

# CARRIER CORPORATION

## Carrier Consumer Choice Limited Warranty Options

For designated Carrier branded residential products, a Consumer Choice limited warranty is available from participating Carrier dealers/contractors which provides the opportunity to choose between two Carrier warranty options at the time of product registration. A list of eligible products and applications is outlined below, and the two warranty options include:

1. The default parts only warranty as outlined on the warranty card included with the product. This includes a 5-year warranty on parts<sup>1</sup> which extends to 10-years if product is properly registered within 90 days of original installation. *(See applicable warranty cards for complete details)*
2. As an alternative to the parts only warranty outlined on the warranty card, a 5-year parts + 3-year labor warranty option is also available.\* Eligible products must be registered within 90 days of original installation to be eligible to select this warranty option. If product is registered after 90 days of original installation, the default parts only warranty outlined on the warranty card included with the product will apply. This warranty option is subject to additional terms included below and on the Carrier.com website.

**\*NOTE: This 5-year parts + 3-year labor warranty option is available only if the installing dealer/contractor has elected to participate in the Consumer Choice warranty program and has accepted the Consumer Choice dealer terms and conditions.**

### Consumer Choice Warranty Eligible Products

- Air Conditioners
- Oil Furnaces
- Packaged Products
- Boilers
- Whole Home Air Purifiers
- Heat Pumps
- Fan Coils
- Ductless Systems\*
- Ventilators
- Infinity System Controls
- Gas Furnaces
- Evaporator Coils
- Humidifiers

*\*excluding value tier which is only eligible for 5-yr parts warranty only*

### Consumer Choice Eligible Applications

- Only residential applications are eligible for the Consumer Choice warranty
- New residential construction installations are **not** eligible for the Consumer Choice warranty.
- Commercial applications are not eligible for the Consumer Choice warranty.

## **Consumer Choice Warranty Selection**

- The desired Consumer Choice warranty option on eligible models is selected at the time of product registration. Registration can be completed online at <https://productregistration.carrier.com>. Products may also be registered by phone by calling 888-448-4277.
- The Consumer Choice warranty options will only be available during registration for the first 90 days after installation. If not registered within 90 days, the default parts-only warranty will apply.
- After registering equipment, the Consumer Choice warranty option selected can be changed within the first 90 days from installation date if no claims were made under the original warranty option selected.

## **Consumer Choice Warranty – Subsequent Owners**

For subsequent homeowners\*, the warranty will default to a 5-yr parts only warranty.

\*In Texas and other jurisdictions, where applicable, subsequent owner's warranty duration shall match that of original owner as described in applicable law.

## **Consumer Choice Warranty – California, Quebec, and other jurisdictions which prohibit warranty benefits conditioned on registration**

- If product is unregistered, the extended 10-year parts only warranty will be the default warranty. An opportunity to change to 5-yr parts + 3-yr labor if desired within 90 days of installation is permitted.

<sup>1</sup> The parts warranty for heat exchangers on applicable products features a longer warranty duration than other parts. See applicable warranty card(s) for details.

Note that this document outlines elements pertaining to the Consumer Choice warranty options available on applicable Carrier branded residential products. Please see individual product warranty card(s) for balance of applicable warranty details

### **CONSUMER CHOICE WARRANTY OPTIONS**

**UNLESS MODIFIED HEREIN, ALL TERMS AND CONDITIONS SET FORTH IN THE DEFAULT PARTS-ONLY LIMITED WARRANTY ARE INCORPORATED BY REFERENCE IN AND APPLY TO ANY SELECTED CONSUMER CHOICE WARRANTY OPTION. THESE INCLUDE, BUT ARE NOT LIMITED TO, COMPONENT AVAILABILITY, EXCLUDED COMPONENTS, REPAIRS, CARE OF EQUIPMENT, COVERAGE, EXCLUSIONS, DISCLAIMERS, WARRANTY PROCEDURES, AND DISPUTE RESOLUTION (INCLUDING THE ARBITRATION CLAUSE AND CLASS ACTION WAIVER).**

### **Warranty Conditions and limitations for default parts-only warranty option**

See warranty card included with the product (also available on Carrier.com website) for full warranty conditions and limitations for the default parts-only warranty.

