

# Warranty & Registration

BUILT TO A HIGHER STANDARD®  
*American Standard*®  
HEATING & AIR CONDITIONING

## How to Guide

<https://www.americanstandardair.com>

# Warranty & Registration

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# Types of Warranties

## Options

A Trane home comfort system is an investment for your family. Protect your system with one of our top-of-the-line warranties.



### Base Limited Warranty

Base Limited Warranty goes into effect for units that aren't registered or were registered more than 60 days after installation. It covers parts that might fail due to manufacturer defect, but not the labor to repair them. In most cases, this warranty lasts five years, but length of coverage may change depending on the product.



### Registered Limited Warranty

Registered Limited Warranty lengthens the term of your warranty if your product is registered within 60 days of installation. It covers the cost of parts that might fail due to manufacturer defect, but not the labor to repair them. In most cases, this warranty lasts for 10 years, but length of coverage may change depending on the product.



### Optional Extended Warranty

You can purchase Optional Extended Warranty from our Partners **AIG ComfortSure** or **JB Warranties**. It covers parts that fail due to manufacturer defect and might cover the cost of labor to fix them, depending on which Optional Extended Warranty you purchase. Contact your local dealer to learn about your available options.

[2022 American Standard Limited Warranty Document](#)

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# How to Register Equipment

If something goes wrong with the system, our warranty ensures that the covered parts will be replaced at little or no cost. Make sure that you register the products to access one of the strongest included warranties on parts available.

**See Below for available ways to get products registered:**



Warranty Registration 855-260-2975

**Handles registration of products for warranty purposes.** \$59 at the time of Initial Registration.



Register Online

**Visit** [Warranty Registration | Register a New Product](#) to get started!

# What do I need to register the equipment?

To ensure a quick and easy registration please have the below ready for entry!

- 01 First and last name
- 02 Home address and phone number
- 03 Address where the equipment was installed  
( this can be the same as home address)
- 04 Dealership Name
- 05 Serial number(s) of the product(s) installed at the address
  - Need help finding serial? [How to find a serial on product](#)
- 06 Date the unit(s) were installed

01 Visit Warranty Registration page

02 Provide all required information outlined in red in first section.

**Please provide the following information**

Equipment Application is?  Residential  Commercial

**Note: Please select State and Country before entering Address Line 1**

**Owner / Equipment Installed Location**

Owner First name\*

Owner Last name\*

Installed Location Address Line 1\*

Installed Location Address Line 2

Installed Location City\*

Installed Location State\*

Installed Location Zip\*

Installed Location Country\*

Owner Phone Number\*

Owner Email\*

If you are having trouble with address entry click on [General Tips](#) for assistance.

03 Provide Dealership information in second section. Check off that you agree to accept emails.

**Dealer / Builder Information**

Dealer / Builder Name

Dealer / Builder Phone Number

Dealer / Builder Email

I agree to receive email messages from Trane Technologies related to reminders for recommended maintenance and new product information. You may withdraw your consent at any time. Refer to our "privacy policy" or our "contact information" below for more details.

1 2 3 [Continue](#)

04

Enter in serialized equipment. Hit “Add” for each Serial Number needed on warranty registration.

The screenshot shows the 'Components' search interface. At the top, there is a 'Components Search' header. Below it, the text 'Serialized Components (Example: Air Conditioner, Furnace, Air Handler, Coil)' is displayed. A text input field labeled 'Serial Number' contains the value '2211333KFF'. A green arrow points to this field. To the right, there is a partial view of a dropdown menu with 'Compo' and 'Model' visible. Below the dropdown, a blue 'Add' button is highlighted with a green arrow.

05

Enter in install date of that serialized item. Click “Add”.

