for a DOA compressor replacement.
10		Completed claim # must be emailed to the TS Rep. handling the case or TS' email box sc.techsupport@carrierenterprise.com
11		Failed compressor must be returned based on instructions provided by Tech Support
12	Tech Support	Once compressor is returned and all documentation is submitted to TS as instructed, TS will add the authorization to the claim.

Note: The failed unit will not be eligible for DOA compressor – condensing unit exchange without following all steps listed above.

DOA COMPRESSOR PROCEDURE FLOW CHART



DOA Minor Residential Component Repair

To be eligible for minor component repair or replacement, a minor component must fail within 30 days of initial start-up/installation. Under these circumstances, the component is deemed to be DOA.

The following guidelines apply:

- The labor cost associated with this type of repair or replacement is not the responsibility of CBP (the Company). Labor cost should be included as part of the dealer's first year labor warranty obligation or as part of a purchased optional contract labor warranty.
- Items generally not covered by this policy include loose wires, thermostats, and transformers. Claims involving these parts require that the dealer/contractor reaches out report and properly document the failure.
- On-the-job repair is defined as a repair made to a part or assembly in lieu of replacement of the part, the assembly, or a portion thereof.
- Reimbursement for on-the-job repair shall be at the Company's discretion.
- The Company will pay a reasonable charge for the repair work performed. The cost of the removal and reinstallation of the part or assembly is not covered.
- Service that is normally expected to be done in the field (such as repair of interconnecting tubing) is not to be considered repair in lieu of replacement and is not covered by this program.

- In all but exceptional cases, the cost of repairs must not exceed the value of the item repaired.

CBP does not sanction and will pay for the rewinding of in-warranty hermetic motors.

DOA Heat Exchanger

Allowances on the DOA Allowance Table are for gas heat exchangers and do not apply to coaxial condenser coils or any other gas to water type heat exchanger.

DOA Refrigerant Leaks

All DOA refrigerant leaks must be immediately reported by the installing/servicing technician to Customer Assurance (CA) through the use of the mobile-friendly [“Refrigerant Leak Reporting Tool”](#). The report should be completed and submitted from the field, during the service call, once the leak testing has been completed and the leak has been positively identified.

When the [Refrigerant Leak Report](#) and required video clip positively identifying the location of the leak is received by the Customer Assurance team, they will promptly reach out to the technician using the contact information submitted. If the Leak Report app is used as intended, CA will contact the tech while still on site, in front of the unit.

The required video of the leak should show the general location of the leak in reference to the unit or the coil, as well as a closer look as the leak itself, using liquid leak detector or soap bubbles to enhance or highlight it.



[Leak Report Using Video](#)



[Leak Report Using Photos](#)

DOA Leak Repair

Allowances are for permanent field repairs to the original component only. Labor allowances on the table will not apply once the tubing, the valve or the coil is replaced.

Per manufacturer's policy, the replacement of tubing, valves or coils constitute a warranty component replacement, therefore exclude from the warranty DOA policy.

In some of these cases, dealers could appeal for assistance from the manufacturer through the Customer Assurance (CA) department. Most of these cases follow a job specific process which requires Dealers/Contractors be in contact with CA and provide all the required information in order to obtain a manufacturer "Pre-Authorization" for the repair work.

To initiate contact with CA in order to request assistance, the field technician must complete and submit a [Refrigerant Leak Report](#) and required video showing the leak that must be repaired. CA will promptly reach out to the technician using the contact information submitted. If the Leak Report app was used as intended, CA will contact the tech while still on site, in front of the unit and will discuss the procedure to follow for a resolution.

3 Phase Units

The warranty is application specific. 3 phase units are generally used in commercial settings, have the applicable commercial warranty policy and are not eligible for 10 year parts limited warranty.

If used in a residential application they would have the Owner Occupied Residential Warranty policy and can be eligible if properly registered within 90 days.

Unit Exchanges

Warranty policy does not cover unit exchanges.

Policies for standard warranty and enhanced warranty coverage are defined in the warranty system under entitlement.

Two exceptions to “warranty policy does not cover unit exchanges” are like-for-like serialized accessories and evaporator coils which are only available as “finished goods”, and a compressor bearing unit qualified for unit exchange through the [Residential DOA Compressor Program](#). Program procedure must be followed before a pre-authorization for unit exchange is provided.

Unit exchange due to a refrigerant leak (coil or tube), component failure, or any other similar reason is not covered by the manufacturer’s limited warranty policy.

Unit exchange outside of the circumstances specifically listed above will not be covered by the equipment’s standard warranty policy.

