



2012  
CUSTOMER  
GUIDEBOOK

**FACTORY  
AUTHORIZED  
PARTS**



[WWW.CARRIERGREATLAKES.COM](http://WWW.CARRIERGREATLAKES.COM)



# HOLIDAY CALENDAR



## Carrier Great Lakes Holiday Schedule

# 2012

April 6 - Easter  
 May 28 - Memorial Day  
 July 4th - Independence Day  
 Sept. 3 - Labor Day  
 Nov. 22 & 23 - Thanksgiving  
 Dec. 24, 25 - Christmas

January						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

February						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

March						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April						
S	M	T	W	T	F	S
					6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

May						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

June						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

July						
S	M	T	W	T	F	S
			4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

August						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

September						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

October						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

November						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

December						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					



## OPERATIONS GUIDEBOOK

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We at Carrier Great Lakes would like to thank you for allowing us to serve your HVAC needs. The intent of this guidebook is to help our relationship run smoother by making you aware of the services we offer, and the policies and procedures associated with them.

Updates will be sent periodically to keep the guidebook current.

Please take a moment to read over and distribute to appropriate personnel in your organization. Thank you.

Respectfully,



Gary Ehlers  
President

## CGL MISSION STATEMENT

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**The employees of Carrier Great Lakes pledge that integrity and trust will guide our actions while offering expedient and knowledgeable solutions. Focusing on these objectives each day will enhance partnership building and continual shared success.**

## LOCATIONS

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### Livonia Parts

Doug Looney – Manager  
33601 Schoolcraft  
Livonia, MI 48150  
(800) 262-1987 or  
(734) 522-5000  
Fax: (734) 522-7593  
Emergency #: (734) 216-2690

### Madison Heights Parts

Pete Souriall – Manager  
25799 Commerce Drive  
Madison Heights, MI 48071  
(800) 759-5423 or  
(248) 585-3910  
Fax: (248) 585-3910  
Emergency #: (734) 637-5835

### Lansing Parts

Chad Bidlack – Manager  
5633 Lamone Dr. Suite A  
Lansing, MI 48911  
(866) 558-9620 or  
(517) 882-2427  
Fax: (517) 882-2427  
Emergency#: (517) 490-6029

### Flint Parts

Keith Saari – Manager  
3229 E. Bristol Rd.  
Burton, MI 48529  
(800) 500-3772 or  
(810) 715-1480  
Fax: (810) 715-1480  
Emergency #: (734) 637-5837

### Grand Rapids Parts

Bob MacMillan – Manager  
4245 Clay Ave.  
Wyoming, MI 49548  
(800) 685-7092 or  
(616) 406-1645  
Fax: (616) 406-1773  
Emergency #: (616) 293-2236

### Toledo Parts

Jerry Snyder – Manager  
562 S. Reynolds Rd.  
Toledo, OH 43615  
(800) 926-7186 or  
(419) 537-9424  
Fax: (419) 537-1955  
Emergency #: (419) 392-7173

