



Residential Systems
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Dear Trane Dealer,

Trane is excited to announce that effective May 1, 2009 there will be some significant changes and enhancements to Trane Residential Limited Warranties. These changes will offer consumers the most competitive Limited Warranty that Trane has ever offered when they register their new equipment. It will also retain the competitive edge for our dealers during the sales process.

Introduction

Effective May 1st Trane will be lengthening many of its Limited Warranties and going to a registration process. The changes to Trane's Limited Warranties reflect the quality, durability, and reliability that you have come to expect of Trane. In today's market nothing can be taken for granted, and these new warranties reflect Trane's commitment to giving its dealers the edge in the marketplace and peace of mind for the consumer. To ensure ease of implementation, products in your current inventory will be eligible for the new Limited Warranties.

Some examples of these Limited Warranty enhancements are:

1. 12 year compressor warranties on XLi split outdoor units and 16 SEER packaged units.
2. 10 year parts warranties on 16 SEER packaged units
3. 10 year system warranties on XLi and XR split systems.
4. 10 year compressor warranties on XB split and XBC packaged products.
5. 10 year parts warranties on all variable speed indoor products.
6. Lifetime heat exchanger warranties on all variable speed furnaces.

The structure of these longer limited warranties supports Trane's sell-up position very well as warranties tend to increase in length with increased feature content of the product and/or system. With Trane's new Limited Warranty offering, there will be some new terms that will become familiar to you:

1. **Base Limited Warranty.** This is the non-registered limited parts warranty. If the product isn't registered within a 60-day window from the date of installation/start-up, the Base Limited Warranty will be in effect. This warranty remains in effect up to its term regardless of change in ownership of the home and thus is fully transferable.
2. **Registered Limited Warranty.** This is a limited parts warranty with longer terms that requires product registration within 60 days of installation/start-up. The Registered Limited Warranty is available to the original purchaser or homeowner and is not transferable. The Registered Limited Warranty will be effective for products installed in single family owner occupied residential applications upon valid registration of the installed products. Second homes also qualify if the homeowner lives in the house a minimum of two weeks per year. Dedicated income properties or commercial properties are not eligible for the Registered Limited Warranty. There are a few residential products for which the Base and Registered Limited Warranty have the same coverage term. Some states do not allow the manufacturer to differentiate limited warranty coverage based on registration.



Product Registration

We spent considerable time on this process to ensure that the customer has a good experience when registering their product. After all, we want all of our touch points with the customer to be positive and reflect well on the brand. The consumer, the dealer, or the builder can register eligible Trane products on Trane.com or by calling Trane's Warranty Registration Center at 1 800 554-6413. It doesn't appear that all of our competitors have taken this approach with their registration process as many of them allow only online registration. Registration must be completed within 60 days of installation/ start-up to qualify for Trane's Registered Limited Warranty. Without registration, the Base Limited Warranty will apply. The consumer will need to have product serial numbers to register. Trane has provided a dealer leave behind registration template for you to use with the consumer. It provides a space for you to include the model and serial numbers for each system component as well as the telephone number for the Trane Warranty Registration Center. When their system has been successfully registered, the consumer will instantaneously be given a confirmation number and a printable warranty certificate that will state the limited parts coverage for each registered system component and/or the system warranty. Some of our competitors have a 90 or 120 day delay in confirming registration coverage terms.

Registered System Limited Warranty

When purchased and installed on eligible applications as a matched system including a Trane indoor unit and Trane control, all XLi and XR split systems that are registered within 60 days will receive a 10-year system limited warranty which will be noted on the Registered Limited Warranty certificate.

Summary of Registered Limited Warranty Changes (See Limited Warranty Matrix for Details)

Products that have lengthened coverage:

- XLi split systems and 16 SEER packaged units have 12-year compressor coverage
- 16 SEER packaged units have 10-year parts coverage
- XR split systems have 10-year parts coverage
- XB split systems and packaged units have 10-year compressor coverage
- Variable Speed Furnaces have lifetime heat exchanger and 10-year parts coverage.
- Variable Speed Air Handlers have 10-year parts coverage

Products that do not have lengthened coverage:

- Non variable speed furnaces (unless purchased as part of an XLi or XR split system)
- Entry level air handlers (unless purchased as part of an XLi or XR split system)
- Coils (TXF unless purchased as part of an XLi or XR split system)
- X and Y series packaged units
- Accessories (Controls unless purchased as part of an XLi or XR split system)
- Commercial Products

Commercial Limited Warranties

Commercial Limited Warranties still apply for commercial products or residential products used in commercial applications. See the Trane Limited Warranty Handbook for a complete list of Commercial Limited Warranties.

Literature Transition

Consumer Literature and other support literature will be changed in phases to reflect the new Limited Warranty coverage and terms. See your Distributor or DSO for availability of literature with the new limited warranty terms.

Extended Warranty

The changes to Trane's Limited Warranties will also lead to changes for Trane's Extended Warranty offering. There will be a separate mailing from the Trane Extended Warranty Business Unit to introduce Trane's new Extended Warranties.

Additional Comfort Specialist Benefits

Within 60 days of installation on registered XL16i, XL19i, and XL20i split systems, the Comfort Specialist Dealer may provide a new outdoor unit upon compressor failure (electrical or mechanical failure to pump) as long as the dealer agrees to concession the labor. In addition, if the heat exchanger fails in the XC95, XV95, XV90i, XC80, XV80i or XV80 matching registered furnace installed as part of the XL16i, XL19i or XL20i system within 60 days of installation, the Comfort Specialist Dealer may provide a new replacement furnace as long as the dealer agrees to concession the labor. More details on this enhancement to the Comfort Specialist Program to come.

What do you need to do?

1. Get familiar with Trane's new limited warranty terms.
2. Ask your Distributor/DSO about new/updated literature that includes the new limited warranty terms.
3. Make sure you inform your customer that they must register their products within 60 days of installation/start-up to get the benefits of the Registered Limited Warranty. They can go online at Trane.com or by calling Trane's Warranty Registration Center at 1 800 554-6413.
4. Make sure you provide your customer the model and serial numbers of all Trane products that you installed. The consumer will need that information at registration and having that will make the process more efficient for them. A leave behind registration template has been provided for you.
5. Make sure that you provide your customer the new Use and Care Guide or IOM manual that has the new limited warranty terms.

Future Benefits

Product Registration provides many possible future benefits. In the event of product service issues, field product rework, or the unlikely event of product recall, Trane will have the list of consumers who own those products if they registered. This could provide for a much more efficient process to identify where those products are installed. These are potential future benefits for everyone who sells Trane Products. For today, the benefit to you is having the industry's best limited warranty offering. That is what you expect from Trane. We've delivered.