

## 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 Warranty Express.
- 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 Amana equipment that is 16 SEER and above, the outdoor unit must be matched with an indoor coil or air handler.
- 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. The extended registered coverage WILL NOT transfer to another owner.
- 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
- **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.

## **WARRANTY EXPRESS CLAIMS**

- **All 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**

- Coils that start with 4 letters (i.e. CAPF, CHPF and CAUF) should be entered as a Unit Exchange under the 'Warranty Claim Type' at the beginning of the claim.
- If there is an extended labor contract on the equipment, the labor box should be checked when filing the Unit Exchange.
- When submitting coils with accessory parts, such as TXVs, driers, etc., submit them on a separate claim before claiming the coil exchange.
- Coils that start with numbers (i.e. 0130) are entered in the parts section of the claim form.

### **Lifetime Unit Exchange**

- Lifetime Unit Exchanges should be done through HVAC Distributors, NOT through Warranty Express. 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 Warranty Express.

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