***A \$75 fee will be assessed for emergency openings of Carrier Great Lakes stores after hours and weekends.***

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## The CGL Advantage

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- ✓ Six (6) conveniently located full line locations in Michigan and Northern Ohio
- ✓ Hours of operation: 7:30 AM – 5 PM Monday through Friday
- ✓ Toll free telephone numbers at all (6) locations with (24) hour voice mail and after hour emergency phones.
- ✓ Inventory Floor Planning – Equipment and Supplies
- ✓ Lines of credit available
- ✓ Visa, MasterCard, and American Express accepted for parts and supplies purchases only
- ✓ Cash discounts for prompt payment of monthly statements
- ✓ Service Assistance provided throughout our territory
- ✓ Technical training conducted locally (On-line registration available)
- ✓ Regularly published factory service bulletins
- ✓ Professional Sales and Technical literature
- ✓ HVAC distributor that carries complete “matched” system by a single source supplier
- ✓ Customer Protection Plans backed by Carrier Corporation
- ✓ The Carrier Legacy – Air Conditioning invented by Willis Carrier in 1902
  - ✓ American headquartered corporation with world-wide production facilities and distribution
  - ✓ Carrier Residential and Commercial line thru 30 tons HVAC
  - ✓ World’s first ozone friendly (Puron) residential air conditioners
- ✓ Incentive trip fund accruals based upon eligible Carrier purchases
- ✓ Wide range of Finance & Leasing programs for Commercial and Industrial
- ✓ Program Dealers:
  - ✓ NOW! Plus Online warranty processing
  - ✓ Marketing Fund accruals based upon eligible purchases
  - ✓ Pre-season retail consumer promotions
  - ✓ Carrier Identity Programs including outdoor signs, truck decals, uniforms
  - ✓ Commercial / Residential Marketing newsletters published
  - ✓ Factory Authorized Dealer Series
  - ✓ Local Advertising support
  - ✓ National / Regional Advertising support
  - ✓ Retail Credit program available to finance customer purchases
- ✓ Builder Model Home Program
- ✓ College scholarships offered annually to children of Carrier Dealers
- ✓ Prepaid freight on qualifying orders
- ✓ Business development training classes (Online registration available)
- ✓ Websites: [www.carriergreatlakes.com](http://www.carriergreatlakes.com), <https://cglstore.com>, and [www.carrier.com](http://www.carrier.com)
- ✓ CGLRewards.com – Earn rewards with every Parts and supplies purchase
- ✓ CGLStore.com – CGL’s own ecommerce site – Order Online!

## 2012 Equipment Line Card

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### RESIDENTIAL

- Carrier & Payne Furnaces (Gas & Oil)
- Carrier & Payne Air Conditioners
- Coils
- Heat Pumps
- Fan Coils
- Boilers – Carrier / HTP – Heat Transfer Products
- *Geothermal Units\**
- Thermostats
- Zoning systems
- Humidifiers
- Air Cleaners
- HRV / ERV Ventilators

### COMMERCIAL

- Carrier Open Bacnet Controls
- 3V & Carrier Comfort Network Controls CCN
- Open & CCN i-Vu Web Interfaces
- Packaged RTU's through 30 tons
- Vertical Package Units
- Water Source Heat Pumps
- Airside Terminals
- Unit Ventilators
- Central Station DX AHU's (3,000 – 55,000 cfm)
- DX Fan Coils (thru 30 ton)
- Duct Free Split Systems
- Packaged Terminal / Motel units
- LG Electronic
- Modine Makeup Air Units / Unit Heaters
- Mod Con – Commercial Boilers
- S&P Exhaust Fans

*\*CGL training or equivalent is required to purchase*

## Additional CGL Offerings

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- Energy Recovery Ventilators – Micrometl and Renewaire
- Envisor Panels (RTU's)
- First Company Products
- Linesets – Howell
- Make Up Airs: Residential Broan – Renewaire
- Micrometl Curbs & Curb Adapters
- BAS Control Turnkey Solutions



