

CHANGES TO WARRANTY REGISTRATION

MEMO NAME:

Changes to Warranty
Registration

CHANNEL:

IWD

EFFECTIVE DATE:

Jan. 1, 2020

PUBLICATION:

Version 1

To improve the customer experience for American Standard residential dealers and homeowners, on January 1, 2020, product registration requirements were removed from American Standard branded residential products. Ameristar branded products still require registration to receive the longer limited warranty term.

Equipment with serial numbers that begin with 20 will receive the longer, registered, limited warranty terms without having to register.

The manufacturer's limited warranty will continue to cover manufacturing defects as it has previously. The term of the manufacturer's limited warranty is primarily 10 years on parts, but this can vary based upon the unit model. Please refer to the manufacturer's limited warranty document in the ship-with literature for exact limited warranty terms.

The existing product registration websites will continue to be functional after January 1, 2020 to allow for registration look up for historical registrations and for registration of equipment.

If a customer wants to register their new product after January 1, 2020, they will still be able to register. If a unit is registered, the manufacturer's limited warranty will not be changed.

If you have any questions regarding the warranty changes, please reach out to your

Regional Manager or contact the product registration team:

855-260-2975 | product.registration@concentrix.com



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Our existing inventory was purchased and shipped to us before January 1, 2020. What are the limited warranty terms for this inventory?

Registration is required within 60 days of installation to receive the benefit of the longer, registered limited warranty term. If products are not registered, the shorter base, limited warranty terms will apply.

In the warranty system the start date is incorrect, how do I have this date corrected?

Currently there are two methods to change a start date:

1. Distributors are welcome to reach out to the product registration call center at 855-260-2975 or product.registration@concentrix.com; or
2. As a last resort the products can be registered through the brand websites which will allow a start date change during the registration process.

What are the warranty terms for residential products installed in a commercial application?

The assumption is that all residential products are installed in a residential application. For this reason, the equipment will receive the residential limited warranty terms. If, during the life of the warranty, it is determined residential equipment is installed in a commercial application, the limited warranty terms are subject to be changed to terms that are applicable for commercial applications.

Our existing inventory has a limited warranty document inside the box. Is this document going to be accurate for shipments?

No, the ship-with documentation does not reflect this new 'no-registration-required' policy and will be updated in the near future. The equipment shipped will receive the correct, longer registered limited warranty terms that are being applied.

Will home sale and term changes still apply?

Home sale, possible term changes and limited warranty transfer requirements will apply for all registered products.

Who should we contact for concerns with product registrations, limited warranty transfers, and home sale concerns for registration completed before January 1, 2020?

Please contact the existing product registration team for these concerns.
855-260-2975 or product.registration@concentrix.com

How can I tell by a serial number if a unit requires registration to receive the longer registered limited warranty terms?

Checking limited warranty using the unit serial number will confirm if the unit was shipped prior to January 1, 2020 and requires registration.

I have a customer that does a lot of Residential New Construction (RNC) work. What is the start date of the limited warranty for RNC and how can a dealer, builder or homeowner get the limited warranty start date changed?

1. The limited warranty start date for RNC projects is the date the builder closes on the sale to the first homeowner. There are several methods to request a start date change: Distributors are welcome to reach out to the product registration call center at 855-260-2975 or product.registration@concentrix.com to request a start date change
2. An installing contractor or homeowner should reach out to Product Registration team and request a start date change. The installed serial numbers will be required, also, closing documents maybe requested to validate the closing date
3. As a last resort the products can be registered through the brand websites which will allow a start date change during the registration process

How should we lookup limited warranty coverage after required registration ends?

All of the normal locations to lookup limited warranty coverage will remain in place and active. There are no changes to how customer's lookup limited warranty for a unit.

Some of my customers will want to continue to provide the homeowner an individualized limited warranty certificate can this still be done?

Yes, to provide an individualized limited warranty certificate that has the homeowner name, address, dealer contact information, installed models/serial numbers and the limited warranty start and end dates a registration will need to be completed. When the registration is completed, an individualized limited warranty certificate can be printed out.

Do I still have to register Ameristar products?

Yes, registration is still required for Ameristar products.