

## AMANA/GOODMAN WARRANTY GUIDELINES

This document, and the forms referred to below can be found on the warranty page of our website: [www.hvacdist.com/warranty.asp](http://www.hvacdist.com/warranty.asp).



### EQUIPMENT REGISTRATION

- **Registration MUST BE DONE within 60 days of installation** on the Goodman or Amana websites: [www.goodmanmfg.com](http://www.goodmanmfg.com) and [www.amana-hac.com](http://www.amana-hac.com). Equipment cannot be registered on ServiceBench.
- Failure to register within 60 days of installation will result in the loss of an additional 5 year parts and lifetime compressor/unit replacement.
- In order to receive the lifetime unit replacement on equipment 14 SEER and above, the outdoor unit must be matched with an indoor coil or air handler. During registration, please enter the units exactly as follows or the matchup WILL NOT be recognized:  

Enter the Outdoor Unit (A/C or Heat Pump). Once the outdoor unit is registered, it will ask you if you installed an outdoor unit at the same time. Click “yes” and enter your coil or air handler, and then your furnace or blower.
- HVAC Distributors personnel cannot register products on behalf of any dealer.
- Registered unit is valid for the original homeowner. If equipment is transferred to another homeowner, the system reverts back to the original 5-year standard warranty.
- 6-10 year limited parts warranties previously only eligible on single family residences, are now eligible on multi-family residences that are not owner-occupied as long as the equipment registration occurs within 60 days of the original registration date.

### EXTENDED LABOR CONTRACTS

- Extended Warranty Service Agreements are available for residential installations and new residential home construction. Installation of equipment in business or commercial properties DOES NOT qualify for extended warranty plans.
- Extended warranties can be purchased up to one year from the original date of installation.
- Promotional prices are not available for Residential New Construction. Plans must be purchased at the full retail price.
- The following units are not eligible for Extended Services Coverage:
  - VSX13 and VSZ13
  - GSC13 and GSH13
  - PTAC – no registration required
  - CPC/CPH/CPG Commercial Units
- **Unit Replacements** – to update contract information following a unit change out, DO NOT enter a new contract. The dealer must use the Unit ChangeOut Form that can be found on the warranty page of HVAC Distributors website. This form should be filled out with the required information and faxed to Goodman directly.

- **Homeowner Warranty Certificates** – regardless of what promotional plans are in effect, the homeowner certificate will show the Amana/Goodman base extended warranty plan code. This is a default mechanism.
- HVAC Distributors personnel cannot purchase extended labor contracts on behalf of any dealer.

### **SERVICEBENCH CLAIMS**

- **Labor claims must be entered within 45 days from the date of repair.**
- Parts credits are paid from HVAC directly, labor is paid from Goodman to customer by check.

### **Coil Claims**

- If there is an extended labor contract on the equipment, submit a parts and labor claim on ServiceBench. If there is no extended labor contract, submit the parts claim only.
- Coils that start with 4 letters (i.e. CAPF, CHPF and CAUF) are entered in the top section of the claim form.
- Coils that start with numbers (i.e. 0130) are entered in the bottom section of the claim form.
- Submit coils with accessory parts, such as TXVx, driers, etc., on the same claim in the bottom section of the form.

### **Lifetime Unit Exchange**

- Lifetime Unit Exchanges should be done through HVAC Distributors, NOT through ServiceBench. To place a claim for a Lifetime Unit Exchange, please contact your inside sales representative.

### **Parts & Other Items**

- Claims for parts and other accessories should be entered on ServiceBench.

Additional help can be found by going to our website, [www.hvacdist.com](http://www.hvacdist.com) and clicking on Warranty > Warranty Help-ServiceBench Instructions & Videos.