## 2012 Parts Product Catalog Line Card

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Acid Test Kits (Nu Calgon)	Humidifiers (April Aire -Totaline)
Air Cleaners (Electronic & Mechanical)	Hydronic Controls, Valves, Pumps, all installation needs
Air Filters-Standard & Custom	ICM Controls
Air Flow Switches	Leak Detectors
Ball Valves (Superior)	Liquid Scale Dissolver (Nu-Calgon)
Barrel (Standard)	Liquid Scale Dissolver Pumps
Bearings	Magnetic Chucks & Holders
Belts	Mars – Motors & tools
Black Pipe & Fittings	Meters – TPI & Amprobe
Blades (Sawzall & Hacksaw)	Motors (OEM & After Market)
Brazing Products (Harris & Prest-O-Lite)	Oil Failure Switches (OEM & Penn)
B-Vent-Simpson Duravent	Oil Separators-ACR
Cable Ties (Tyton)	Oil Analysis
Capacitors (Start & Run)	Phase Monitors (Single & Three Phase)
Caulk (Silicone & Fire Stop)	Power Strut
Combustion Analyzers - TPI	Pro-Fit Bearing Assemblies, pumps, couplers, etc.
Copper Pipe & Fittings	PVC Pipe & Fittings
Chimney Liners - Selkirk	Recovery Units (Amprobe & Appion)
Coil Cleaners (Totaline & Nu Calgon)	Refrigerant Reclaim Service (Pay for used refrigerant)
Compressors (Bristol, Copeland, Tecumseh, Danfoss)	Refrigerant Oil
Compressor Oils	Refrigeration Accessories (Ac&R Henry, Superior)
Compressor Tear Down Analysis	Registers (Commercial & Residential) - Continental
Condensate Pumps ( Diversitech)	Relays (OEM & Honeywell)
Condenser Pads (Hefty & Ultralite)	Reversing Valves (OEM, Alco, Ranco)
Contactors	Ritchie – Gauge sets, hoses, etc.
Controls (Penn & Totaline)	Semi Hermetic Compressors (Carlyle Remanufactured & Totaline Rebuilt)
Defrost Controls (Grasslin)	S&P Fans
Devco – Electrical parts	Shafts (OEM & Universal)
Disconnects (Single & Three Phase)	Sheet Metal Products (Southwark)
Driers, Cores, Shells (Parker & Alco)	Smoke Detectors – Air Products, System Sensor
Duct Board (Certainteed & Johns Manville)	Solenoid Valves (Alco, Sporlan)
Duct Heaters (Custom Electric Strip Heaters)	Solvents (Nu-Calgon & Totaline)
Duct Sealants (Hardcast)	Start Assist (Soft, Hard, Kick Start Kits)
Exhaust Fans (Broan, S&P)	Tapes (Foil, Duct, Electrical)
Expansion Vales (Alco & OEM Sporlan)	Thermocouples (Honeywell)
Fan Cycling Controls (Mechanical & Electronic)	Thermometers (Cooper, Monti & TPI)
Fan Control Centers	Thermostats (Honeywell & White Rogers)
Fan Switches (Camstat & Honeywell)	Thermostat Covers (Plastic & Metal)
Fasco inducer motors	Thermostat Wire
Flex Duct (Atco)	Time Delay Relays
Flex Gas Pipe & Fittings (Gastite)	Tools – Amprobe, Ritchie, Malco, Robinar, Inficon, Testo, TIF
Fluid Analysis (Compressor Oil & Glycol)	Vacuum Micron Meters
<b>Furnaces &amp; Air Conditioners (Payne)</b>	Vacuum Pumps (Ritchie, Robinair)
Fuses (OEM, 250 & 600 Volt)	Vacuum Pump Oil
Gas Valves (OEM, Honeywell, White Rodgers)	Wagner – Motors
Gas Regulators	Webstone Valves
	Welding Products Rigs & Gas
	Whips – A/C
	Wire Products (Fittings & Ties)
	Variable Speed Drives (ABB)

## CGL Buzz Card

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All of us at Carrier Great Lakes are committed to improving our Quality of Service to our customers. Please tell us where **we have improved and where we can improve.**

IT REALLY BUGS ME WHEN: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

YOU WOULD RECEIVE MORE OF MY BUSINESS IF: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

YOUR EMPLOYEE, \_\_\_\_\_, REALLY PROVIDED A QUALITY SERVICE TO ME BY:  
\_\_\_\_\_  
\_\_\_\_\_

CUSTOMER NAME \_\_\_\_\_  
COMPANY NAME \_\_\_\_\_

**CARRIER GREAT LAKES BUZZ CARD**

## Carrier Great Lakes Phone System

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Carrier Great Lakes phone system is designed to increase our customer service to you, our valued customer.

### **Some Important Facts Are:**

- All six locations will appear as one
- Any location can transfer your call throughout all of CGL. You can reach any extension from any location.
- All employees (except warehouse) have voicemail boxes.
- Based on the local number or the toll free number you dialed, it will route your call to the appropriate Parts and Supplies location to meet your needs.

