



High-Efficiency Gas Furnace Trade-In Allowance Program

May 1, 2016 – April 30, 2017

Please note that this program is only available to homeowners whose failed secondary heat exchanger is covered by the enhanced secondary heat exchanger warranty. Further, it applies only to Carrier® condensing gas furnace models 58 series MCA, MCB, MSA, MTA, MTB, MVB, MVC, MVP, MXA, MXB, UVB, and the Payne® brand condensing gas furnace models 490A and PG9M. Other eligibility requirements and restrictions apply. Please carefully review the official program rules that follow.

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Program Description

The Carrier High-Efficiency Gas Furnace Trade-In Allowance Program is designed to offer homeowners an alternative to replacing only the heat exchanger under the terms of their limited lifetime heat exchanger warranty on a first-generation Carrier condensing furnace, if their furnace experiences a heat exchanger failure.

Dealers apply online for the trade-in allowance on behalf of the consumer. In order to do this, they will need the consumer contact information including a valid email address. A VISA® Debit Card for the applicable trade-in amount will be mailed by Carrier directly to the consumer's home address.

The Carrier High-Efficiency Gas Furnace Trade-In Allowance Program will allow you to offer homeowners an opportunity to upgrade to a new Carrier furnace at significant savings. This presents an opportunity for increased customer satisfaction while you generate new income on the job (rather than merely performing warranty work). Carrier furnaces eligible for these trade-in allowances are covered by an enhanced warranty on the secondary heat exchanger (see Service Managers' Bulletin SMB09-0024). By only replacing the secondary heat exchanger, however, a homeowner's secondary heat exchanger will be new but the rest of their furnace will still be old. To the customer, it would be like spending their money to put a new engine in a car with 200,000 miles on it. The engine may be new, but the car still has an old transmission, frame and other parts, which would make further repairs or breakdowns still likely. Instead, you can offer them an allowance of up to \$900 toward the cost of replacing the old furnace with a new Carrier high-efficiency model. Customers benefit from getting a new furnace with a new warranty. Back to that car analogy, it's like getting a brand new car—engine, transmission and all.

How the Program Works

The process for consumer trade-in allowance claims and remuneration issuance is similar to our Cool Cash Promotion—

- 1) When a customer's secondary heat exchanger fails and qualifies for warranty repair, you now can offer them two choices:
 - a) Repair – You fix the existing condensing gas furnace at no charge to the consumer.
 - b) Replace – The customer trades in the old furnace for a new qualifying Carrier model and gets up to a \$900 trade-in allowance from the factory.
- 2) If your customer opts for the warranty repair, or opt for the trade-in allowance for a gas furnace, you process the warranty as you normally do per SMB09-0024.
- 3) If they opt for the trade-in allowance for the 59TP5, 59TP6, 59TN6 or 59MN7 gas furnace, you'll complete the change-out, complete the Audit Form and attach the *Audit Form* to the unit and make them available to the distributor, then ...
 - a) Gather the necessary customer information (including email address) and go online to the trade-in program web site (www.CarrierIncentives.com) to file their claim for the trade-in allowance; **you must include the old model and serial number as well as the new equipment model and serial number;**
 - b) The trade-in debit card will be paid directly to your customer by Carrier. Your customer will receive their VISA® Debit Card in approximately 6 weeks.

Eligibility Dates/Deadlines

- May 1, 2016.....Trade-In Allowance program begins
- April 30, 2017Trade-In Allowance program ends
(last day for Dealer to make a sale under the terms of this program)
- May 15, 2017.....Dealer must complete installation by this date
- May 15, 2017.....Last day to enter a trade-in allowance claim*

***Claims must be submitted by 6:00 pm Eastern Standard Time**

Eligible Installations and Products

- Only homeowners in the U.S. are eligible.
- The existing secondary heat exchanger must qualify for warranty repair under the terms of the enhanced secondary heat exchanger warranty.
- The trade-in allowance may be offered only on Carrier® furnace models 58 series MCA, MCB, MSA, MTA, MTB, MVB, MVC, MVP, MXA, MXB, UVB, and the Payne® brand condensing gas furnace models 490A and PG9M.
- Regarding program deadlines, only qualifying Carrier gas furnaces purchased from participating dealers between May 1, 2016 and April 30, 2017 and installed by May 15, 2017 are eligible.
- Carrier furnaces purchased after April 30, 2017 do not qualify for the *Carrier® High-Efficiency Gas Furnace Trade-In Allowance Program*.
- If a furnace is purchased during the program period but has not been installed by May 15, 2017, the consumer is not eligible for the trade-in allowance.
- If a qualifying furnace is replaced by the installation deadline, but the consumer fails to submit the claim form by 6:00p Eastern Standard Time, May 15, 2017, the consumer will not be eligible for the trade-in allowance.
- Only the Infinity® Series, and Performance™ Series condensing gas furnaces listed below qualify for a trade-in allowance:

