



GREE PTAC/ETAC & TTW National Warranty Program

Effective: May 15, 2018

Introduction to Service

In an effort to better support our customers, Carrier Enterprise has launched a National Warranty Service Program for the Gree PTAC/ETAC & TTW products. This program is geared to help you understand and utilize the process for warranties that are available to you. When you have a customer with a unit that is not working, please follow the guidelines below:

Have the Customer Contact the Technical Support group at 844-878-9608 or via email at gree.warranty@carrierenterprise.com

The first response group will take down information and conduct a preliminary assessment of the problem. Often, a simple fix by the customer can get a unit back into operational mode. If it is determined that a service call is necessary, your customer will need to provide all of the pertinent information below. The technical support group will fill out the Dispatch Service Request form and schedule a repair or field evaluation of the equipment:

- Property Name/ Install Name
- Install Address
- Contact Name
- Contact Phone Number and Email Address
- Unit information (Model & Serial #)
- Install Date

Information/Status of Service

For the status or ongoing information, your customer and/or end user may contact the GREE Product Support Center at 844-878-9608 or via email at gree.warranty@carrierenterprise.com

Carrier Enterprise Team