### **Phone Tips:**

For the fastest service, we suggest you use the “All Ring” choices on our pre-programmed menu. Everyone in that department answers the “All-Ring’s”. If an “All-Ring” goes to voicemail, you can leave a message and the next available person in that department will return your call.

### **Directory:**

- (1) Search by First Name
- (2) Livonia Warehouse Shipping and Receiving
- (3) Parts & Supplies – Branch Dependent
- (4) Equipment Order Department
- (5) Sales Support
- (6) Service Department
- (7) Accounts Receivable / Payable
- (8) Search by Last Name
- (9) CGL Controls Group

## CGL CONTACT LIST

<b>LIVONIA</b>	<b>(734) 522-5000</b>	<b>INSIDE SALES - (Fax)</b>	<b>734-522-8385</b>
Parts and Supplies	Option 3	Dawn Bernard	1120
Equipment Orders	Option 4	Dale Baunoch	1152
Sales Department	Option 5	Bruce Boerkoel	1124
Service Department	Option 6	Scott Payne – GR ISS	1611
Accounting Department	Option 7	<b>SERVICE DEPARTMENT</b>	
Livonia Warehouse / Receiving	Option 8	Donna Crabtree (Support Asst.)	1121
CGL Controls Group	Option 9	Ruth Jackson (SCA's)	1115
		Bob Oltersdorf (Res. & Light Commercial)	1126
<b>Chariman</b>		Dave Singer (Commercial)	1102
Tom Williams (VM Only)	1176		
<b>President</b>		<b>Credit / Collections</b>	
Gary Ehlers	1122	Rebecca Totten	1607
<b>West Michigan General Mgr.</b>		Sarah McBride	1105
Eric Williams	1603	Cynthia Barker	1107
<b>Residential Sales Manager</b>		Laurie Blyaert	1110
Brian Smith	1118		
<b>Commercial Sales Manager</b>		<b>Accounting</b>	
Joe Randolph	1123	Lenore Metcalf	1108
<b>Parts / Payne Sales Mgr.</b>		Kristine Lutz	1168
Keith Winnie	1133		
<b>Business Manager</b>		<b>Equipment Orders</b>	
Peggy Lawrence	1106	Patty Evan – Supervisor	1135
<b>Operations Manager</b>		Joe Norat	1136
Open	1153	Danyel Becker	1151
<b>Livonia Warehouse Mgr.</b>		Paula Williams – Support and Freight Analyst	1166
Brian Klotzer	1179		
Corey Dahn	1142	<b>Information Technology</b>	
		Ed Bailey	1188
<b>Sales</b>			
Pat Burdo (CML Metro Det.)	1127	<b>Inventory Control</b>	
Bruce Carpenter (CML – GR)	1606	Ken Carlson	1139
Kurt Bonsall (Res. - East)	1125	John Hoffman	1134
Scott House (CML - Flint)	1408	Paula Williams – IC Support	1166
Tyler Kolbe (RES – TOL)	1504		
Linda Monendo (Support Asst.)	1147	<b>CGL Controls Group</b>	
Scott Walters (RES GR Sales)	1601	Matt Pawlik	1189
Eric Williams (W. MI Gen. Mgr)	1603		
Dean Anderson (WSHP/ N MI)	1615		
Mike Wilson (RES -W MI / N. MI)	1614		
Jeff Butts (Res – MID MI)	1408		
Dennis Guerrieri (RES – SE MI)	1130		

