

## HEAT EXCHANGERS - WARRANTY OPTIONS 2023

Revised 10.27.23

INSTALL DATE	OPTIONS	SERIAL/PARAMETERS	RESULT	WARRANTY PROCESSING NOTES
<p><b>WITHIN 20 YEARS OF INSTALL DATE*</b></p> <p>*Must check entitlement screen for installation date. If the unit is not registered, assume the install date is 6 weeks after the factory ship date (available on the entitlement screen.)</p> <p><b>DECIPHERING SERIAL #'S</b></p> <div><div>1</div><div>8</div><div>0</div><div>8</div><div>A</div><div>9</div><div>9</div><div>9</div><div>9</div><div>9</div><div>WEEK</div><div>YEAR</div></div>	REPLACE THE SECONDARY HEAT EXCHANGER	Serials up to the 18 <sup>th</sup> week of 2008 follow <b>SMB090024A</b> .	The dealer replaces the secondary heat exchanger and is reimbursed for all associated heat exchanger parts+ receives labour credit for the secondary heat exchanger.	<b>Bulletin claim SMB090024A applies:</b> <ul style="list-style-type: none"><li>❖ <u>Primary Heat Exchanger (if replaced)</u><ul style="list-style-type: none"><li>▪ Submit a STANDARD warranty claim BEFORE the secondary claim is submitted.</li><li>▪ Standard parts only coverage (no labour).</li></ul></li><li>❖ <u>Secondary Heat Exchanger</u><ul style="list-style-type: none"><li>▪ Claimed on a <u>BULLETIN warranty claim</u> (SMB090024A).</li><li>▪ Can include Secondary with the Coupling Box Kit, Cold Spot Baffle, Cell Inlet &amp; Outlet Panels.</li><li>▪ The furnace inspection certificate (must be completed &amp; attached to the claim).</li></ul></li></ul>
	SMB090024A	Serials between:  19 <sup>th</sup> week of 2008 to 51 <sup>st</sup> week of 2011	The dealer replaces the secondary heat exchanger and is reimbursed for all associated heat exchanger parts + receives labour credit for the secondary heat exchanger.	<b>One Standard warranty claim (Primary &amp; Secondary combined):</b> The following are important changes to be made to your claim to receive the labour credit in addition to the parts credit: <ul style="list-style-type: none"><li>▪ <u>Secondary Heat Exchanger MUST be marked as the CAUSAL part &amp; the Labour Repair type MUST be changed to "Secondary Heat Exchanger"</u></li><li>▪ Can include Primaries, Secondary with the Coupling Box Kit, Cold Spot Baffle, Cell Inlet &amp; Outlet Panels.</li><li>▪ The furnace inspection certificate must be completed &amp; attached to your claim.</li><li>▪ Enter 4.0 hours in the labour section</li></ul>
	NEW FURNACE	SERIALS UP TO WEEK 51, 2011 FOLLOW <b>SMB090024B</b>	The dealer replaces furnace and is credited towards the new furnace + labour. Furnace reimbursement of \$270 + \$438.75 labour (Total \$708.75).	<b>REPLACING THE ENTIRE FURNACE:</b> <ul style="list-style-type: none"><li>❖ Furnace Change Out – Done in Service Bench<ul style="list-style-type: none"><li>▪ Bulletin Claim SMB090024B.</li><li>▪ New furnace information gets entered in claim comments only.</li><li>▪ The furnace inspection certificate must be completed &amp; attached to your claim.</li></ul></li></ul>
		<b>DEALER FURNACE TRADE IN - DEALERS ONLY</b> <b>Refer to Dealer Handbook for eligibility dates &amp; deadlines.</b>	<b>This program is available to Carrier &amp; Bryant Dealers only.</b> <b>NEW: Effective October 1, 2022, Carrier will no longer issue pre-paid cards to be sent to the consumer. All Furnace Trade-In allowances should be provided to the homeowner as an instant rebate off invoice.</b>	Available to Carrier & Bryant Dealers only. This rebate is not done on Service Bench - these are claimed on the following marketing sites: <ul style="list-style-type: none"><li>➢ New Carrier Furnace, claim on: <a href="http://www.carrierincentives.com">www.carrierincentives.com</a>.</li><li>➢ New Bryant Furnace, claim on: <a href="http://www.bryantpromotions.com">www.bryantpromotions.com</a></li></ul> Dealers will receive monthly reimbursement from CE Canada in accumulated form for all claims submitted in prior month for Trade-In Program.
<p><b>WITHIN 15 YEARS OF INSTALL DATE**</b></p> <p>**Must check entitlement screen for installation date. If the unit is not registered, assume the install date is 6 weeks after the factory ship date (available on the entitlement screen.)</p>	NEW FURNACE	SERIALS UP TO WEEK 51, 2011 FOLLOW DSB19-0022. BULLETIN # ON CLAIM: <b>SMB190022</b>	Dealer purchases a qualifying/approved furnace at regular price. Refer to the Matrix in bulletin DSB19-0022. Submit a Bulletin claim in Service Bench and receive a credit for furnace price paid LESS \$800.	<b>Unit Exchange claim done in Service Bench. Bulletin # SMB190022</b> New unit model/serial/invoice gets entered in Service Details section of claim.  <i>Example: An approved furnace is purchased for \$2300. The warranty credit will be \$1500. (\$2300 - \$800 = \$1500)</i>  <i>Important: Carrier/Bryant equivalents allowed, change in size allowed, but no equipment upgrades are allowed.</i>
<p><b>Serials Numbers:</b> <b>2993xxxxxx – 5111xxxxxx</b> * ** to qualify, all criteria must be met: serial, years of service and model.</p>	<p><b>*WITHIN 20 YEARS OF INSTALL</b> * A serial prior to 2003 would most likely NOT qualify, because the 20- year rule applies. Example: A furnace installed December 5, <u>2003</u>, would qualify up to December 5, 2023.</p> <p><b>**WITHIN 15 YEARS OF INSTALL</b> ** A serial prior to 2008 would most likely NOT qualify, because the 15- year rule applies. Example: A furnace installed December 5, <u>2008</u>, would qualify up to December 5, 2023.</p>			<p><b>Qualifying furnaces:</b> <b>Bryant:</b> 340A, 340M, 345M, 350A, 350M, 351D, 352A, 352M, 353A, 353B, 353M, 355A, 355B, 355C, 355M <b>Carrier:</b> 58 series MCA, MCB, MEC, MSA, MTA, MTB, MVB, MVC, MVP, MXA, MXB, UVB <b>Payne:</b> 490A, PG9M, PG9UAA</p>
<p><b>How to Attach A document to a claim:</b> 1. While in claim select <b>Manage Attachments</b> (At the top of claim page) 2. Select <b>Create New</b> (At the bottom of page) 3. Select <b>Choose File</b> (Select the file from your computer) 4. Select <b>Save</b> (At the bottom of page) 5. Select <b>Edit Claim</b> (On the top of page) 6. Click <b>Submit</b> (At the bottom of your claim page)</p>				