Any unit exchange claim not covered by warranty as described in this Dealer/Contractor Warranty Guide and/or the equipment’s warranty certificate will be rejected, unless Pre-Authorization has been secured from Tech Support prior to removal and replacement of the original unit.

COMMERCIAL DOA PROGRAM

As previously stated in the **Labor on Commercial Products** section in this warranty guide, larger unit size, number of components, complex control systems, and variations in application and installation practices increase the complexity of troubleshooting commercial products to the extent that it is difficult or impossible to have adequate but simple Commercial DOA labor allowances for many repairs.

As a result, certain job conditions necessitate a job specific process for authorizing **DOA** allowances. To be eligible, an original component must fail within 30 days of initial start-up/installation in the finished goods equipment (unit).

This process will involve the Customer Assurance Department. The sequence of steps for each particular case are based on the unit type, its application and the nature of the DOA failure encountered by the installing contractor.

Details will be provided as to the information, evidence and documentation the installing entity will be required to provide to CA for review, in order for a request for assistance to be formally submitted to the manufacturer. If approved, the factory will issue a job specific warranty Pre-Authorization covering specific financial compensation for detailed repairs, on a case-by-case basis.

The installing contractor/entity is responsible for the troubleshooting and labor associated with the diagnosis and the repair itself, unless the unit was installed by Carrier Commercial Service or a Carrier optional labor warranty was purchased and registered for the unit.

For additional information on proper procedures and requirements for your particular case, email your questions or concerns to CA:

sc.techsupport@carrierenterprise.com

Any Commercial DOA claim that does not list a Pre-Authorization number from the manufacturer or CA will not be approved. Going through the Commercial DOA procedure and securing approval is required.

CLAIMS OTHER THAN STANDARD WARRANTY

As Carrier/Bryant/Payne (CBP) distributor, CE recognizes there are times when the reliability of a unit or a system may be put into question by a customer. This lower than expected dependability can be caused by a wide variety of reasons that can expand from the product itself to application, installation, operation, service and maintenance practices.

Before any component is selected to become part of a product, CBP goes through extensive engineering and quality control efforts. They are subjected to rigorous factory testing and are fully expected to meet specifications and provide many years of dependable service.

When higher than normal failure rates of essential parts and components occurs, based on the data and details available, the manufacturer may establish a special plan beyond the warranty terms and obligations for the purpose of providing relief to distributors, dealers, and end-users for the cost of parts, refrigerant, and labor involved.

Some of the elements that the manufacturer takes into consideration when determining whether or not to offer a special plan are:

- The frequency of the cases.
- The geographical distribution of occurrence(s).
- Timing when the problem is recognized. For instance, if a problem is detected during installation of the first few units, it is possible that changes on other units could be made at reasonable cost during installation, in which case no special plan would be offered.
- Severity of the problem. A defect that affects the operation of heating equipment during cold weather or cooling equipment during warm weather could be considered serious. In such cases, a special plan could be determined to be necessary. On the other hand, if the defective part is not essential to the operation of the equipment at the time the problem is detected, it may be possible to come up with a resolution within normal cost limits so that a special plan would be unnecessary.
- Consequences of failure. For example, a minor part that has a high probability of failure and that might lead to failure of a major piece of equipment could result in appreciable expense and inconvenience to the dealer and customer.

In isolated cases similar exceptions could be made by the factory for individual occasions where a component may suffer an unanticipated failure that, after further review of the details and evidence in the case, is deemed to be outside the scope of the

standard warranty policy but deserving of some type of manufacturer assistance for the installing/servicing contractor.

In such situations, the dealer/contractor must reach out to Customer Assurance to promptly and preferably from the site, to communicate their findings. They will in turn receive specific instructions as to the procedure to follow in order to effectively and efficiently report and document the case. These instructions will vary depending on the equipment type, application and malfunction.

For additional information on proper procedures and requirements for your particular case, email your questions or concerns to CA:

sc.techsupport@carrierenterprise.com

The amount of manufacturer participation will be ultimately determined by the factory based on standard work guidelines. Customer Assurance will in each case, attempt to negotiate with the manufacturer on behalf of the dealer/contractor in order to secure the best possible agreement based on the respective responsibilities of the dealer/contractor, the distributor, and the manufacturer.

Field Scrap and Return Material Policy

The Field Scrap and Return Material Authorization Procedures have been revised to reduce the handling and shipping costs involved in processing defective components and materials. If the failed part is not required by the manufacturer for further engineering evaluation and its salvage value is negligible, the part will be approved for field scrap, but only after 30 days from claim paid date.

