

2024 WARRANTY TIPS

ALLIED WARRANTY INFORMATION

- 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
- **Units must be registered within 60 days of installation**
- **AC units must be registered WITH a coil to obtain extended coverage.** Registering 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.
- **Heat Exchanger Warranty** - Most Allied units have a lifetime heat exchanger warranty for original owners. Subsequent owners have a heat exchanger warranty of 20 years from the date of installation. Please contact us to confirm eligibility for this warranty.
- **Magic-Pak Warranty** - Magic-Paks are not eligible for registration and carry 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 and **DO NOT need to be registered.** Serial numbers on Comfort Syncs must be included in all applicable warranty claims in order to be processed.
- **Extended Labor Warranties** - Purchased through Trinity Warranty Solutions and System Shield (for Allied units only). There are varying degrees of coverage available. Please contact our warranty department for more information.

*****Entire unit claims cannot be done online!*****

Contact our tech department for information on entire unit replacements.

FAILED PARTS WARRANTY FOR ALLIED/ARMSTRONG AIR/AIREASE/CONCORD

ONLINE SUBMISSIONS

- **Online submission claims are for Allied/Armstrong Air/Airease/Concord parts ONLY**
- Coils and Comfort Sync thermostats MUST be returned with MRF form
- All other Allied/Armstrong Air/Airease/Concord parts - Retain part until credit has been received, then part may be scrapped
- 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.

PRINTED FORM SUBMISSIONS - 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 form
- All other Allied/Armstrong Air/Airease/Concord parts - Retain part until credit has been received, then part may be scrapped
- 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.

FAILED PARTS WARRANTY FOR OTHER MANUFACTURERS

- Return the failed 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.
- 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, flues, 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.

FILING A WARRANTY CLAIM FOR NEW & UNUSED (ANY MANUFACTURER)

NEW AND UNUSED - Return the part(s) to one of our branches with THIS completed MRF form

- This [WARRANTY FORM](#) can be found under the Forms tab

If you have any warranty questions or if you would like to check warranty eligibility for a unit or part, please contact us at warranty@monroeequipment.com