



## Trane Registered Limited Warranty Program Frequently Asked Questions

### 1. Who can register equipment?

**Answer:** Homeowners are primarily responsible for registering their equipment. However, dealers are encouraged to assist the homeowners in this process. In the case of new home construction, the builder can provide assistance to the homeowner as well.

### 2. Why are we asking homeowners to register equipment?

**Answer:** Registration of equipment provides us; the manufacturer, with clear effective dates for the warranty, and provides homeowners with clear information as to the timing of his/her protection. Registration also provides Trane the opportunity to contact the homeowner if there is ever any future need to regarding the product.

### 3. How do our customers register?

**Answer:** Customers can register product in two ways: online or by phone.

**Online Product Registration:**

<http://www.trane.com/Residential/ResidentialHome.aspx> and click on the Product Registration link on the right.

**Trane Phone Product Registration w/Customer Service:** 800.554.6413.

### 4. When does the new program take affect?

**Answer:** The program takes affect on units installed on May 1, 2009 or after. Units installed before that date are not eligible for Trane Registered Limited Warranty. This program is not retroactive to installations prior to May 1<sup>st</sup> of 2009.

### 5. What information does the homeowner need to register equipment?

**Answer:** The homeowner needs the model and serial numbers of equipment installed in their home to register their equipment. These numbers are generally included on the dealers invoice and can be found on the equipment as well. The homeowner's name, address where the equipment was installed, dealer's name and other pertinent information are also required for registration.

6. What about current inventory in distribution or dealer stock?

**Answer:** The Registered Limited Warranty Program starts May 1<sup>st</sup> so equipment in distribution made before May 1<sup>st</sup> qualifies for the Registered Limited Warranty if it is installed on or after May 1<sup>st</sup>. There have been no changes to the equipment -- the change only affects the warranty offer.

7. Can equipment be registered after 60 days from installation or closing date (in case of new home ownership)?

**Answer:** Consumers are encouraged to register their equipment even if it is after the 60 day registration window. **However, if registration occurs after 60 days from installation/start-up of a replacement system or after 60 days from closing on a new home, then the Base Limited Warranty terms and conditions apply.**

8. In states and provinces where registration is not required (California and Quebec), do customers get the Registered Limited Warranty?

**Answer:** In the state of California and the Province of Quebec, for example, registration is not required to receive the Registered Limited Warranty. Equipment installed in those two areas automatically receives Registered Limited Warranty terms.

9. Is the Registered Limited Warranty transferable to subsequent homeowners?

**Answer:** Registered Limited Warranty is not transferable to subsequent home owners. However, any remainder of the Base Limited Warranty is transferable to all subsequent homeowners (starting at the original installation/start-up date).

10. How will a technician responding to a service call know which limited warranty coverage the units he/she are working on has?

**Answer:** If the dealer does not have record of warranty status on a particular unit or it is in doubt, the dealer can access warranty coverage on any registered unit by going to the On-Line Registration site and inputting in the serial number to display the warranty on that unit. This option will be available shortly after the May 1<sup>st</sup> start date. In addition, a dealer can call the Phone Registration number 800.554.6413 and speak directly to a Customer

Service Representative who can look up the Limited Warranty coverage on units sold. Telephone support will be in place on May 1<sup>st</sup>.

11. How will the Distributor or Parts Center be able to ascertain what the warranty terms are on units that need part(s) replaced?

**Answer:** The Distributor and Parts Center will have access to the On-Line Registration website and will be able to distinguish the warranty terms and conditions applicable to all residential equipment. This option will be available shortly after the May 1<sup>st</sup> start date. In addition, a Distributor or Parts Center Associate can call the Phone Registration number 800.554.6413 and speak directly to a Customer Service Representative who can look up the Limited Warranty coverage on units sold if the need arises.

12. What is the escalation process when a customer complaint associated with warranty term occurs?

**Answer:** The existing process utilizing Consumer Relations 800.554.6413 will be in place to resolve any issues associated with Limited Warranty terms and conditions.

13a. What Products are eligible for Registered Limited Warranty?

**Answer:** All residential products are eligible for Registered Limited Warranty. The products include: Outdoor (Cooling-only and heat pump), Indoor- Furnace (including gas and oil burning) and Air Handlers, Packaged Systems, CleanEffects™ whole house air cleaners, Humidifiers, Comfort Controls and Energy Recovery Ventilators (ERV). There are Registered System Limited Warranty benefits on some complete systems that include a Trane outdoor unit, indoor unit and comfort control.

13b. Is it mandatory to register the Trane comfort control along with the indoor and outdoor system in order to get the benefit of the Registered System Warranty.

