

100% Satisfaction Guarantee

Engage with Customers | Estimated Annual Program Value: \$1,000

Included With

- Certified Comfort Expert

Certified Comfort Expert contractors can offer homeowners a 100% satisfaction guarantee on all our products that they install and service. If a homeowner is not satisfied with the performance of the comfort system, the installing contractor may attempt to repair the equipment to satisfaction or pursue replacements or refunds with the support of our distributors and manufacturer technical services teams.

How to Participate

1. Discuss a partnership with our brand with your Distributor Representative or Territory manager
2. Distributor enrolls the dealer in the “100% Satisfaction Guarantee” program in the Marketing Dashboard and populates all the necessary information on the enrollment form
3. Upon successful enrollment, contractor may begin to offer the benefit

Using the Program

- “100% Satisfaction Guarantee Homeowner Registration Form” must be completed and signed by homeowner during the installation phase. Dealer must complete and retain appropriate Ducted Systems Start Up form. Dealer must provide copy of Homeowner Registration Form and completed Start up Sheet to distributor within 30 days. Product must be registered within 90 days of installation.
- If homeowner is not satisfied with original equipment, dealer must attempt to repair unit/system prior to replacing or removing equipment.
- If equipment cannot be repaired, dealer must get distributor approval to replace or refund.
- Dealer must file a completed “100% Satisfaction Dealer Claim Form”, Homeowner Registration Form and Ducted Systems Start Up form previously completed at installation with the distributor.
- For distributor reimbursement of purchase price from manufacturer of replaced or refunded original equipment, distributor must file a standard warranty claim in reference to the Service Inquiry issued. Original equipment must be returned to distributor and either donated or given to a trade school. Equipment may not be re-sold. If equipment is donated, documentation will be required.

Key Resources and Contacts

Additional information about this program can be found in HVAC Navigator using the following path:

Navigator -> Marketing -> Marketing Navigator -> Program Operating Resources

Ducted Systems Channel Marketing

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