Qualifying Products w/Trade-In Allowances

<u>Eligible existing furnace changed out for a new:</u>	<u>Allowance</u>
Performance Series™ 59TP5, 59TP6.....	US \$700
Infinity System® 59TN6	US \$800
Infinity System® 59MN7	US \$900

Consumers are eligible to receive multiple unit trade-in allowances for multiple purchases of the same product, in the unlikely event that a given home has two qualifying gas furnaces that have both experienced secondary heat exchanger failures. However, multiple unit trade-in allowances require the completion of multiple Trade-In Allowance Program Claim Forms. Only one unit trade-in allowance per Claim Form is allowed. For example, if a consumer purchases two 59MN7 gas furnaces, the dealer must complete two Trade-In Allowance Program Claim Forms. Trade-In Allowance Program Claim Form #1 has a maximum trade-in allowance of \$900. Likewise, Trade-In

Allowance Program Claim Form #2 has a maximum trade-in allowance of \$900. Combined, the total trade-in allowance is \$1,800 (\$900 + \$900). One VISA® Debit Card per Trade-In Allowance Program Claim Form will be issued; multiple trade-in allowance payments will not be combined together into one card.

Participation Process

- 1) On a service call, determine if the furnace has experienced a failed secondary heat exchanger, and, if so, that the homeowner qualifies for the enhanced secondary heat exchanger warranty.
- 2) Offer to repair the secondary heat exchanger at no cost to the consumer.
- 3) Offer the trade-in allowance as an alternative to replacing the failed secondary heat exchanger under the enhanced warranty. Use the consumer brochure to explain the opportunity and advantages to your customer.
- 4) If the consumer purchases a new furnace eligible for the trade-in allowance, complete the Audit Form from SMB09-0024 and attach it to the old furnace, then access the online rebate form at www.CarrierIncentives.com to provide all of the requested information.
- 5) Important: follow the procedures outlined in the SMB09-0024 for furnace disposition and audit.

Dealer Responsibilities

- ***Illegal Activity: You may not charge the consumer for any portion of the Trade-In Allowance program (except for the new furnace and labor to install it as outlined above).***
- Carrier or your Distributor may remove a dealer from further participation in the program for any reason, including suspected fraudulent, illegal or unauthorized use of the program.
- You should notify your distributor if you decide not to participate in the program.
- Whether at your request or your distributor's or Carrier's discretion, if you are removed from the program at any time, your company will be solely liable for repayment to Carrier and your distributor for any trade-in allowances that may have been issued to your customers before your company's removal became effective.
- If the consumer attempts to claim a trade-in allowance for a product sold after the dealer un-enrollment date became effective, Carrier will reject the Trade-In Allowance Program claim.
- In the event a consumer requests a trade-in allowance after May 15, 2017, the consumer will be referred back to you. At that point, you assume full responsibility for paying the full amount of the trade-in allowance.
- If you or your customer requires a re-issuance of a trade-in allowance VISA® Debit Card, the distributor will incur a \$30 processing fee. Carrier will invoice the distributor in full for each re-issuance. Your distributor may pass along part or all of this cost to you.

Consumer Claims

- Consumers are limited to one trade-in allowance per Claim Form and one trade-in allowance per eligible furnace.
- Trade-in allowances will be issued only to the consumer. The trade-in allowance VISA® debit card will not be issued to distributors, dealers or any other individual—nor will a trade-in allowance be issued in the name of any business entity.
- The consumer will typically receive the VISA® Debit Card up to 6 weeks after submission of the completed Claim Form. Expedited requests for *Trade-In Allowance Program* cards cannot be accommodated at this time.
- The trade-in allowance VISA® Debit Card will include a note thanking the consumer for their purchase. The message will encourage them to contact you for routine service, maintenance and add-ons.
- If a customer wants to check on the status of their claim, they may call your dealership.

