

Warranty Processes

Parts Warranty Process for a Carrier Furnace from Koch Air:

Warranty Information

- All Carrier furnaces come with a standard 5 year warranty for parts
- 58MCB models will have 10 year parts warranty if registered at www.kochair.com
- 58MXB models will have 10 year parts warranty if registered at the www.carrier.com website
- All units come with a lifetime warranty for heat exchangers when registered at the Carrier.com website
- The sub-grantee **MUST** register ALL equipment within 60 days of installation to extend the parts warranty coverage to years 6-10 (see next section for registration instructions)

Warranty Replacement Parts Process

1. **Step 1:** Contractor determines there is a failed part and calls a Koch Air location (see toll-free telephone numbers below) to order a replacement part.
2. **Step 2:** Contractor determines how he will receive the part. The options are:
 - UPS next day delivery to the sub-grantee's office or the contractor's address
 - Immediate pick-up at a Koch Air Parts and Supplies store
 - Next day delivery on a Koch Air truck (delivery must be included in daily route—call Lana Wroe at 812-962-5221 to see if you qualify)
 - The contractor must pay for the cost of shipping as part of the labor warranty service fee
3. **Billing Information**
 - Option 1- cash account
 - With this type of account, the contractor must pay for all parts at the time of order
 - The contractor files a warranty claim with Koch Air and will be reimbursed with a check once Koch Air received credit from Carrier.
 - Option 2- open account with Koch Air
 - Installing contractor opens an account with Koch Air prior to, or at the time, a replacement part is needed
 - Contractor may order a part online and have it shipped to the sub-grantee or the contractor's address, or arrange to pick up the part at a Koch Air Parts and Supplies location
 - Upon pick up or delivery of the replacement part, the contractor files a service credit application (SCA) online or by paper. Paper claims should be sent to:
Koch Air
Warranty Department
P.O. Box 1167
Evansville IN 47706

Toll-free Telephone Numbers and Addresses for all Koch Air HVAC Supply Locations (see full addresses in Appendix C)

- Indianapolis: 800-989-3722, or 317-248-5110
- Fort Wayne: 866-883-1221, or 260-483-1221
- Evansville: 877-456-2422, or 812-962-5200
- Louisville (servicing Southeast Indiana): 800-989-6176, or 502-491-9970

Parts Warranty Process for a Trane furnace:

Warranty Information

- All units come with a standard 10 year warranty for parts
- All units come with a 20 year warranty for heat exchangers

Warranty Replacement Parts Process

1. **Step 1:** Contractor determines there is a failed part and calls one of Trane's Parts and Supplies Distributors at: **1-800-285-2487**
2. **Step 2:** Contractor completes and submits a Warranty and Compressor Request (WCR) form, found in Appendix D.
 - Form can be found on the Langham Logistics webpage dedicated to the HEC centralized purchasing system also
 - Form can be submitted electronically (preferred) via www.comfortsite.com. You must be signed up with a username and password to use ComfortSite (registration is on the ComfortSite homepage).
 - Form can be emailed to:
 - nfox@trane.com
 - srbrown@trane.com
 - Form can be printed and faxed to: 317-466-3315
 - Form can be printed and mailed to:
 - Trane
 - 5355 North Post Road
 - Indianapolis IN 46216
 - Attn: Parts
3. **Step 3:** The part is either picked up at a Trane distribution center or delivered to the contractor
 - The contractor must pay for the cost of shipping as part of the labor warranty service fee
 - Trane distributors are located in (see full addresses in Appendix C):
 - Indianapolis
 - Plainfield
 - Bloomington
 - Lafayette
 - South Bend
 - Fort Wayne
 - Evansville
 - Louisville, KY
 - Daleville

- Replacement parts may also be obtained from American Standard suppliers. Distributors are located in (see full addresses in Appendix C):
 - Indianapolis
 - Bloomington
 - Kokomo
 - Elkhart
 - Fort Wayne
 - Lafayette
 - Muncie
 - Terre Haute
- 4. **Billing Information**
 - If a WCR form has been submitted by the time the part is picked up or delivered, the contractor will not be billed
 - If the contractor has not yet submitted the WCR form, the contractor will be billed for the part and will receive a credit at a later date when Trane receives the completed WCR form.
 - If the contractor has a registered account: he will receive a credit on his account.
 - If the contractor has a cash account: he will receive a check from Trane to reimburse him for the purchase

Warranty on Fiberglass Insulation

- Fiberglass insulation will come free from defects and perform according to specifications when installed properly by the contractor
- Warranty is effective for one year from the date of installation
- Should the product be defective, contact Knauf at: 1-800-825-4434 x8323. Warranty replacement will take place outside of Langham's centralized purchasing system.

Warranty Service Fee Information

IHCDA will permit contractors to charge a warranty service fee on all furnaces installed to cover all warranty work for one year. This fee is at the discretion of the Administrators but may not exceed \$75 per unit installed.