



BRYANT RED SHIELD

UNIT REPLACEMENT WARRANTY



PROGRAM OVERVIEW AND CLAIM PROCESSING GUIDE

PROGRAM OVERVIEW • UNIT REPLACEMENT CLAIM AUTHORIZATION FORM
CLAIM ENTRY INSTRUCTIONS • FREQUENTLY ASKED QUESTIONS

This document includes updated procedures to file a claim in conjunction with the Bryant Red Shield unit replacement warranty policy for applicable models. The procedures outlined in this guide replace the claiming procedures that were documented in Service Bulletin number SMB20-0013 from February 2020.



COMFORT YOU CAN COUNT ON

We are excited to announce that the Bryant Red Shield 10-year unit replacement limited warranty has been expanded to include additional Evolution™ air conditioner, heat pump, gas furnace, and fan coil models.

What is the Bryant Red Shield Warranty?

The Bryant Red Shield is a 10-year unit replacement warranty available only to the original homeowner who purchased the unit. If any of the products below fail due to a qualifying major component failure during the applicable unit replacement limited warranty time period, a one-time replacement with a comparable Bryant unit will be provided. This unit replacement warranty is in addition to the standard parts warranty. Please see warranty card for full details.

Which models include the Red Shield warranty?

Applicable Red Shield models are identified on the following page. Note the following models are new to Red Shield as of September 2022: 189B, 288B, 880T/881T, 986T, and FE4, and for these models the unit replacement limited warranty applies to equipment installed and registered on or after September 1, 2022 and manufactured on or after January 1, 2022.

What are the major component failures which qualify a unit for Red Shield replacement on applicable models?

For air conditioners and heat pumps: compressor failure. For gas furnaces: primary heat exchanger failure. For the fan coil: evaporator coil failure. Any other component failures do not qualify for unit replacement and would be handled under terms of the standard parts warranty.






How do you register for the Bryant Red Shield warranty?

As with the parts warranty, the unit must be registered within 90 days of installation on bryant.com. The unit replacement warranty will default to a five-year unit replacement limited warranty if registration is not completed within 90 days of installation.

BRYANT RED SHIELD 10-YEAR UNIT REPLACEMENT WARRANTY



What products are eligible for the Bryant Red Shield Warranty?

	Model	Warranty Card Excerpt <i>(See warranty card for full details).</i>
Air Conditioners	 <p>Model 186C Model 189B</p>	<p>Available to original purchaser in owner-occupied single family residential applications only, and is not available to subsequent homeowners. If the compressor fails due to defect during the applicable unit replacement limited warranty time period, a onetime replacement with a comparable Bryant unit will be provided. This unit replacement warranty is in addition to the standard parts warranty. Proof of purchase and installation date will be required. The unit replacement limited warranty replacements are subject to review and verification by a Bryant representative. The remaining balance of the original unit's standard warranty will be transferred to the replacement unit.</p>
Heat Pumps	 <p>Model 284A Model 288B</p>	
90% Gas Furnaces	 <p>Model 987M* Model 986T</p>	<p>Available to original purchaser in owner-occupied single family residential applications only, and is not available to subsequent homeowners. If the heat exchanger fails due to defect during the applicable unit replacement limited warranty time period, a one-time replacement with a comparable Bryant unit will be provided. This unit replacement warranty is in addition to the standard parts warranty. Proof of purchase and installation date will be required. The unit replacement limited warranty replacements are subject to review and verification by a Bryant representative. The unit replacement limited warranty replacements require pre-approval from a Bryant representative and are subject to review and verification by Bryant. The remaining balance of the original unit's standard warranty will be transferred to the replacement unit.</p>
80% Gas Furnaces	 <p>Model 880T Model 881T</p>	
Fan Coil	 <p>Model FE4</p>	<p>Available to original purchaser in owner-occupied single family residential applications only, and is not available to subsequent homeowners. If the evaporator coil fails due to defect during the applicable unit replacement limited warranty time period, a one-time replacement with a comparable Bryant unit will be provided. This unit replacement warranty is in addition to the standard parts warranty. Proof of purchase and installation date will be required. The unit replacement limited warranty replacements are subject to review and verification by a Bryant representative. The remaining balance of the original unit's standard warranty will be transferred to the replacement unit.</p>

When you choose reliable Bryant products for your home heating and cooling needs, you don't just get industry-leading products - you also get dependable warranty coverage to protect your family's investment.