**Answer:** Yes, registering the Trane comfort control is required to get full System Registered Warranty terms. Without the Trane comfort control, the consumer will get the Registered Limited Warranty terms for the registered components of the system.

13c. I have an application where Trane does not offer a comfort control that fits a unique application, yet the homeowner wants the Registered System Limited Warranty terms.

**Answer:** The control selection drop down menu box on the on-line registration application has a selection option called, “Other” for these unusual applications. By selecting, “Other” the Registered System Limited Warranty terms will apply.

14. When does the 60 day registration period begin?

**Answer:** The 60 day registration period begins at:

- a. **Replacement-** The installation/start-up (as indicated in the dealer invoice) of the equipment or
- b. **New Home Purchase-** At the time of closing in the case of the purchase of a home equipped with Trane equipment.

15. How will a consumer know if he/she has the Registered Limited Warranty?

**Answer:**

**On-Line Registration:** The consumer will be presented with a confirmation page as part of the registration process.

**Phone Registration:** A confirmation of warranty will be mailed or emailed to the consumer.

16. Does the dealer need to know equipment warranty coverage prior to servicing?

**Answer:** Yes, the dealer is responsible for knowing the warranty coverage on the product so that alternatives can be presented to the homeowner.

17. Can a dealer check to see if their customers have registered their equipment?

**Answer:** Yes, a dealer will be able to use the On-Line Registration website to see if their customers have registered their equipment soon after the program launches. We anticipate this info will be available on-line by June 1st. The dealer will have to supply the serial numbers in order to access this information.

18. What is the procedure if a homeowner has registered and does not have a confirmation statement?

**Answer:** In case a customer does not have a confirmation statement, he/she can obtain a confirmation page by calling the Warranty Registration Center (800.554.6413). Starting June 1<sup>st</sup>, the customer will be able to get a replacement confirmation page from the On-Line Registration application.

19. What happens if the registration system confirms a warranty that is different than what was expected?

**Answer:** Call the Warranty Registration Center at 800.554.6413 to report/resolve the warranty term and condition issue.

20. What options do homeowners have if they fail to register within the 60 day window of opportunity?

There will be Extended Warranty options to those who have missed the 60 day registration window to obtain extended coverage. Both parts only and parts and labor warranties will be available for purchase. The customer should call their dealer to inquire about warranty alternatives available to them.

21. What is the literature plan for units in stock that do not have information on this new Limited Warranty offering?

**Answer:** Updated Use and Care Guides and IOM's will begin shipping with products manufactured on May 1<sup>st</sup>. Your current inventory is eligible for the new Limited Warranty if installed on or after May 1st. Until your current inventory and pipeline inventory is exhausted, the Use and Care Guide and IOM must be discarded and replaced by the dealer with up-to-date warranty documentation. The distributor can provide updated documents along with the memorandum of shipment or the dealer can print as required. Updated Use and Care Guides and IOM will be available on-line for printing purposes on April 27th at:

<https://www.comfortsite.com/EBiz/default.aspx?StartPage=/EBiz/Application/productInfo/ProductInfoMatrix.asp>

22. What information will be made available for the dealer regarding the change in limited warranty?

**Answer:** There is a complete communications plan in place to introduce the new program to distribution.

- On April 22<sup>nd</sup> an electronic package will be sent to distribution announcing the changes in limited warranty. It will include a cover letter, dealer letter, dealer leave behind registration template, limited warranty matrix, literature transition document, Power Point Presentation describing the program changes, FAQs and an Extended Warranty Communication.

- On April 27<sup>th</sup>, there will be a Distributor WEBEX to announce the changes to the field.
- On May 1<sup>st</sup>, the changes will take effect.

23. If a new home sits empty over time, when does the 60 day registration period begin?

**Answer:** The 60 day registration period does not start until the official closing date. This policy ensures the eventual home purchaser is given a period of time (60 days) that is consistent with the unit replacement scenario.

24. Does the dealer need to provide the homeowner with the model and serial numbers upon installation?

**Answer:** Yes, the dealer is responsible for providing the homeowner with model and serial numbers on the invoice or on other supporting documentation (I.E. back page of the Use and Care Guide) which can be used by the homeowner in product registration (On-Line or Phone). In addition a Dealer leave behind registration template has been provided.

25. The Online or Phone Registration Systems may require that the homeowner display proof of installation for equipment that has been in inventory for long periods of time prior to the sale. What kind of proof will Trane require and when?

**Answer:** There are validations that take place on the serial numbers as well as the installation date that may require the homeowner to show proof of purchase. We do not expect for this to happen often, but if it does, an original invoice for replacement units and closing documents on new home purchases will suffice.

