

# Product Bulletin

**Bulletin Number:** PB14-23

**Date:** 10/10/2014

**Subject:** Limited Warranty for Multi-Family Applications

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## Limited Warranty for Multi-Family Applications

With the multi-family HVAC segment growing dramatically, ICP offers one of the industry's most versatile and comprehensive selections of products and systems for multi-family residential structures. We are fully committed to helping you develop a customized solution that balances affordability, energy efficiency, and comfort.

Effective November 1, 2014, the limited parts warranty period for multi-family residential applications will be ten (10) years to the original purchasing owner upon timely registration. Building owners must register online at [www.icpusa.com](http://www.icpusa.com) within 90 days of equipment installation to obtain the longer warranty period, which is available only to the original purchaser of the equipment and NOT available to subsequent owners. Products not registered within 90 days of installation will still carry the 5-year parts limited warranty for the original owner (subsequent owners will continue to receive a 5-year parts limited warranty from the date of original installation whether or not the equipment was timely registered).

### Specific Product Families Affected:

Product Description	Product Family	Current Warranty Card Part Number
Air Conditioners	WCA5, WCA4, WCA3--4	401 06 4307 11
Heat Pumps	WCH3--4, WCH4--4, WCH5--4	
Gas Furnaces	WFML, WFMR, WFSR, WFAR	
Small Packaged Products	WPA3, WPH3, WPG3 ("C" Series); WJA4, WJH4, WJA3, WJH3	
Ducted Fan Coils	WAHA--4, WAHM--4, WAHL--4, WAPM--4 WAPL--4, WAHT--4, WAPT--4, WAXL--4	
Evaporator Coils	WENC--4, WTNC--4, WLNC--4, WENH--4 WTNH--4, WLNH--4, WENW--4, WTNW--4 WLNW--4, WLAM--4, WEAU--4, WLAU--4	

### Warranty Cards:

Warranty Cards will be updated over the course of the next several months. If you are in need of further documentation before all warranty cards are updated please contact your RBM.

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## Registration Process:

Register online at [www.icpusa.com](http://www.icpusa.com) within 90 days of installation (“product registration” is listed under “Products and Services” located at the bottom of the homepage). The building owner will register the property address one time and then add all installed model/serial numbers on the property. When registering, please select “Residential Multi-Family” as the application type.

### ICP PRODUCT REGISTRATION FORM

Thank you for purchasing new air conditioning and/or heating equipment from the ICP family of brands. Please take a moment to complete and submit this information. Registering your product allows us to better serve you and your dealer in the event that technical or warranty assistance is needed. This information will be used for warranty verification or to contact you in the unlikely event of a product recall.

Registration Card Downloads: [English](#), [Française](#), [Español](#) \* Required Fields

<b>* Application:</b>	<input type="radio"/> Residential Single-Family <input type="radio"/> Residential Multi-Family <input type="radio"/> Commercial
Business Name: (if commercial application * )	<input type="text"/>
<b>* Registered by:</b>	<input type="radio"/> Homeowner <input type="radio"/> Dealer
<b>CONSUMER INFORMATION</b>	
Title :	<input type="text"/> ▼
<b>* First Name:</b>	<input type="text"/>
<b>* Last Name:</b>	<input type="text"/>
Suffix :	<input type="text"/> ▼
<b>* Street Address:</b> (Physical addresses only--no P.O. Boxes)	<input type="text"/>

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## Registering Multiple Systems:

To register multiple systems to one address, enter owner information, installing contractor information, and all other required information designated by a \*. Next, add all equipment to the registration by entering the model and serial number in the "Purchased Items Information" section and then clicking on the "add" button. Successfully entered model and serial numbers will be displayed on the screen once added. Once all installed model/serial numbers are added to the registration, click "Submit" to complete the registration.

**PRODUCT DETAILS**

Please refer to unit nameplates to register each system component, e.g., outdoor units, furnaces, indoor evaporator coils and/or air handlers etc.


\* Serial Number:   
Example: A123456789

\* Installation Date (MM/DD/YYYY):  

\* Brand Installed:

Brand Replaced:

Serial Number	Model	Brand	Installation Date
No items added yet			

ICP Customer Relations (available 8:00 am - 5:00 pm ET Monday through Friday)  
1-888-448-4277   
[Contact ICP](#)  
(Please enter model and serial number in comments section of the contact form)

## Claiming and Entitlement:

Warranty entitlement viewing and warranty claiming will be updated in ServiceBench to reflect the correct multi-family coverage by October 31, 2014.

## Communication:

The ICP brand team will communicate the new warranty to distribution, contractors, and customers through Navigator, Go! websites, press releases, multi-family brochures, and consumer website updates.