Visit Bryant.com for full warranty Information.

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- Claims filed in ServiceBench application
- Step-by-step instructions in next pages
- Submitted claim **MUST** include Unit Replacement Authorization Form, with all required signatures



Unit Replacement Authorization Form

Required Signatures

(claim will not be processed without these)

Signing this claim indicates you have reviewed the information and agree to its authenticity and accuracy.

Homeowner:

Printed Homeowner Name

Signature

Date

Dealer:

Name of Dealer

Printed Name of Dealer Representative

Signature

Date

Distributor:

Name of Distributor

Printed Name of Distributor Service Manager

Signature

Date

For instructions on how to attach this form to the unit replacement claim in ServiceBench, please refer to the Bryant Red Shield Unit Replacement Claims Processing Guide available in the HVAC Partners website.



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CLAIM ENTRY

To Begin your claim

Search Entitlement

- Review coverage
- Click Start New Claim

ENTITLEMENT SEARCH

Service Administrator	Carrier Corporation
Serial Number*	0321A46099
 Model Number	987MB60080C21
 First Name	
 Last Name	
 Phone	
 Service Contract Number	
CHECK ENTITLEMENT	
 Install Date	02/01/2022
 Application Type	Owner Occupied Residential ▼

Product Name:	97 AFUE 80k Modulating Comm ECM Furnace
Model Number:	987MB60080C21
Discrete Model Number:	987MB60080C21A-A
Serial Number:	0321A46099
Owner:	
Address:	
Phone:	
Manufactured Date:	01/20/2021
Shipped Date:	01/25/2021
Date Installed:	
Registration Date:	
Date Transferred:	
Warranty Policy Code:	CP201
Warranty Policy Description:	FOR SPECIFIC COVERAGE ON NON-REGISTERED UNITS INSTALLED IN OWNER OCCUPIED, NON-OWNER OCCUPIED AND COMMERCIAL APPLICATIONS, REFER TO WARRANTY CERTIFICATE
Mark As:	
Sold to Distributor Name:	Auer Steel and Heating Supply Company, Milwaukee, HQ
Sold to Distributor Number:	30162
Sold to Distributor City:	Milwaukee
Sold to Distributor State:	WI
Replacement Of Model(s):	

Warranty Claims Must Be Submitted Within 90 Days of the Repair Date Claims submitted beyond 90 days from the date of repair may be automatically rejected.

Warranty Information

Brand	Application Type	Original Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
ALL	Owner Occupied Residential	Subsequent	Primary Heat Exch- Furnace	20 years	01/01/2009	02/01/2022	02/01/2042
			Secondary Heat Exch-Furnace	20 years			02/01/2042
Brand	Application Type	Original Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
ALL	Owner Occupied Residential	Original	Primary Heat Exch- Furnace	20 years	01/01/2009	02/01/2022	02/01/2042
			Secondary Heat Exch-Furnace	20 years			02/01/2042
			Standard Parts Warranty	5 years			02/01/2027
Brand	Application Type	Original Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
ALL	Owner Occupied Residential	Subsequent	Standard Parts Warranty	5 years	01/01/2012	02/01/2022	02/01/2027

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CLAIM ENTRY

Enter Required Claim Detail

- Warranty Type = Bulletin
(the system will change it to Unit Exchange once the Replacement Model/Serial are entered and saved on the claim).
- Type the words RED SHIELD in the Bulletin/Authorization Number field.
- Add the required form as an Attachment to the claim, prior to submittal.

