TCS dealers have the authority to replace outdoor split/packaged units and furnaces when faced with major system leaks, compressor or heat exchanger failures due to manufacturing defects within the first 90 days after installation/startup date.

1.1. Request Equipment Exchange through local FSR

1.2. No labor or refrigerant allowed

1.3. First 60 days post installation/start-up date

1.3.1. Cooling equipment start-up date is April 1st for cold weather cooling installations

1.3.2. Heating equipment start-up date is October 1st for hot weather heating installations

1.4. Unless otherwise instructed by the FSR, failed units can be scrapped by the dealer

1.5. Compressor failure is defined as: will not pump due to an electrical or mechanical failure

*\*\*Applies only to Residential Equipment (5 ton and under)*

\*\**DOES NOT INCLUDE: 3-PHASE EQUIPMENT, RUNTRU, AMERISTAR PRODUCTS OR*

*TRANE®/MITSUBISHI PRODUCTS.*