26. What happens if the homeowner misplaced the original invoice or does not have one?

**Answer:** The homeowner should see the installing dealer for a copy of the original invoice.

27. How will the homeowner know where to find the serial number information?

**Answer:** The On-Line Registration System will provide graphics that point out the location of serial numbers on their equipment. In addition, the Phone Registration associate will be able to guide someone to the location of the serial number as well.

28. What will California and Quebec residents do if when they register their equipment and receive a confirmation stating lesser terms than the full System Registered Limited Warranty?

**Answer:** Residents of the state of California and the province of Quebec are not required to register for Registered Limited Warranty. If a resident of California or Quebec registers their equipment and does not get the Registered Limited Warranty terms, then they should call Customer Relations at 800.554.6413 and report it.

29. Does commercial equipment qualify for registration? Does residential equipment installed in commercial applications qualify for registered limited warranty?

**Answer:** The Registered Limited Warranty applies to residential equipment installed in residential applications only. This does not cover any commercial equipment or commercial installations.

30. What should the homeowner do if they are having problems with the Online Registration System or process?

**Answer:** Call Consumer Relations at 800.554.6413 and report the issue. As with all calls, we will work to resolve any issues as quickly as possible.

31. During the registration process, the homeowner can optionally record his/her email address. How will Trane use these email addresses? What is the email privacy policy?

**Answer:** All information collected by the On-Line or Phone Registration Teams is considered confidential and will not be sold or made available to outside parties. Trane may use this information internally from time to time to contact consumers for various alerts or additional offers. A consumer will always have the right to be excluded or opt-out from alerts or offers if they so choose.

32. What happens if the “ship with” documentation contradicts the registered warranty terms?

**Answer:** The dealer is responsible for providing the correct documentation as determined by the installation date, and can verify the literature through ComfortSite. If there is a discrepancy with the dates and/or the information, please call Consumer Relations at 800.554.6413.

33. What happens if the homeowner does not register all system components, but thinks his whole system has the higher terms only to find out later that his claim is denied?

**Answer:** Our Customer Relations team is trained to handle situations like these. Rest assured that Trane will treat every customer with care and consideration and will work hard to address each issue and satisfy all consumers. Each circumstance will be considered and resolved through that team of professionals.

34. Will units that qualify for a replacement (Comfort Specialist Provision) due to a compressor or heat exchanger failure within 60 days of start-up be eligible for a labor allowance?

**Answer:** Units qualifying for replacement due to compressor or heat exchanger failure within 60 days of start up will not have a labor allowance. The labor to change out the unit will be the responsibility of the dealer and will follow Trane’s policy for first year failure. Also it is important to note that only electrical or mechanical issues associated with the compressor causing a no pump condition are covered under this stipulation. Noise issues are not covered and should not be replaced under this provision. Also only Trane Comfort Specialist dealers will have the 60 day replacement option for compressors and heat exchangers.

35. Will Trane provide a “cheat sheet” geared towards the dealer explaining the warranty changes?

**Answer:** The changes follow the same concept as before in that there are system warranties and separate stand alone terms for components of a system if purchased separately. However there are some pretty profound changes so there will be literature supplied that will help dealers explain the changes delivered in the communication packet on April 22<sup>nd</sup>. The Distributor and Dealer Communication packages will have a Limited Warranty Matrix

included that should help with the new Registered Limited Warranty and Base Limited Warranty terms.

36. Will Trane's warranty documentation clearly state that the base warranty is 5/5/5 on all OD products unless they are registered?

**Answer:** Yes it will. We have gone to great lengths to be clear about the limited warranty offerings. All literature states the base warranty as the default warranty and then mentions the registered limited warranty and the requirements to obtain it.

37. If a homeowner buys an Extended 10 Year P&L warranty, does that purchase automatically register the limited warranty or is the homeowner still obligated to register for the limited warranty?

**Answer:** If a homeowner buys Part and Labor 10 year warranty within 60 days of installation/start-up, he/she will not have to register the product as that will be automatically be done for them.

38a. Homeowner registers his system and receives a message on the confirmation page that, "warranty coverage can not able to confirm limited warranty coverage for the equipment you registered due to possible improper equipment application. What was the cause of this notation?

**Answer:** This is an indication that a staged outdoor unit was installed with a non-variable speed indoor unit which is not a valid equipment application. The warranty certificate will direct the consumer to the dealer in this situation for resolution.

38b. What should the dealer do in this situation?

**Answer:** The dealer should resolve the application issue by either changing the indoor or outdoor unit to achieve a Trane approved matching system. Once the equipment application is resolved, the customer should register the properly applied system using either the on-line or phone registration option.