

# Revision to Non-Registered Base Limited Warranty TEM4, TEM6 & TEM8 Model Families Impacted



eAPB1902 | January 9, 2019

American Standard is pleased to announce the forthcoming change to our Non-Registered Base Limited Warranty for the following Air Handler model families:

| Portfolio   | Model Family          |
|-------------|-----------------------|
| Air Handler | TEM: TEM4, TEM6, TEM8 |

Currently these model families reflect a:

- 3 Year: Non-Registered Base Limited Warranty

However, beginning **January 1, 2019** the **Non-Registered Base Limited Warranty** will change to a:

- 5 Year: Non-Registered Base Limited Warranty

This proactive change is being made to enhance our competitiveness and growth within the Non-Owner Occupied, Residential New Construction and Owner Occupied market segments.

Please see the following table below for the model families impacted:

| Portfolio    | Model Family | Current Non-Registered Limited Base Warranty | Future Non-Registered Limited Base Warranty | Current / Future Registered Limited Base Warranty | Effective Date |
|--------------|--------------|--|---|---|----------------|
| Air Handlers | TEM4         | 3 Years                                      | 5 Years                                     | 10 Years (no change)                              | 1/1/2019       |
| Air Handlers | TEM6         | 3 Years                                      | 5 Years                                     | 10 Years (no change)                              | 1/1/2019       |
| Air Handlers | TEM8         | 3 Years                                      | 5 Years                                     | 10 Years (no change)                              | 1/1/2019       |

We have provided some supporting information in the “Question and Answer” sections (pages 2 and 3) to help provide further clarity during this transition.

If you should have any additional questions, please direct them to:

Residential Warranty Administration

Phone: (844) 590-9915

Email: [warrantyadministration@irco.com](mailto:warrantyadministration@irco.com)

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## General Question and Answer Section:

### 1. Are previously installed models impacted by this change?

No, any previously installed TEM models **are not impacted by this change** and are captured under the pre-existing Non-Registered Base Limited Warranty.

### 2. How will the revised Non-Registered Base Limited Warranty be applied for models being sold (shipped) after January 1, 2019?

For any models sold (shipped) on or after 01/01/19, this change will be **automatically applied** to reflect the change in the new 5 Year Non-Registered Base Limited Warranty. No further actions are required.

### 3. What 'Warranty Term' applies to current customer inventory in DSO Dealer / IWD Distributor warehouse with a ship date prior to January 1, 2019?

Customer items in-stock with a ship date prior to January 1, 2019 will have the prior 3 Year Non-Registered Warranty. **However**, if you wish to have these models be retroactively updated to the new 5 Year Non-Registered Base Limited Warranty, we will need your help to provide the following information:

- **Before March 31, 2019, in a single Excel spreadsheet**, provide the model and serial numbers of the inventory you want to be updated (line items must have a matching model and serial number and be within the effected model families to be considered for updating)
- Send the list to [warrantyadministration@irco.com](mailto:warrantyadministration@irco.com)
- Inventory will be updated on April 1, 2019
- Non-registered inventory will continue to show a 3 year base until the update is performed on April 1, 2019, at which time the models and serial numbers involved will be updated to the new 5 Year Non-Registered Based Limited Warranty

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### Non-Owner Occupied Specific Question & Answer Section

With American Standard's increased focus on the Non-Owner Occupied segment of the market, there have been several questions about the registered warranty impacts of a Non-Owner Occupied housing unit. Here are some FAQs on NOO Registered Warranties:

**1. If the residential dwelling is in a commercial building, does that affect the length of the warranty?**

**Ex: An apartment unit leased in a commercial high-rise building**

The warranty is determined by the housing use – if it is a residential dwelling, whether it be a single-family home, a condominium, or an apartment within a large commercial building, the warranty is a residential warranty.

**2. What is the definition of residential property?**

Limited warranty defines residential property as property that is used for personal, family or household purposes. This would include a sleeping area, living area, kitchen and bathroom all contained within one unit.

**3. Do I have to re-register the equipment when a tenant changes in my property?**

The warranty registration is completed by the property owner, not the tenant. There is no registration or notification required when a tenant changes. And a tenant does not need to be listed or even known for a property owner to register their equipment since the equipment should always be registered in the property owner's name.

**4. When I register a property that is part of a commercial building the only limited warranty term that is allowed is commercial term. What do I do to correct this?**

The equipment is eligible for the extended registered warranty if it is in a residential dwelling – whether owner-occupied or non-owner occupied. Sometimes, the system recognizes an address as a commercial zone and may only give commercial limited warranty terms as an option.

To get this corrected please contact product registration at 855-260-2975 or email [registration@programheadqtrs.net](mailto:registration@programheadqtrs.net) with the registration number and an explanation of what is required. The registration team will do a small amount of research and make appropriate corrections.

**5. The warranty registration form asks if the property is a dedicated income property or if the homeowner lives in the home for at least 2 weeks every year. What impact does this have on the length of the warranty?**

This question does not impact the length of the warranty. Rental properties and other Non-Owner Occupied applications are eligible for the same residential registered warranty as an owner-occupied dwelling as long as its primary use is as a residential dwelling.