



April 22, 2009

New Factory Warranty starting May 1, 2009

Dear Denver Winair Dealer,

American Standard Heating and Air Conditioning (American Standard) is excited to announce that effective May 1, 2009 there will be some significant changes and enhancements to American Standard Residential Limited Warranties. These changes will offer consumers the most competitive Limited Warranty that American Standard has ever offered when they register their new equipment. It will also retain the competitive edge for our dealers during the sales process.

Introduction

Effective May 1st American Standard will be lengthening many of its Limited Warranties and going to a registration process. The changes to American Standard's Limited Warranties reflect the quality, durability, and reliability that you have come to expect of American Standard. In today's market nothing can be taken for granted, and these new warranties reflect American Standard's commitment to giving its dealers the edge in the marketplace and peace of mind for the consumer. To ensure ease of implementation, products in your current inventory will be eligible for the new Limited Warranties.

Some examples of these Limited Warranty enhancements are:

1. 12 year compressor warranties on Allegiance/Heritage 16, 18, 20 split outdoor units and 16 SEER packaged units.
2. 10 year parts warranties on 16 SEER packaged units
3. 10 year system warranties on Allegiance/Heritage split systems.
4. 10 year compressor warranties on American Standard split and YCC/WCC/ TCC packaged products.
5. 10 year parts warranties on all variable speed indoor products.
6. Lifetime heat exchanger warranties on all variable speed furnaces.

The structure of these longer limited warranties supports American Standard's sell-up position very well as warranties tend to increase in length with increased feature content of the product and/or system. With American Standard's new Limited Warranty offering, there will be some new terms that will become familiar to you:

1. **Base Limited Warranty.** This is the non-registered limited parts warranty. If the product isn't registered within a 60-day window from the date of installation/start-up, the Base Limited Warranty will be in effect. This warranty remains in effect up to its term regardless of change in ownership of the home and thus is fully transferable.
2. **Registered Limited Warranty.** This is a limited parts warranty with longer terms that requires product registration within 60 days of installation/start-up. The Registered Limited Warranty is available to the original purchaser or homeowner and is not transferable. The Registered Limited Warranty will be effective for products installed in single family owner occupied residential applications upon valid registration of the installed products. Second homes also qualify if the homeowner lives in the house a minimum of two weeks per year. Dedicated income properties or commercial properties are not eligible for the Registered Limited Warranty. There are a few residential products for which the Base and Registered Limited Warranty have the same coverage term. Some states do not allow the manufacturer to differentiate limited warranty coverage based on registration.

Product Registration

We spent considerable time on this process to ensure that the customer has a good experience when registering their product. After all, we want all of our touch points with the customer to be positive and reflect well on the brand. The consumer, the dealer, or the builder can register eligible American Standard products on americanstandardair.com or by calling American Standard's Warranty Registration Center at 1 800 554-8005. It doesn't appear that all of our competitors have taken this approach with their registration process as many of them allow only online registration. Registration must be completed within 60 days of installation/ start-up to qualify for American Standard's Registered Limited Warranty. Without registration, the Base Limited Warranty will apply. The consumer will need to have product serial numbers to register. American Standard has provided a dealer leave behind registration template for you to use with the consumer. It provides a space for you to include the model and serial numbers for each system component as well as the telephone number for the American Standard Warranty Registration Center. When their system has been successfully registered, the consumer will instantaneously be given a confirmation number and a printable warranty certificate that will state the limited parts coverage for each registered system component and/or the system warranty. Some of our competitors have a 90 or 120 day delay in confirming registration coverage terms.

Registered System Limited Warranty

When purchased and installed on eligible applications as a matched system including an American Standard indoor unit and American Standard control, all Allegiance/Heritage split systems that are registered within 60 days will receive a 10-year system limited warranty which will be noted on the Registered Limited Warranty certificate.

Summary of Registered Limited Warranty Changes (See Limited Warranty Matrix for Details)

Products that have lengthened coverage:

- Allegiance/Heritage 16,18,20 split systems and 16 SEER packaged units have 12-year compressor coverage
- 16 SEER packaged units have 10-year parts coverage
- Allegiance/Heritage split systems have 10-year parts coverage
- American Standard split systems and YCC/WCC/TCC packaged units have 10-year compressor coverage
- Variable Speed Furnaces have lifetime heat exchanger and 10-year parts coverage.
- Variable Speed Air Handlers have 10-year parts coverage

Products that do not have lengthened coverage:

- Non variable speed furnaces (unless purchased as part of an Allegiance/Heritage split system)
- Entry level air handlers (unless purchased as part of an Allegiance/Heritage split system)
- Coils (TXF unless purchased as part of an Allegiance/Heritage split system)
- X and Y series packaged units
- Accessories (Controls unless purchased as part of an Allegiance/Heritage split system)
- Commercial Products

Commercial Limited Warranties

Commercial Limited Warranties still apply for commercial products or residential products used in commercial applications. See the American Standard Limited Warranty Handbook for a complete list of Commercial Limited Warranties.