### **Warranty Conditions and Limitations for the alternative 5-yr parts + 3-yr labor warranty option**

Carrier Corporation (hereinafter “Company”) warrants qualifying Consumer Choice eligible products as outlined in this document and on the Carrier.com website against failure due to defect in materials or workmanship under normal use and maintenance for a period of 5 years. If a part fails due to defect during the applicable warranty period Company will provide a new or remanufactured part, at Company’s option, to replace the failed defective part at no charge for the part. Alternatively, and at its option, the Company will provide a credit in the amount of the then factory selling price for a new equivalent part toward the retail purchase price of a new Company product. The costs of labor to replace a covered defective part under warranty will be covered for a period of 3 years if the labor is performed by an authorized Consumer Choice dealer of the Carrier Brand.

1. All warranty periods begin on the date of original installation.
2. If the date of original installation cannot be verified, then the warranty period begins ninety (90) days from the date of product manufacture (as indicated by the model and serial number). Proof of purchase may be required at time of service.
3. Repairs for covered parts **must be completed by an authorized Consumer Choice dealer of the Carrier Brand** for the costs of labor to be covered for eligible repairs under warranty. Repairs made by dealers of other brands, including other brands offered by Carrier Corporation, are not eligible for the costs of labor to be covered.
4. See the Carrier Dealer locator at [www.carrier.com/residential/en/us/find-a-dealer](http://www.carrier.com/residential/en/us/find-a-dealer) to find an authorized Consumer Choice dealer of the Carrier Brand. Authorized Consumer Choice dealers will have a Consumer Choice indicator included with their dealer information in the dealer locator.
5. Labor service request must be to an authorized Consumer Choice dealer/contractor prior to the expiration of the three-year labor period and within forty-five (45) days of product failure in order to be eligible for coverage.
6. Labor will be performed during an authorized Consumer Choice dealer of the Carrier brand’s regular business hours (8:00-5:00 on weekdays, excluding holidays) and the homeowner is responsible for additional premium labor charges involved with labor performed outside of normal business hours.
7. The warranty for subsequent homeowners as outlined in this document does not require registration.
8. Product must be installed properly and by a licensed HVAC technician.
9. The warranty applies only to products remaining in their original installation location.
10. Installation, use, care, and maintenance must be in accordance with instructions contained in the installation instructions, owner’s manual and company’s service information.
11. Defective parts must be returned to the distributor through a registered servicing dealer for credit.

**CARRIER IS NOT LIABLE FOR ACTS BY SERVICE PROVIDERS.** The owner acknowledges and agrees that any parts or labor service the owner receives under this warranty is not being provided by Carrier or any Carrier subsidiary or affiliate. Rather, such parts and labor service is being provided by independent dealers. As such, the owner acknowledges and agrees that in no event shall Carrier be liable

for any claims, causes of action, liabilities, personal injuries, property damage or other damages caused (in whole or in part), arising out of, or relating to any third party entity, including, without limitation, Carrier independent dealers providing the owner with parts, labor or service regardless of whether such parts, labor, or service was provided pursuant to or relating to any warranty or labor coverage.

**LIMITATIONS OF WARRANTIES: ALL IMPLIED WARRANTIES AND/OR CONDITIONS (INCLUDING IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE OR PURPOSE) ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES OR PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THE ABOVE MAY NOT APPLY TO YOU. THE EXPRESS WARRANTIES MADE IN THIS WARRANTY ARE EXCLUSIVE AND MAY NOT BE ALTERED, ENLARGED, OR CHANGED BY ANY DISTRIBUTOR, DEALER, OR OTHER PERSON, WHATSOEVER.**

• **THIS WARRANTY DOES NOT COVER:**

1. Any product not installed pursuant to applicable regional efficiency standards issued by the Department of Energy.
2. Any product purchased over the internet.
3. Normal maintenance as outlined in the installation and service instructions or owner's manual, including filter cleaning and / or replacement and lubrication.
4. Failure, damage or repairs due to faulty installation, misapplication, abuse, improper servicing, unauthorized alteration, or improper operation.
5. Failure to start or damages due to voltage conditions, blown fuses, open circuit breakers, or the inadequacy, unavailability, or interruption of electrical, internet service provider, or mobile device carrier service or your home network.
6. Failure or damage due to floods, winds, fires, lightning, accidents, corrosive environments (rust, etc.) or other conditions beyond the control of the company.
7. Parts or equipment not supplied or designated by Company, or damages resulting from their use.
8. Product installed outside the U.S.A. or Canada.
9. Electricity or fuel costs or increases in electricity or fuel costs from any reason whatsoever, including additional or unusual use of supplemental electric heat.
10. Any cost to replace, refill, or dispose of refrigerant, including the cost of refrigerant (if applicable).
11. **ANY SPECIAL, INDIRECT OR CONSEQUENTIAL PROPERTY OR COMMERCIAL DAMAGE OF ANY NATURE WHATSOEVER.** Some states or provinces do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.