The screenshot shows the 'Serialized Components' form. It has a blue header with the title 'Serialized Components'. Below the header, there are three fields: 'Component Type:', 'Model No:', and 'Install Date (MM/DD/YYYY):'. The 'Install Date' field contains the value '07/06/2022' and is highlighted with a green box and a green arrow. Below the fields, there are two buttons: 'Add' and 'Close'. The 'Add' button is highlighted with a green box and a green arrow.

06

Enter in any non-serialized equipment. Enter type and model number. Hit add for each Serial Number. ( this may include thermostats, zoning equipment and accessories)

The screenshot shows the 'Non Serialized Components' form. It has a blue header with the title 'Non Serialized Components (Example: Thermostat, Zoning Equipment, Accessories)'. Below the header, there are two dropdown menus: 'Component Type' and 'Model Number'. The 'Component Type' dropdown is set to 'Thermostats' and the 'Model Number' dropdown is set to 'ACONT303AS42DA'. Green arrows point to both dropdown menus. Below the dropdowns, there is a blue 'Add' button highlighted with a green box and a green arrow.

07

Enter in install date of non-serialized item.  
Click Add.

Non Serialized Components

Component Type: Thermostats

Model No: ACONT303A S42DA

Install Date (MM/DD/YYYY): 07/06/2022

Add Close

08

If all items are correct on screen, hit continue.

Component Added

+ Add New System Delete System

System Name	Serial Number	Model Number	Component Type	Install Date
System1 <span>(Edit System Name)</span>	2211333K1F	ACONT303AS42DA	Thermostats	07/06/2022

Back 1 2 3 Continue

09

If any items are incorrect on screen, hit delete system to remove all items, hit pencil icon to edit the selection on that line item, or hit trash can to delete that individual item.

Delete System

Install Date

07/06/2022 ✎ 🗑

07/06/2022 ✎ 🗑

1 2 3 Continue

10

Verify all the information is correct on screen. Then hit “Complete Registration”

**New Registration** 07/06/2022

**Customer Information**

City/Region: New Port Richey, FL 34655  
US  
727-874-8321  
Callme@american.com

Dealer / Builder Name: Moore's Air Conditioning and Heating Inc.  
727-874-8727  
office@mooreair.com

Dealer / Builder Phone Number: 727-874-8727  
Dealer / Builder Email: office@mooreair.com

Please retain Proof of Purchase for your Product(s) (i.e., invoice) to verify limited warranty for any future claims. For complete Limited Warranty terms and conditions, please refer to the Limited Warranty document that accompanied your Product(s) or contact your installing dealer for assistance.

Registrations completed on or after August 1, 2011:  
A transfer option is available for a \$99 fee provided the limited warranty transfer is complete and the transfer fee is paid in full within ninety (90) days from the date of closing on the sale of the residence. The subsequent purchaser will retain either: (1) the balance of the base limited warranty term, if any, as measured from the Commencement Date; or (2) if the Product(s) was registered in accordance with the terms, the balance of the registered limited warranty term as measured from the Commencement Date. Transferability restrictions may vary by state. Please check the limited warranty document that accompanied your Product(s) for details.

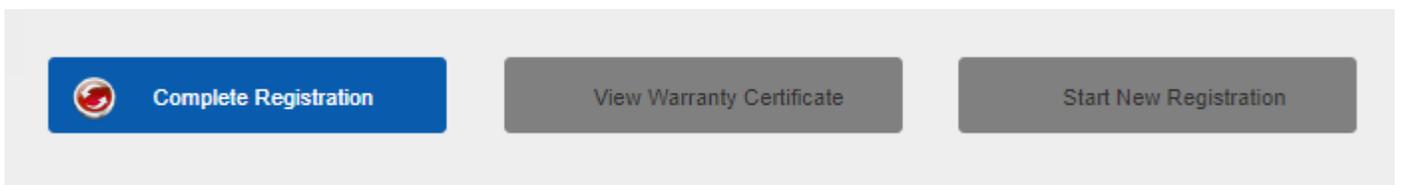
**Systems**

- System1
  - (Model# 4A7A7060A1000B) (Serial# 2211333K1F) (Residential Extended)  
Functional Parts : Term End Date is 07/06/2032  
Compressor : Term End Date is 07/06/2034
  - Thermostats (Model# ACONT303A S42DA) (Residential Extended)  
Functional Parts : Term End Date is 07/06/2027

Back Complete Registration View Warranty Certificate Start New Registration 1 2 3

11

Once you verify all information, Click on “Complete Registration”. After that, you can click on “view warranty” certificate to get a copy for you or customer. Or click “Start New Registration” to begin registering a New System.