Reference Number	RedshieldTest1		
Model Number*	987MB6080C21	<input type="checkbox"/> Competitive Equipment	
Serial Number	0321A46089	<input type="checkbox"/> Stock Unit	
Warranty Type *	Bulletin ▼	Unit Installed/Startup Date	05/05/2021

***** Hit the SAVE key to auto populate the unit registration information

EQUIPMENT INSTALLATION INFORMATION

Equipment Owner Company Name	Test		
Installation Owner First Name		Installation Owner Last Name	
Installation Address*	4321 PeachTree Street		Address Line 2
City, State/Province, Postal Code*	Atlanta	GA	30092
Country *	UNITED STATES ▼		
Email			
Phone 1		Phone 2	
Application Type	Owner Occupied Residential ▼	Original Equipment Owner	YES ▼

SERVICE DETAIL INFORMATION

Fail Date*	05/01/2022	Repair Date *	05/15/2022
Optional Contract Number			
Bulletin/Authorization Number	RED SHIELD	<input type="checkbox"/> Credit Card Payment	

***** If the unit has been replaced fill in the New Model and Serial fields

Replacement Model Number	987MB6080C21	Replacement Serial Number	0421A57199
Replacement Invoice Number		Replacement Unit Price	
Replacement Disposition		Replacement Mark Up	
Replacement Approved Amount		Requested Replacement Amount	

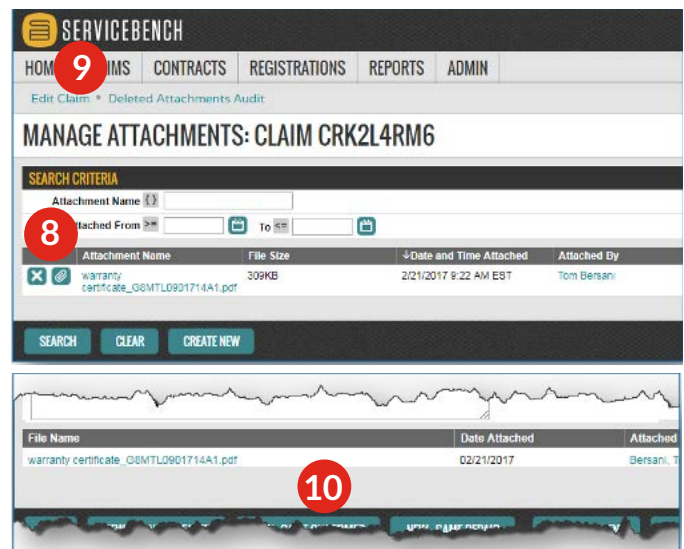
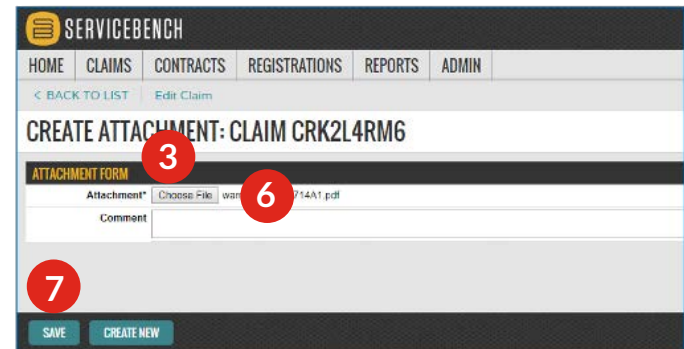
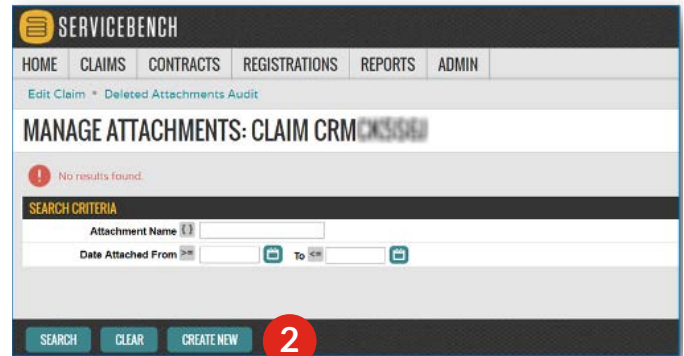
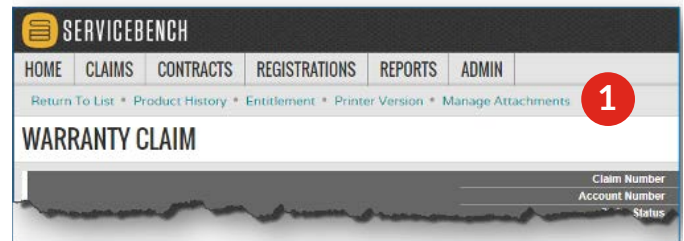
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CLAIM ENTRY

