

Want to get your Warranty Credit faster for a Factory Return?



For Mandatory Factory Return items that need to be returned within 30 days of filing a claim, the fastest way to receive your credit is to follow the steps below:

1. FedEx return labels can be provided by emailing dwsreturnlabels@tranetechnologies.com
2. Claim number and return address must be provided in the email.

Once you receive the PREPAID return label, just place it on the box and a FedEx driver will come pick it up. Once the driver scans the label, it will send confirmation to the Warranty Service team and the credit will be processed.