## > Registering a New Product



### Can I register by phone?

Yes! If you experience any trouble with our online system, call our Warranty Specialists at **1-855-260-2975** or email [product.registration@concentrix.com](mailto:product.registration@concentrix.com) for assistance.



### Can I register for the Homeowner?

Yes! In many cases, dealers register products on behalf of their customers following installation. After your dealer registers your product, they should provide you with a printout of your warranty certificate. Never assume your dealer is registering your product and always talk with them about registration requirements, especially because Registered Limited Warranty is only available to products registered within 60 days of installation.



### What happens if the product isn't registered?

If you don't register your product, your product will be automatically included in Base Limited Warranty. This type of warranty covers the cost of part replacement, so long as the part failed due to manufacturer defect. Base Limited Warranty typically lasts five years, but varies by product purchased.



### What's the difference between Base Limited Warranty and Registered Limited Warranty?

The main difference is the amount of time each warranty lasts. Base Limited Warranty typically covers part replacement costs for five years, while Registered Limited Warranty typically covers part replacement costs for 10 years. Both warranties only cover parts that fail due to manufacturer defect, and both are included at no cost to you. If you want your product to carry a Registered Limited Warranty, you must register it within 60 days of installation. If you register your product after 60 days of installation, it will automatically be included in Base Limited Warranty.

## > Registering a New Product



### How do I ensure the product has been registered?

To ensure your product has the longer Registered Limited Warranty option, make sure the homeowner or you the dealer registers the product within 60 days of product installation.



### Can I register for the Homeowner?

Yes! In many cases, dealers register products on behalf of their customers following installation. After your dealer registers your product, they should provide you with a printout of your warranty certificate. Never assume your dealer is registering your product and always talk with them about registration requirements, especially because Registered Limited Warranty is only available to products registered within 60 days of installation.



### Where can I find my serial number?

You can find your serial number on the product itself or listed on your invoice. You can also contact our Warranty Specialists at **1-855-260-2975** or email [product.registration@concentrix.com](mailto:product.registration@concentrix.com) for assistance.



## > Registering a New Product



### Why won't my new serial number work?

Make sure you've entered your serial number correctly. If you're trying to register a new ductless system, enter the serial number followed by a "-" and then the model number (example: 5001234T-MSZ-GE25VA-E1). If you are still having difficulty with equipment serial number, please contact our Warranty Specialists at **1-855-260-2975** or email [product.registration@concentrix.com](mailto:product.registration@concentrix.com) for assistance.



### My product doesn't have a serial number, can I still register it?

Yes! You can use your model number to register products like accessories and thermostats. Our online system will prompt you for the information it needs to successfully register your products that do not have serial numbers.



### How do I know which product to register?

If you decide to register your warranty, you'll need to register all new product parts of your HVAC system individually. The first step in our online registration system lets you add multiple products. Your invoice will include a list of all your new system components and the serial numbers you need.



### How do I get an Optional Extended Warranty?

First, the homeowner or you the dealer will need to register the product for free on the Trane site, enrolling it in either Base Limited Warranty or Registered Limited Warranty depending on when your product was installed. Then, contact AIG Comfortsure or JB Warranties for Optional Extended Warranty for further coverage on your product.



