



Turn to the Experts.™

Product Registration / Product Warranty

Consumer Frequently Asked Questions

Carrier enhanced its product warranty effective 1/1/09.

These FAQs highlight some of the key points surrounding these enhancements:

What are the minimum requirements to get the enhanced warranty?

To qualify for the enhanced warranty, the following requirements must be met:

- The installation date must be on or after 1/1/09
- The equipment must be installed in a owner-occupied, residential application
- The equipment must be registered within 90 days of installation (or transfer of ownership), and
- The product must be eligible to get the enhanced warranty coverage (not all products are eligible)

Does the 90-day registration requirement begin on the date of installation or the date of purchase?

For the original purchaser the 90-day registration requirement begins on the date of installation. For subsequent owners the 90-day period begins on the date of closing of the purchase of the home.

What if I can't verify the installation date?

If you can't verify the installation date, it defaults to be 90 days from the date of manufacture as indicated by the product serial number. For new construction the installation date is the date of home purchase (closing).

How do I submit a product registration via the Internet?

Use a web browser to enter the URL, www.carrier.com, highlight the "Home Comfort" tab at the top, select "U.S./Canada," and click the "product registration" link. In response, the system displays the product registration form. Just fill in the information and click the "Submit" button at the bottom. The entire process should take just a few minutes.

How can I submit a product registration if I don't have Internet access?

If you don't have Internet access you can ask your dealer for assistance. In turn, the dealer can submit a product registration on your behalf. To do so, the dealer navigates to the online form and completes the form on your behalf. Alternatively, you can call 1-800-CARRIER to have a customer service representative assist you in registering your product.

If I mail a completed product registration document does that satisfy the registration requirement for the enhanced warranty?

Mailing product registration cards to Carrier is an acceptable method of product registration, provided the card is postmarked within 90 days after the installation. However, to get the enhanced warranty, all other requirements for the enhanced warranty must be met.

Do I get a confirmation message when I submit an online product registration?

Yes. A confirmation message is displayed on your browser and can be printed. In addition, the online product registration system sends an email confirmation message when you successfully register a product. However, to confirm your warranty coverage, please refer to the warranty certificate that came with your product.

What if I cannot locate my warranty certificate?

Warranty certificates for most products can be found on the consumer web site. To view a warranty certificate, use a web browser to enter the URL, www.carrier.com, highlight the "Home Comfort" tab at the top, select "U.S./Canada," and click the "product registration" link. Finally, scroll to the bottom of the product registration page and click the 'View Carrier warranty card' link. If you cannot locate your certificate please contact your installing dealer for assistance.

When I submitted an online product registration I received a prompt that said 'serial number not found.' What do I do?

The most common reasons why the online product registration system displays a 'serial number not found' message are:

1. You may be entering the model number instead of the serial number.
2. The serial number may have been inaccurately entered (for example, a zero instead of an uppercase O), or
3. The serial number was not found in our product database.

Check the information you entered and submit it again. If you continue to get the error message please contact your installing dealer for assistance.

Note: Our serial numbers are generally 10-11 characters. The first 4 are numeric followed by an alphabetic character followed by 5 or 6 more numeric characters.

When I submitted an online product registration I received a prompt that said 'serial number has already been registered.' What do I do?

There are 3 reasons why the online product registration system displays a 'serial number has already been registered' message:

1. Someone else – perhaps a spouse or, most likely your dealer – submitted the product registration earlier on your behalf.
2. You entered a serial number – not your own - and it matched one that was already registered to someone else, or
3. Someone else – not related to either you or your dealer – mistakenly entered your serial number with their product registration.

If the system displays this prompt you should:

1. Re-enter the serial number (to ensure the first attempt did not simply contain a data entry error that resulted in the prompt getting displayed), or
2. Check with your installing dealer to see if they have registered your product for you, or
3. You can submit the serial number as entered for review by a customer service representative.

Why do I only get a confirmation number and not a statement of the actual warranty coverage?

As of this writing, the online product registration system is able only to accept product registrations. The capability of matching product registrations with applicable warranty policies is under software development. To confirm your warranty coverage please refer to the warranty certificate that came with your product. Please add your registration confirmation number to your warranty records.

How do I know that my equipment qualifies for the enhanced warranty coverage?

If you meet the conditions stipulated in the warranty certificate that came with your equipment you qualify for the enhanced warranty. If you have any questions regarding your coverage please contact your installing dealer or contact 1-800-CARRIER for assistance.

What if I don't remember if I registered my product?

You can contact 1-800-CARRIER with your model and serial number information.

What if I need to add or update information regarding my product registration?

You can contact 1-800-CARRIER with your model and serial number information.

Why are some products eligible for the enhanced warranty while other products are not?

Consumers who invest in higher-end products also receive a greater peace of mind that comes from an enhanced product warranty. In general, our higher tier products feature a higher tier warranty than lower tier products.

What units qualify for the enhanced warranty?

Please check with your Carrier dealer to determine which products offer the enhanced warranty. We are in the process of updating the product information on our site and it may not reflect the latest coverage changes. You can also contact 1-800-CARRIER for assistance.

Are condominiums eligible for the enhanced warranty?

As long as the condominiums are individually owned and owner-occupied they are eligible.

My business is located in a house. Is the Carrier equipment at that house eligible for the enhanced warranty?

Carrier's enhanced warranties are available for owner occupied homes where the equipment is used for residential heating and cooling requirements. Incidental business use of the home does not alter this coverage so long as the home is primarily used for residential purposes.

If I have a single family dwelling that I own and I rent it out to another party, is the equipment eligible for Carrier's enhanced warranties?

Carrier's enhanced warranties are available for owner-occupied homes where the equipment is used for residential heating and cooling requirements. Rental properties are not owner-occupied and therefore do not qualify.

Does the equipment in my vacation home qualify for the enhanced warranties?

Carrier's enhanced warranties are available for owner-occupied homes (vacation or otherwise) where the equipment is used for residential heating and cooling requirements. But, if your vacation home is used as rental property then it does not qualify as rental properties do not qualify.

I just bought this house and would like to register for the remainder of the extended warranty period. How do I, as a subsequent owner, register?

Visit the consumer web site and click on the product registration link. You'll find an option to identify yourself as a subsequent homeowner. Fill out the form and submit it.

What does it cost for a subsequent owner to register a product?

We are currently waiving the fee to register a product to a subsequent owner.