

# 2022 WARRANTY TIPS

## ALLIED WARRANTY REGISTRATION

- The standard Allied parts warranty for most residential units is 5 years from date of installation. **Extended warranty (10 years from installation) can be obtained by registering the unit at the following website:**  
[www.alliedairregistration.com](http://www.alliedairregistration.com)
- **Units must be registered within 90 days of installation**
- **AC units must be registered WITH a coil to obtain extended coverage.** Inputting a coil or AC unit alone will default the warranty to 5 years standard coverage.
- Commercially installed units are not eligible for extended warranty. There is a 1 year parts warranty on non-residential units.
- **Extended warranties are non-transferable.** Subsequent homeowners after the homeowner on the registration are eligible for parts claims only during the initial 5 year standard warranty.

## FILING A WARRANTY CLAIM FOR FAILED PARTS

For **Allied/Armstrong parts – 2 options:**

### Submit the claim online

- Use our online [WARRANTY FORM](#) - found under the Forms tab (First option in the “Warranty Forms” section)
- Online claims are for Allied/Armstrong parts ONLY
- Please retain part until credit has been received, then part may be scrapped

### Return the part(s) to one of our branches with a completed MRF form

- This [WARRANTY FORM](#) can be found under the Forms tab
- Coils and Comfort Sync thermostats must be returned with MRF forms

## Failed Parts from other manufacturers

- Return the defective part and completed MRF form to one of our branches
- Please refrain from using older/alternate versions of the MRF form. This is the most current [WARRANTY FORM](#)
- Warranty claims must be submitted within 60 days of part failure to obtain credit.
- For entire unit replacement claims, our tech department needs to be involved and contacted first. Entire unit claims cannot be done online. Contact our tech department for information on entire unit replacements.
- The following items are not eligible for warranty credit: cabinets, cabinet pieces, panels, driers, refrigerant, refrigerant line sets, belts, wiring, fuses, oil nozzles, unit accessories, gaskets, any part not affecting unit operation, components such as air filters that must be replaced as part of a regular maintenance program.
- Warranty credit does not include the cost of freight.
- Allied offers a labor allowance if a part fails within 90 days of unit installation. There can be a maximum of one labor request per serial number. Concord units have an allowance within 30 days of unit installation.

## Heat Exchanger Warranty

- Most Allied units have a lifetime heat exchanger warranty for original owners of the unit. Subsequent owners have a heat exchanger warranty of 20 years from the date of installation. Please contact the warranty department if you would like to confirm eligibility for this warranty.

## Magic-Pak Warranty

- Magic-Pak units are not eligible for registration and carry only a standard 5 year parts warranty. Heat exchangers on Magic-Pak units are either 10 years from installation for aluminized or 20 years from installation for stainless steel.

## Comfort Sync Warranty

- Comfort Sync thermostats carry a 10 year warranty from installation no matter the registration status of the unit. Serial numbers on Comfort Syncs must be included in all applicable warranty claims in order to be processed.

## Extended Labor Warranties

- Extended labor warranties can be purchased through Trinity Warranty Solutions. There are varying degrees of coverage available and can be purchased at the time of unit purchase or can be added on later. Please contact our warranty department for more information on Trinity.

If you have any warranty questions or if you would like to check warranty eligibility for a unit or part, please contact Gretchen at [gmcdonald@monroeequipment.com](mailto:gmcdonald@monroeequipment.com)