### Can I Start my registration now and finish it later?

Unfortunately, no. You'll need to complete your registration policy in one sitting. To make the process easier and faster, make sure to have everything you need for registration. See page titled "What do I need to register?"



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# How to look up Existing Warranty

If something goes wrong with the system, our warranty ensures that the covered parts will be replaced at little or no cost.

**See below for available ways to look up existing warranty on products and if they are registered:**



Warranty Registration 855-260-2975

**Able to look up the registration of products and if registered.**



Warranty Look up Online

**Utilize Warranty Lookup - Existing Registration**

# What do I need to look up an existing Warranty?

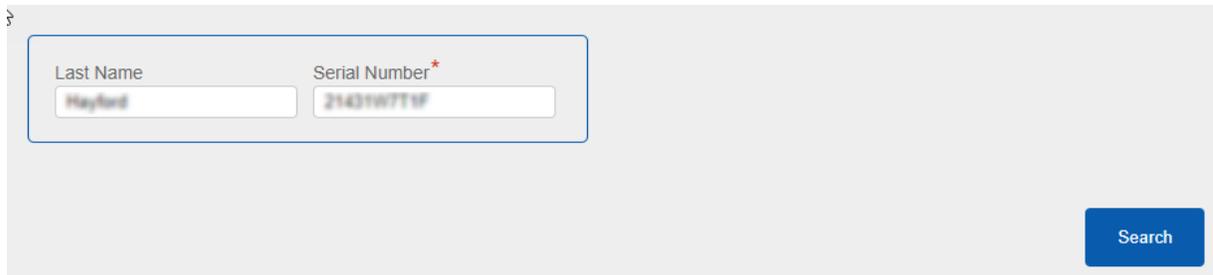
To ensure a quick and easy look up please have the below ready for entry!

