



Turn to the Experts.™

## HVACpartners Support and Resources

### If you do not have HVACpartners login credentials:

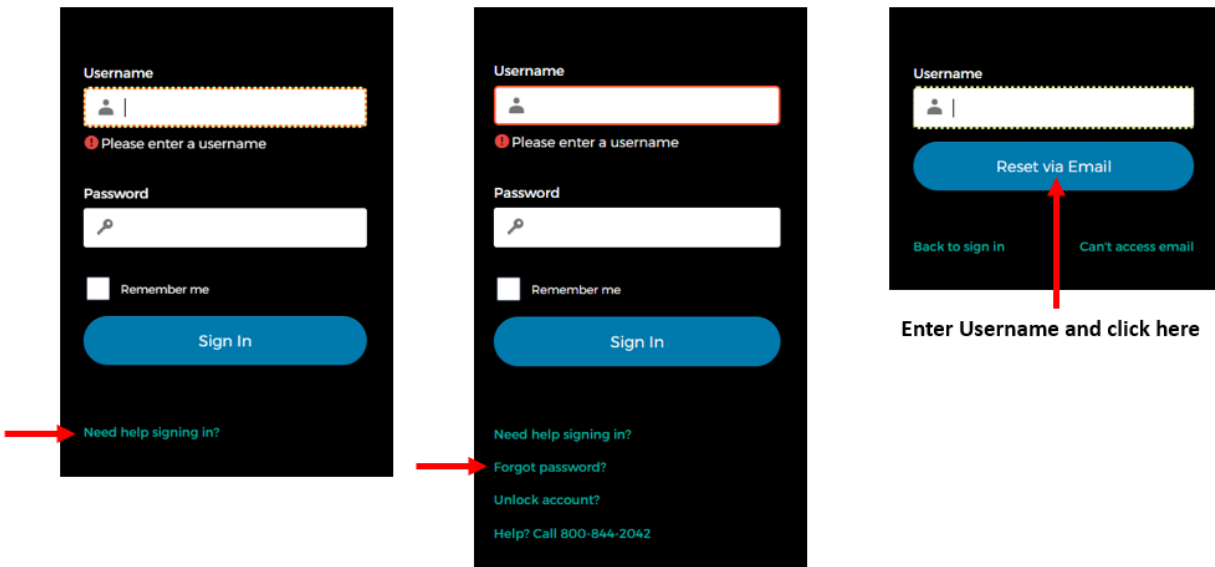
- Contact your distributor and ask to speak with the individual who serves as their HVACpartners website administrator. They will need to set up an HVACpartners user account for you and provide you with a username and password.
- **IMPORTANT:** Ask them to ensure that your HVACpartners account is set up with both a brand relationship and a warranty relationship as these will be required to proceed. (They will know what this means)

### I know I have HVACpartners credentials, but I cannot locate them:

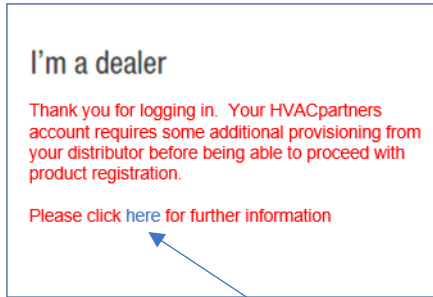
- Contact your distributor and ask them to provide you with these. (You may need to set up a new password in this case)

### I have HVACpartners login credentials, but I have lost my password:

- Your password can be reset on the HVACpartners website. Click [Here](#) and then follow the below path:



**If you receive the below message when entering HVACpartners credentials to proceed with product registration:**



Be sure to click on the "here" for further information and instructions.

**I have an HVACpartners login issue not addressed in this document:**

- You can contact your distributor's HVACpartners administration for assistance
- You can call Carrier's HVACpartners support line at (800) 844-2042. *(This line is for HVACpartners support only)*