Important: Customer Assurance instructions about part disposition will take precedence in all field-scraping procedures.

Residential Parts

Methods to Determine Return Parts

There are four basic methods used to determine if a defective part should be returned.

- Warranty System – When a claim for a failed part is entered into the warranty system, **Return** appears in the Part-Disposition field if the part must be returned.
- Special Request Part List – This list often referred to as SRP List has been established to assist in the disposition of the defective in-warranty parts returns. Different parts can be added or removed to the list by the manufacturer.

Proper use of the SRP List assists with:

- Problem identification
- Root cause analysis
- Improving product quality, and
- Decreasing warranty costs for the dealer, distributor and manufacturer
- Compressor return guide – Compressors are to be returned to the proper compressor return destinations if they meet the conditions described in the compressor return process
- Replacement Components POM

Important: Warranty claim may be rejected or an already paid credit may be reversed if parts on the SRP List are not returned by the dealer/contractor.

Disposing of Non-Returnable Parts

Parts that are not to be returned may be scrapped **after 30 days from claim paid date** or per Customer Assurance written instructions.

Use the table below when preparing parts for field scrap:

If the part is a	Then
Compressor	<ul style="list-style-type: none"> • Remove the name tag from the compressor • Properly dispose of the compressor
Motor	<ul style="list-style-type: none"> • Remove the nameplate from the in-warranty defective motor • Render the motor permanently inoperable by cutting the shaft or using other suitable means

Commercial Parts

Carrier works with its suppliers to obtain credits for defective parts that must be replaced during the equipment warranty on a product.

Follow the return materials requirements for most parts, to ensure

- That corrective action is taken to minimize future failures, and
- Carrier receives proper financial credits back from its suppliers.

Procedures: There are RMA forms that may be require to be completed and submitted when returning commercial parts.

Failure to Return Parts

- Before scrapping any replaced part, especially large components like compressors and coils, it must be confirmed that the part is not required to be returned
- Failure to return a part that is required to be returned to the plant or a third party supplier can result in a partial or full reversal of the warranty claim.

Where to Direct Questions about commercial parts return

- CE Warranty Department
- Customer Assurance Department

SERVICE PART WARRANTY POLICY

Service part warranty applies to a part purchased to be used in the repair of an out of warranty piece of equipment. The purchased part is considered a “Service Part” and has a one year limited warranty.

Carrier Enterprise warrants the service part to be free from defects in material and workmanship for a period of one year from the date of the original installation of the part. This warranty does not include labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, or handling of either the defective part or the replacement part.

The standard DOA Compressor Policy does not apply to Service Compressors.

Service compressors sold for use in competitive units are covered under the one-year service parts warranty as long as all the following conditions are met:

- The unit receiving the compressor is properly installed.
- The compressor is properly sized for the unit.
- The wiring is sized adequately.
- Any components necessary to ensure adequate protection of the compressor are added at the time the compressor is replaced.
- The compressor is installed in accordance with good installation techniques.

In the event of a service compressor failure, it is highly recommended the service technician engages Customer Assurance by completing and submitting a mobile “[Compressor Failure Report](#)”, initiating a tech support communication where the diagnosis will be reviewed and resolution will be discussed.

Carrier Enterprise will NOT be responsible for:

- Damage or repairs required as a consequence of faulty installation or application.
- Damage or repairs needed as a consequence of shipping.
- Damage or repairs needed as a consequence of improper start-up or commissioning process.
- Failure to start due to voltage conditions, blown fuses, open circuit breakers or other damages due to the inadequacy or interruption of electrical service.

- Damage or repairs needed as a consequence of any misapplication, abuse, improper servicing, unauthorized alteration or improper operation.
- Damage as a result of floods, winds, fires, lightning, accidents, corrosive environment, or other conditions beyond the control of the manufacturer.
- Application outside of the design parameters of the equipment.
- Products installed outside the continental USA, Alaska, Hawaii, or Canada.
- Electricity or fuel costs or increases in electricity or fuel costs for any reason whatsoever, including additional or unusual use of supplemental heat.
- Any special, indirect, or consequential property or commercial damage of any nature whatsoever. Therefore, only the product itself is covered.
- Unauthorized substitutions for manufacturer-specified parts.
- Warranty coverage on any product, base unit, component, or part from which the nameplate or other identifying information has been removed.
- Labor charges for installation, troubleshooting, or travel.
- Overtime labor charges of any kind.

For questions or comments regarding this guide please email us at scwarranty@carrierenterprise.com or call 1-800-486-0550 option 5