01 Last name of Customer

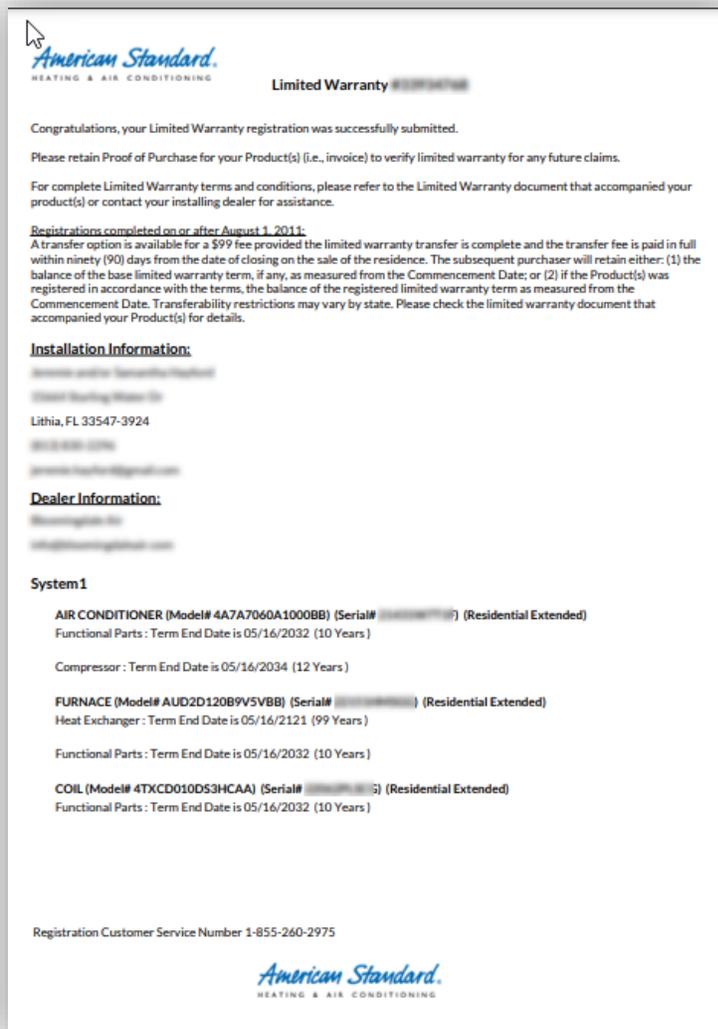
02 Serial Number of the unit

01 Visit [Warranty Lookup - Existing Registration](#) page

02 Provide Last Name and Serial Number of desired unit. Click "Search".



03 Review Terms of Registered Limited Warranty Document.





## Warranty Search



### Can I look up a warranty by phone?

Yes! If you experience any trouble with our online system, call our Warranty Specialists at **1-855-260-2975** or email

[product.registration@concentrix.com](mailto:product.registration@concentrix.com) for assistance.



### Do I have to look up all my registered products?

No, you don't! When you search for one product, your final warranty report will also include any other products that were registered at the same time. You'll need to start a separate search to find products that weren't registered at the same time.



### Is last name required to look up a warranty?

We prompt you to enter the last name and unit serial number to help protect privacy. If you don't want to enter the last name, you can still search for a specific unit's limited warranty by only entering the serial number. However, if you want to receive a full warranty certificate, you'll have to enter the last name.



### Has the length of warranty changed with the new policy?

This varies on a product-by-product basis. To check your specific coverage, visit the Warranty Lookup page, and enter your unit serial number. If you need assistance, call our Warranty Specialists at **1-855-260-2975** or email [product.registration@concentrix.com](mailto:product.registration@concentrix.com) to learn about your specific warranty.



### I know the product is registered, but I'm not getting a result. Why?

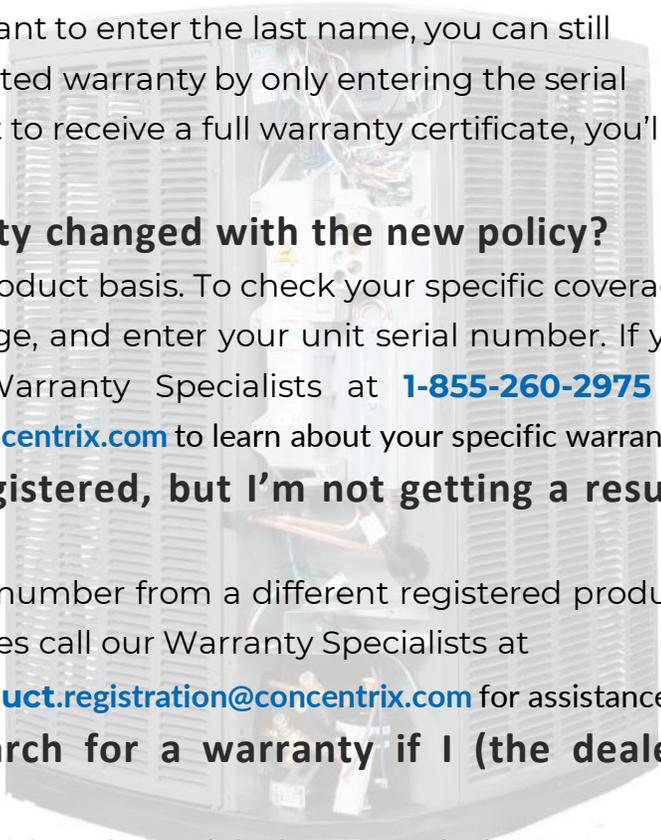
Try entering a different serial number from a different registered product. If you're still experiencing issues call our Warranty Specialists at

**1-855-260-2975** or email [product.registration@concentrix.com](mailto:product.registration@concentrix.com) for assistance.



### Can the homeowner search for a warranty if I (the dealer) registered it for them?

Yes. By providing your product serial number and the last name, the homeowner will be able to access the full warranty policy.