Literature Transition

Consumer Literature and other support literature will be changed in phases to reflect the new Limited Warranty coverage and terms. See your Distributor for availability of literature with the new limited warranty terms.

Extended Warranty

The changes to American Standard's Limited Warranties will also lead to changes for American Standard's Extended Warranty offering. There will be a separate mailing from the American Standard Extended Warranty Business Unit to introduce American Standard's new Extended Warranties.

Additional Customer Care Benefits

Within 60 days of installation on registered Allegiance/Heritage 16,18, 20 split systems, the Customer Care Dealer may provide a new outdoor unit upon compressor failure (electrical or mechanical failure to pump) as long as the dealer agrees to concession the labor. In addition, if the heat exchanger fails in the Freedom 95, 90 ,80 Comfort-R, or Freedom 80 Oil Comfort-R matching registered furnace installed as part of the Allegiance/Heritage 16, 18, 20 system within 60 days of installation, the Customer Care Dealer may provide a new replacement furnace as long as the dealer agrees to concession the labor. More details on this enhancement to the Comfort Specialist Program to come.

What do you need to do?

1. Get familiar with American Standard's new limited warranty terms.
2. Ask your Distributor about new/updated literature that includes the new limited warranty terms.
3. Make sure you inform you customer that they must register their products within 60 days of installation/start-up to get the benefits of the Registered Limited Warranty. They can go online at americanstandardair.com or by calling American Standard's Warranty Registration Center at 1 800 554-8005.
4. Make sure you provide your customer the model and serial numbers of all American Standard products that you installed. The consumer will need that information at registration and having that will make the process more efficient for them. A leave behind registration template has been provided for you.
5. Make sure that you provide your customer the new Use and Care Guide or IOM manual that has the new limited warranty terms.

Future Benefits

Product Registration provides many possible future benefits. In the event of product service issues, field product rework, or the unlikely event of product recall, American Standard will have the list of consumers who own those products if they registered. This could provide for a much more efficient process to identify where those products are installed. These are potential future benefits for everyone who sells American Standard Products. For today, the benefit to you is having the industry's best limited warranty offering. That is what you expect from American Standard. We've delivered.



**If you should have any questions please contact your salesperson
or Denver Winair for help. 303.936.2873**

American Standard Limited Warranty Matrix

American Standard Limited Warranties

	<i>Registered</i>					<i>Base</i>			
	Compressor	Coil	Parts	System*		Compressor	Coil	Parts	System*
Outdoor Split									
Allegiance/Heritage 16,18,20	12	10	10	10	5	5	5	5	
Allegiance/Heritage 13,14,15	10	10	10	10	5	5	5	5	
American Standard 13	10	5	5		5	5	5		
Furnace	H/E		Parts		H/E		Parts		
Freedom 95,90,80 Comfort-R, Fr. 80 Oil Comfort-R	LT		10		20		5		
Freedom 90-2-stage, 1 stage, AmStd 90, Fr.80-1 Oil	LT		5		20		5		
Freedom 80-2-stage, 1 stage, AmStd 80	20		5		20		5		
Air Handler			Parts				Parts		
2/4TEE,2/4TFE			10				5		
2/4TEH, 2/4TEC,2TGB, 2TFB			5				5		
Coils			Parts				Parts		
2/4TXC, 2/4TXA			10				5		
2/4TXF			5				5		
Packaged Units	Compressor	OD Coil	Parts	HE	Compressor	OD Coil	Parts	HE	
4YCZ6, 4DCZ6	12	10	10	20	5	5	5	20	
4WCZ6	12	10	10		5	5	5		
4YCY4,4DCY4	10	10	5	20	5	5	5	20	
4WCY4, 4TCY4, 2/4WCX, 2/4TCX	10	10	5		5	5	5		
2/4YCC	10	5	5	10	5	5	5	10	
2/4WCC, 2/4TCC	10	5	5		5	5	5		
WCH,WCX,TCH,TCK	5	5	5		5	5	5		

*System Warranty includes American Standard OD, ID, Control