

First-Year Unit Replacement

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

Included With

- **Certified Comfort Expert**

Certified Comfort Expert contractors can offer homeowners a First Year Replacement Warranty on all our products that they install and service. If a product sold and installed by a Certified Comfort Expert Contractor has a failure of a major component before the first anniversary of installation, the dealer has the option to receive and install a replacement as well as the labor to install the new product*. Major components include compressor, outdoor coil, reversing valve and heat exchanger.

*The purchase of an extended labor warranty will be required for labor coverage. DOA is 30 days.

How to Participate

1. Discuss a partnership with our brand with your Distributor Representative or Territory manager
2. Distributor enrolls the dealer in the “First Year Unit Replacement” 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

- “First Year Replacement Warranty 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 on Ducted Systems Warranty Registration site within 90 days of installation.
- Failure to register warranty will result in loss of First-Year Replacement Warranty.
- Dealer must be registered as a CCE Dealer at time of installation.
- The purchase of an extended labor warranty will be required for labor coverage. DOA is 30 days.

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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