Consumer FAQs

What does “installation date” mean? How is it defined? The installation date is the date that the installation of the new Carrier furnace is completed and your new furnace is operational.

Why do I have to wait until the product is installed to claim my trade-in allowance? By waiting until the product is installed to claim your trade-in allowance, you are assured that the work has been completed to your satisfaction.

I just moved or I am moving from the home where the installation was completed. Can I still get the trade-in allowance? Yes, provided you have complied with all other provisions of the enhanced secondary heat exchanger warranty covering the furnace with the failed secondary heat exchanger.

I don’t live at the same place where the furnace was installed (second home). Will that be a problem? Not if all other eligibility requirements are met. Indicate where your VISA® Debit Card should be mailed (no P.O. Boxes, please) in the address section of the Claim Form.

Is my purchase eligible for financing as well? Your purchase may be eligible for financing. To find out, check with your Carrier dealer.

Is my purchase eligible Carrier Cool Cash rebates as well? Your purchase is eligible for Cool Cash if the purchase and installation falls within the program dates identified in the Cool Cash program. To find out, check with your Carrier dealer.

What if the name on the VISA® Debit Card I received is wrong? Call 1-800-CARRIER to speak with a Customer Service Representative to research the problem.

<u>Model Number</u>	<u>Rebate</u>
59TP5, 59TP6	\$700*
59TN6	\$800*
59MN7	\$900*

- * Customer will receive the greater of this amount or the amount they are otherwise entitled to under the enhanced secondary heat exchanger warranty.

Is my personal information safe/private? Your personal information will not be shared with anyone other than your Carrier dealer, distributor and Carrier Corporation. For more information, see Carrier's Privacy Policy, available on the web at www.carrier.com.

Dealer FAQs

What promotional activities will be in place to support this Trade-In Allowance Program? This program is not designed to be an active consumer promotion, as consumers and products are only eligible in the event of a secondary heat exchanger failure on the qualifying models. Carrier will not advertise this trade-in program. Further, you may not advertise this program. It should be offered only when you encounter a failed secondary heat exchanger that is eligible for warranty repair. At that time, you may use the consumer brochure we've provided to explain the opportunity to the eligible consumer. No co-op dollars may be used to advertise or promote this Trade-In Allowance Program.

Program Support/Resources

Customer Service: Carrier's High Efficiency Gas Furnace Trade-In Allowance Program is designed to provide superior customer satisfaction. To assure our success we have provided support lines for the various constituents:

Consumers:

- Pre-sale questions: contact their Carrier dealer
- Post-sale questions: contact Carrier Consumer Relations at 1-800-CARRIER
- Trade-In Allowance claiming questions: contact their dealer

Dealers:

- Program information: contact your Carrier distributor or Carrier Expert Central at (800) 946-2930
- General bulletins and information regarding the Trade-In Allowance Program are also posted to www.HVACpartners.com

	Phone
	800.946.2930
	Fax
	800.844.2042
E-mail	
expertcentral@carrier.com	
US Mail	
P.O. Box 4726 Syracuse, NY 13221-4726	

Program Activity Reports

Distributors and dealers can view activity reports online at www.CarrierIncentives.com. Report updates are provided on a weekly basis to show the latest activity. This data is subject to change, however, any time during the program period due to errors in reporting the claim, adjustment requests and product returns.

To determine claim status: Refer to the code that is shown in the Trade-In Allowance Program Status field:

- **BI PROCESS:** Payment request accepted; awaiting authorization to proceed
- **BI SENT:** Payment request approved claim and record has been sent to vendor for debit card creation and mailing

To view reports

- Log on to www.carrierincentives.com
- Click the **Reports** link
- Click the **Claim Activity Report** link
- Select the *Gas Furnace Trade-In* promotion and a *date range* for the report
- Click the **Generate Report** button

Additional Reference Information

MyHVACpin

This four- or five-digit number is used by HVACpartners to uniquely identify a person. When a person becomes a registered user of HVACpartners (that is, they have their own username and password), they are also assigned a unique Personal Identification Number, referred to as MyHVACpin.