ADD the required Red Shield Unit Replacement Authorization Form

1. Click Manage Attachments link at the top of the claim form.
2. Click CREATE NEW button.
3. Click on Choose File button
4. Select your file from your computer.
5. Click Open.
6. You should see your file name here.
7. Click SAVE.
8. Confirmation that document has been attached; note you can view the attachment by clicking the paperclip icon, or you can delete the attachment by clicking the "X".
9. Click on the Edit Claim link.
10. The attachment will be a link at the bottom of the claim.



FREQUENTLY ASKED QUESTIONS

What if the original model being replaced under the Red Shield warranty is no longer available?

The replacement unit should have characteristics equal to or, in limited circumstances, better than those of the failed unit. In general, an acceptable replacement unit is one with the same size, efficiency, and other significant characteristics as those of the failed unit. If a significant feature is no longer available, then the next best feature is allowed. The distributor should contact their Bryant TSM for authorization to use a replacement unit with significant characteristics different from those of the failed unit.

What warranty duration does a replacement unit receive under the Red Shield program?

Replacement units are covered by the remaining warranty period of the original unit which was replaced.

Is the cost of labor to install the replacement unit covered under the Red Shield program?

A \$300 labor allowance for the dealer for installation of the replacement equipment is included with an approved Red Shield claim. The \$300 reimbursement is processed automatically after the Red Shield claim has been processed and approved.

Is the detailed Failed Component Evaluation form previously required with a Red Shield claim submission no longer necessary?

Correct – the former failed component authorization form is being replaced with a new Unit Replacement Authorization Form, which is included in this document.

If there is a qualifying component failure, do I have the option of either getting a replacement unit OR just having the failed component replaced?

The option would exist to have only the failed component replaced under the standard parts warranty if preferred, but labor charges to replace the failed component would not be covered under the standard parts warranty.

What if I have inventory on the newly added Red Shield models which includes the prior warranty card which does not indicate Red Shield warranty eligibility?

If the date of manufacture on the unit is after 1/1/22 and the unit is installed after 9/1/22, it will show as Red Shield eligible in the warranty system upon registration.

How does the Red Shield unit replacement warranty play with the Bryant Factory Authorized dealer (BFAD) 100% satisfaction guarantee when it comes to unit replacement as both have provisions for a unit to be replaced under certain conditions?

As these programs are administered separately, there are scenarios where a homeowner could receive separate unit replacements at different points in time if conditions for unit replacement were met under each program's guidelines.

If a failed unit qualifies for a Red Shield unit replacement during the Bryant BFAD 100% satisfaction guarantee period, the unit replacement claim should be filed as a Red Shield claim. If subsequent issues were to arise during the remaining Bryant BFAD 100% satisfaction guarantee period which would warrant unit replacement, then a subsequent unit replacement claim could be filed as a BFAD 100% satisfaction guarantee claim.

FREQUENTLY ASKED QUESTIONS

Is the Red Shield warranty transferable to a new homeowner if the house is sold?

No, the unit replacement limited warranty applies only if claimant is the original purchaser of the product. Proof of purchase and installation date will be required.

Are there plans to add additional products to Red Shield in the future?

There are no current plans to add additional products to Red Shield in the future.

What are the major component failures which qualify a unit for Red Shield replacement on applicable models?

For air conditioners and heat pumps: compressor failure. For gas furnaces: primary heat exchanger failure. For the fan coil: evaporator coil failure. Any other component failures do not qualify for unit replacement and would be handled under terms of the standard parts warranty.

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01-8110-1710-01

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