## Warranty Search



### How do I get a PDF of the Warranty Certificate?

The full limited warranty certificate includes the customer's name, address, and phone number, along with dealer information. If you as the dealer registered the product, you should provide a copy of the printout warranty certificate for the homeowner. If misplaced or need a new copy follow these steps:

- Go to the [Warranty Lookup Page](#)
- Enter the last name and serial number associated with the product
- Select "search" to access the certificate



### What isn't covered under my warranty?

Parts that break for any reason other than a manufacturer defect are not covered under any warranty. The cost of labor isn't covered under Base Limited Warranty or Registered Limited Warranty, but is covered under select Optional Extended Warranty plans.





# Warranty Transfer Eligibility

If preparing to sell the home, the Registered Limited Warranty may be able to be transferred to a new homeowner, which could make the home a lot more attractive to potential buyers. To make a successful transfer, this will have to be completed within 90 days of home sale/purchase and pay a one-time transfer fee of \$99 with a credit card. If the system falls within the below guidelines, call our Warranty Registration Team to get transfer completed at [855-260-2975](tel:855-260-2975).

**But keep in mind, whether a transfer is possible depends on when you registered your unit:**



Registered before August 1, 2011

**Not Transferable:** Warranty transfers became available to American Standard customers on Aug. 1, 2011, therefore any product registered before that date IS NOT eligible for transfer.



Registered after August 1, 2011

**Transferable:** Warranty transfers became available to American Standard customers on Aug. 1, 2011, therefore any product registered after that date IS eligible for transfer.



## Warranty Transfer



### **Does Base Limited or Registered Limited Warranty follow a new home?**

Limited warranties are attached to a specific serial number and do not “travel” with the homeowner. If you sell your home, you cannot transfer your warranty to your new residence.



### **What is the benefit in transferring my warranty?**

Transferring the limited warranty to the new homeowner maintains the original limited warranty period. This means the new homeowner gets the benefit of the remaining term of the unit’s original limited warranty.

For example, let’s say the gas furnace comes with a 20-year limited warranty. After five years, homeowner decides to sell their home and transfer their warranty to the new buyer. That new buyer inherits the 15 years left on the furnace’s limited warranty. It’s good for them, but also advantageous for them if they’re planning to sell their home and want to attract buyers.



### **How do I transfer the warranty?**

See “Warranty Transfer Eligibility” document to confirm they are eligible. If eligible, contact our Warranty Specialists at **1-855-260-2975**. They’ll provide the information you need to complete your transfer and answer any of your questions.



### **Is there a time limit to transfer the Registered Limited Warranty after the home sale?**

Yes. You’ll have 90 days after the sale of the home to transfer the Registered Limited Warranty to the new homeowner.



### **What happens to the Registered Limited Warranty if it’s not transferred to the new homeowner within 90 days?**

Any remaining portion of the Base Limited Warranty will be automatically available to the new homeowner if Registered Limited Warranty is not transferred within 90 days of the sale of the home.



### **What is the warranty transfer fee and when does it have to be paid?**

The warranty transfer fee is a one-time \$99 fee that has to be paid to transfer a Registered Limited Warranty. The fee can only be paid by credit card.

Base Limited Warranties stay with the product, so they don’t need to be transferred between homeowners. Therefore, a transfer fee is not required. Optional Extended Warranties are transferred via outside parties and are not subject to the transfer fee.



# The Claims Process

As a dealer, you will submit your claim for the homeowner after a homeowner alerts you that a covered part of their system needs attention. Here's how the repair process works.



## Diagnose the Problem

If the Unit requires a replacement part, contact your local Trane Parts Supply Store



## Submit the Claim

Submit a claim using the Warranty Credit request process.



## Replace the Part

With the base Limited or Registered Limited Warranty, homeowner is only responsible for the cost of the labor and shipping. If homeowner has optional extended warranty, what they must pay will vary based on their selected plan.

# What do I need to file a claim on the equipment?

To ensure a quick and easy claim please have the below ready for entry!

