



STEPS FOR DEALERS TO ENROLL IN THE CONSUMER CHOICE PROGRAM

- 1. Dealer principal needs to review the Consumer Choice dealer agreement and electronically agree to the program terms and conditions.**

The agreement can be accessed at hvacpartners.com

Note: Dealer principal must have HVACpartners login credentials to access this agreement. If credentials are needed, they can be obtained by clicking [here](#) and scrolling down to “Let’s create an account”

- 2. Dealer needs to ensure an account is set up with AIG, Carrier’s warranty partner*.**

Enroll on the Climate Shield Complete portal at climateshieldcomplete.com

OR

Call 866-538-8922 or email hvacsupport@aig.com to get set up and/or have an AIG representative contact you

- 3. Ensure dealer personnel who register equipment on behalf of homeowners possess HVACpartners login credentials**

- With the launch of Consumer Choice, a new requirement is that dealer personnel who register equipment on behalf of the homeowner must enter their HVACpartners login credentials to proceed
- Instructions and resources provided at HVACpartners login prompt if help or login credentials are needed

*An account with AIG is necessary as AIG will be assisting Carrier by providing labor reimbursement for claims submitted where Carrier’s 5-yr parts + 3-yr labor warranty applies. An AIG account is needed for the processing of this labor reimbursement. An AIG account will also be needed if dealer would like to offer the AIG labor service contract offerings which will be integrated into Carrier’s product registration application. If dealer already has an existing account with AIG, then no additional setup with AIG is necessary.