Retail sales associates can learn the PIN number assigned to them by one of the following:

- Log onto HVACpartners, click on My Profile, and scroll to the field labeled MyHVACpin
- Contact their distributor's HVACpartners' user administrator (who can look up the retail sales associate's profile listed in HVACpartners)
- Call the channel support center, Carrier Expert Central, at (800) 946-2930

Important Note:

The *HVACpartners ID* number is not the same as the *MyHVACpin* number, as explained below:

- *HVACpartners ID* – is a four- or five-digit identification number that uniquely identifies a company
- *MyHVACpin* – is a four- or five-digit identification number that uniquely identifies a person; in this case, the retail salesperson

APPENDIX A

SMB09-0024

SERVICE BULLETIN

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Number: SMB 09-0024

Title: Enhanced Warranty Policy – 40” Tall,
Multipoise 90% Furnace Secondary
Heat Exchanger Failures

Author: Chris Kafura

Category: Policy

Dealer Bulletin Number: None

Issued: 6/8/9 SMB 07-0056

Revision: 12/17/12

Expires: This policy will be
reviewed & updated
semi-annually

Dept: Climate Controls &
Security

PRODUCT CATEGORY:

90% Gas Furnaces

MODELS AFFECTED:

340A, 340M, 345M, 350A, 350M, 351D, 352A, 352M, 355A, 355B, 355C,
355M

58MCA, MCB, MXA, MXB, MSA, UVB, MVP, MVB, MVC, MTA, MTB

490A, PG9M

Serial Number Range: 2993A00001 – 1808A99999

SITUATION:

Carrier is providing an enhanced warranty on the secondary or “condensing” heat exchangers for the above listed 90% high-efficiency furnace models, within the stated serial number ranges. This bulletin announces and provides details of this new enhanced warranty coverage policy. This policy **ONLY** covers the failure and required replacement of a secondary or “condensing” heat exchanger and the following related parts: coupling box kits, cold spot baffle, and cell inlet and outlet panels.

Failure or imminent failure within 6 months is defined by the following criteria:

1. The furnace no longer functions to produce heat due to diagnosed heat exchanger restriction per inspection guidelines provided in SMB 09-0022.
2. The furnace produces heat but fails combustion analysis test due to heat exchanger restriction as diagnosed per guidelines provided in SMB 09-0022.
3. The secondary heat exchanger meets the visual inspection failure criteria per visual inspection instructions provided in SMB 09-0022.

The coverage period for this policy is twenty (20) years from original furnace installation date.

SOLUTION:

This enhanced warranty policy provides two coverage options:

Option #1: Flat Rate Allowance to cover the replacement of a failed secondary heat exchanger.

Option #2: Monetary credit allowance toward the purchase of a new piece of equipment.

Note: Option #2 is only available toward Carrier, Bryant and Payne brand equipment that has a minimum retail value of \$1250.00 (not including the cost of installation).

Distributor Action: Please review and immediately issue this policy bulletin to all dealers that sell, install, and service the furnace models listed above.

This policy update is effective for secondary heat exchangers with failure dates of or later. December 17, 2012

As detailed in SMB09-0022, a copy of the 90% Furnace Secondary Heat Exchanger Inspection Certificate, also included in this bulletin, must be attached to the Service Bench claim prior to submitting the claim.

Secondary heat exchanger warranty claims will go to review in Service Bench. Warranty Administration will not process claim payment until the 90% Furnace Secondary Heat Exchanger Inspection Certificate is attached to the claim in Service Bench. Audit points for review will include completion of required fields. Any questions regarding the claim audit or approval process may be directed to Warranty Administration at (866) 989-2524. Select Option 3 in the automated menu system.

Replaced secondary heat exchangers and secondary heat exchangers from replaced furnaces must be returned to the distributor and held for potential factory audit. Any alternate process for holding heat exchangers must be reviewed and approved by your Technical Service Manager (TSM). The

warranty system will indicate that the parts should be held for 30 days. A copy of the 90% Furnace Secondary Heat Exchanger Inspection Certificate must also be attached to or held with the secondary heat exchanger part. Parts must be held and available for audit for thirty (30) days from the distributor claim paid date.

Field Action: All dealers and service contractors should refer to SMB 09-0022 / DSB 09-0022 “90% Furnace Heat Exchanger Inspection Procedure” to properly Troubleshoot and inspect 90% furnace heat exchangers.

