



Consumer Choice Warranty

Pick Your Plan for Comfort and Peace of Mind

You have a lot of choices when it comes to indoor comfort. And when you choose Carrier, it goes beyond deciding which of our innovative heating, cooling and indoor air quality products make the most sense for your home. Once you've settled on a system, the Consumer Choice Warranty gives you another choice. It puts the power to pick the warranty protection you want firmly where it belongs – in your hands.



WHAT IT IS...

The Consumer Choice Warranty offers two warranty options upon timely registration:

- Ten-year parts-only limited warranty
- Five-year parts limited warranty plus a three-year labor warranty on eligible equipment

Because you make the decision, this program gives you confidence that your comfort is covered in a way that makes sense for you.

WHAT IT DOES...

We are proud of our history of delivering comfort and peace of mind with innovative products backed by the industry's best warranties. Now, the Consumer Choice Warranty gives you additional peace of mind knowing you can choose the coverage that makes you the most comfortable.

HOW IT WORKS...

Once your system is installed, you have 90 days to register the equipment and choose the warranty option that gives you the most peace of mind – longer overall time period or added labor coverage.

WHY TO CONSIDER...

The 10-year parts-only limited warranty does not include the cost of labor to install those warrantied parts. The cost of labor needed to complete any needed repairs varies and, in some cases, can be significant. As such, a warranty which provides both parts and labor coverage may be a preferred option.

Product Eligibility

The Consumer Choice Warranty program is available for residential products and residential applications only. Carrier systems installed as part of a residential new construction home are not eligible for this program.

Eligible residential equipment includes:

- Air Conditioners • Heat Pumps • Gas Furnaces • Oil Furnaces • Fan Coils • Evaporator Coils •
- Ductless Systems* • Small Packaged Products (SPP) • Boilers • Humidifiers • Ventilators •
- Whole Home Air Purifiers • Infinity Communicating Controls •



* Ductless value tier excluded

Frequently Asked Questions:

✓ How do I register my new Carrier equipment?

Products can be registered on the Carrier.com website or by phone. Verification is provided via email only, so be sure to include your email address.

✓ Can I change my Consumer Choice Warranty options after completing my registration?

Yes, but only during the original 90-day registration period and only if no warranty claims have been previously submitted and if no extended service agreement offers were purchased through our partner, AIG, when presented at the time of product registration. You will be able to switch between Consumer Choice Warranty options through the Manage Registrations function on the Carrier.com website.

✓ What happens if my Consumer Choice eligible equipment is not registered within 90 days of installation?

Your warranty will default to the standard five-year parts-only warranty and you will no longer be eligible for the Consumer Choice Warranty options.

✓ What happens in California, Quebec, and other jurisdictions that prohibit warranty benefits conditioned on registration?

Equipment not registered within 90 days defaults to a 10-year parts-only warranty and the option to select the five-year parts + three-year labor option will no longer be available.

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