- 01 Serial and Model Number of the unit
- 02 Is it being used in a residential or commercial application
- 03 Preferred Trane Parts Center
- 04 Parts Account Number
- 05 Dealer purchase Order information
- 06 Name of Owner / Business
- 07 Parts Information
  - Fail date
  - Failure reason
  - Defective and replacement serial numbers for serialized components
- 08 Existing order number needed
  - If seeking credit on parts previously purchased
- 09 Claim numbers / WCR numbers
  - Helpful when checking the status of claims and credits

## > Dealer Warranty Support



**877-872-6303**



**Hours of Operation:** 7:00AM – 5:00PM CST M-F



**Have your unique Parts Account Number available to easily assist with your claim. Ask your Account Manager for details.**



**What can Dealer Warranty Support assist with?**

- Order replacement parts and/or file claims for manufacturer defects on parts for residential and light commercial units.
- Answer questions regarding the warranty status of units
- Answer questions regarding the status of claims and/or credits
- Research existing orders to determine the order's status and provide tracking information on parts being shipped to you

## > Self-Service Options



**Visit ASDealerNet and fill out the Warranty Credit Request Form**

- This can be found under Warranty Center Section on ASDealerNet.
- Part Replacement – Order replacement parts and file a claim
- Invoice Credit – File a claim on an existing order



**Text – 877-872-6303**

- Check the status of replacement part claim order.
- Check the status of a claim and/or credit
- Check the warranty status of a unit
- Provide defective and replacement serial numbers for serialized components on an existing claims order

# What if I have something other than American Standard equipment to register?

01

## **Ameristar**

- Visit the [Ameristar Information Page](#)
- Visit [Register an Ameristar System Page](#)
- Utilize pages 3-9 of this document to follow the steps to register.

02

## **American Standard Mitsubishi Electric**

- Visit [Mitsubishi American Standard Product Registration Page](#)
- \*\*This website will say [TRANE](#) on it. That is ok, you can still register on this site. \*\*
- Click on desired type Residential or Commercial.
- Hover over installing contractor box and click “register now” or “warranty lookup” to search for an existing warranty
- Login to website or create a login

# Resources

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## Helpful Links

[Warranty Types and Terms - What's covered in my warranty? - American Standard®](#)

[Warranty Registration | Register a New Product](#)

[Warranty Lookup - Existing Registration](#)

[How to find a serial # on product](#)

[2022 American Standard Limited Warranty Document](#)

[Ameristar Information Page](#)

[Register an Ameristar System](#)

[Mitsubishi American Standard Product Registration Page](#)

[2022 Ameristar Limited Warranty Document](#)

## Warranty Registration Support

1-855-260-2975

[product.registration@concentrix.com](mailto:product.registration@concentrix.com)

Available Monday-Friday from 8am-6pm CST

- Handles registration of products for \$59
- Handles transfer of product ownership to new homeowners for \$99
- Handles issues related to registration (wrong address, incorrect information on initial registration, etc.)

## Extended Warranty Support

American Standard Extended Warranty

1-800-554-6413

Comfortsure Extended Warranty

1-866-544-9928 (units installed after May 1, 2013)

- Handles customer-purchased extended warranty claims for products. Dealers need to be registered in the program.

# Resources

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## **AIG Comfortsure**

1-866-544-9928

[HVACSupport@sndirect.com](mailto:HVACSupport@sndirect.com)

## **JB Warranties**

1-855-742-5522

[Sales@jbandassociates.biz](mailto:Sales@jbandassociates.biz)

## **Dealer Warranty Claims Support**

1-877-872-6303

- Handles parts claims for manufacturer defects on Residential and Light Commercial Units
- Answers warranty questions on new or existing claims
- Files claims on parts that are included in service bulletins.

## **Consumer Relations Support Team for Homeowners**

1-800-945-5884

Available Monday-Friday from 8am-6pm CST