This policy update is effective for secondary heat exchangers with failure dates of December 17th, 2012.

Unless otherwise notified by your distributor, replaced secondary heat exchangers and secondary heat exchangers from replaced furnaces must be returned to the distributor and held for potential factory audit. A copy of the 90% Furnace Secondary Heat Exchanger Inspection Certificate must also be attached to or held with the secondary heat exchanger part.

POLICY:

This policy **ONLY** covers the failure and required replacement of a secondary or “condensing” heat exchanger and the following related parts: coupling box kits, cold spot baffle, collector box, and cell inlet and outlet panels. Additionally, this bulletin takes precedent over any extended optional contract. All secondary heat exchanger claims for any 90% furnace that is covered by an extended optional contract should be claimed against this bulletin and not against the extended optional contract.

Policy Option #1: Replacement of a failed secondary heat exchanger

This option will provide a flat rate allowance to cover labor. The allowance amounts are set at the individual dealer level to allow for proper reimbursement based on their registered street rate of 4 hours. All parts associated with the repair must be claimed under the bulletin. This policy option only provides a flat rate allowance.

Use SMB090024A in the Service Bench warranty system to file a claim for policy option #1.

The dealer shall not charge the end-user customer labor for the replacement of the secondary heat exchanger and associated ancillary parts covered under this policy option.

Policy Option #2: Monetary credit allowance toward purchase of a piece of equipment

This option will provide a monetary credit allowance toward the purchase of a new piece of equipment. This credit must be used to purchase a new Carrier, Bryant or Payne piece of equipment having a minimum retail value of \$1250.00 (not including the cost of installation). The credit cannot be used to purchase a number of different heating or cooling products that together exceed \$1,250. The credit may not be used on multiple occasions, and may not be aggregated. If the credit exceeds the purchase price of the new piece of equipment, the consumer is not entitled to a refund of the

SMB 09-0024

excess amount, nor may they apply the excess amount to another piece of Carrier, Bryant or Payne equipment.

The credit allowance will provide flat rate allowance based on registered street rates of 4 hours plus \$200 parts credit.

Use SMB090024B in the Service Bench warranty system to file a claim for policy option #2.

Note: all replaced secondary heat exchangers and secondary heat exchangers from furnaces replaced under this Policy must be held for potential factory inspection for thirty (30) days from distributor claim paid date. A copy of the 90% Furnace Secondary Heat Exchanger Inspection Certificate must be retained with the secondary heat exchanger part.

Bulletin #	HRS	MATERIAL DOLLARS	DESCRIPTION
SMB090024A	Flat Rate	Included	Replacement of a failed Secondary Heat Exchanger
SMB090024B	Flat Rate	\$200	Credit Allowance towards purchase of a piece of new equipment.

This Policy will be reviewed and updated semi-annually.

90% Furnace Secondary Heat Exchanger Inspection Certificate			
Attach to claim in the Service Bench system prior to submitting the claim. A copy of this certificate must also be attached to or held with the part.			
**SCA(s)			
**Customer Name			
**Customer Address			
**Customer Phone #			
**Model Number		**Serial Number	
Combustion Test Checklist			
**CO reading – Required if furnace is operational			ppm
Excess air level			%
Installation Checklist – check all areas examined per SMB09-0022			
Venting	Condensate Drain	Pressure Switch Hoses	
Start-up	Propane Conversion	Thermostat Set Up	
Safety Control Check	Accessories	Propane Conversion	
Maintenance Items – check all items cleaned or examined per SMB09-0022			
Air Filter(s)	Blower Motor/Wheel	Burners/Igniter	
Primary Heat Exchanger	Secondary Heat Exchanger	Electrical Connections	
Other Tubing/Hoses			
After installation and maintenance items corrected - Combustion retest			
CO reading (2 nd) test			ppm
Excess air level (2 nd) test			%
Visual Inspection of Secondary Heat Exchanger			
**Observations from visual inspection of heat exchanger			
**If furnace is replaced provide replacement model and serial number			
**Model Number		**Serial Number	
**Dealer Name/ Dealer Number			
**Technician Name (Print)			
**Technician Signature			
I certify that the secondary heat exchanger in this unit failed or that failure was deemed imminent based on observations documented in this inspection certificate.			
			** Denotes Required Field