## Parts and Supplies Contact List

<b>Livonia</b>		<b>Lansing</b>	
Main Number - Option #3	(800) 262-1987	Main Number	(866) 558-9620
	(734) 522-5000		(517) 882-3722
Fax	(734) 522-7593	Fax	(517) 882-3722
Doug Looney – Mgr.	1140	Chad Bidlack – Mgr.	1700
Pam Law	1148	Brandon Beland	1703
Vince Metcalf	1117	Ryan Ebbinghaus	1704
Jack Carroll	1171		
<b>Grand Rapids</b>		<b>Toledo</b>	
Main Number - Option #3	(800) 685-7092	Main Number - Option #3	(800) 558-9620
	(616) 406-1645		(419) 537-9424
Fax	(616) 406-1773	Fax	(419) 537-1955
Bob MacMillian – Mgr.	1609	Jerry Snyder – Mgr.	1500
Dan Patchett	1602	Helen Ward	1501
Matt Switzer	1613	Chuck Verdon	1502
Rick Alldred	1604		
Hudson Wouthuis	1600	<b>Madison Heights</b>	
		Main Number - Option #3	(800) 759-5423
			(248) 585-3910
<b>Flint</b>			
Main Number - Option #3	(800) 500-3772	Fax	(248) 585-6658
	(810) 715-9000	Pete Souriall – Mgr.	1304
Fax	(810) 715-1480	Bill Luft	1303
Keith Saari –Mgr.	1401	Tom Bortswick	1302
Barry Bergeron	1402	Dwight Pooler	1301
Dave Parkinson	1400	Bruce Kruckeberg	1313

## Carrier Great Lakes Terms and Conditions of Sale

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1. Standard payment terms are 1% 10<sup>th</sup> prox., Net 25<sup>th</sup>. If in the judgment of Carrier Great Lakes, hereinafter referred to as "Seller", the financial condition of the Buyer at the time the equipment is ready for shipment does not justify the foregoing terms, Seller may require payment in cash before making shipment.
2. Only those items of equipment and/or labor specified herein are a part of this quotation. Additional items of equipment or labor will be provided only upon receipt of written authorization and paid for as an extra.
3. Any price(s) set forth shall be increased in an amount equal to any excise, sales, use, occupation, value added or similar tax(es) attributable to the equipment supplies hereunder and/or assessed to Seller by the United States Government or any state or local government. Such increased amount shall be payable to Seller at or before the time when the tax is payable to the taxing authority.
4. Unless otherwise specified by Seller, all shipments shall be F.O.B. shipping point.
5. Seller shall have the right to deliver any portion of the materials included in this order and to bill Buyer for such materials. Buyer agrees to pay for the same in accordance with the terms of payment of this order upon notification that the shipment is ready for delivery notwithstanding the fact that Buyer may be unable to receive or provide suitable storage for any such partial delivery. In such event that portion of materials may be stored at Buyer's risk and expense.
6. Unless otherwise specifically agreed to in writing, Seller does not guarantee a particular date for shipment or delivery of the goods quoted. Shipment dates quoted are estimates of approximate dates. Seller shall be excused from and under no circumstances shall be liable for any loss or damage arising from delays in performance due to fire, strikes, labor matters, governmental regulations, act of the elements, transportation, failure to receive materials, or causes of a like or different nature reasonably beyond its control in the conduct of its business.
7. Carrier Great Lakes administers Carrier Corporation's and other manufacturers' (as sold by CGL) standard warranty policy. Please obtain the actual warranty by reading the respective product package provided with each unit.

*The Carrier Corporation standard warranty protects the end-user against defects in materials or workmanship on all equipment manufactured by Carrier Corporation for a period of one (1) year. Carrier will repair or replace F.O.B. point of manufacture (is not freight free) any part determined to be defective during such warranty period. The specific warranty for certain product may exceed Carrier Corporation's standard one (1) year policy.*

## Carrier Great Lakes Terms and Conditions of Sale, con't.

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*Seller shall not be responsible for labor charges for removal or reinstallation of defective components, charges for transportation, handling and shipping, or charges for refrigerant losses. If the equipment supplied hereunder requires the use of water or steam, re-circulated or otherwise, Seller will not be liable for the effect of its physical or chemical properties upon said equipment. Seller shall not be liable for the physical or chemical effect on this equipment of liquids and gases necessarily used therein. Equipment manufactured or supplied by others, but furnished by Seller hereunder, carries the same guarantee to Buyer as Seller receives.*

8. Seller's maximum liability for any reason under this contract shall consist of the refunding of all monies paid subject to right of removal and return of equipment to Seller.
9. Under no circumstances shall Seller be held liable for any incidental, special or consequential damages of a commercial nature.
10. Under no circumstances shall Seller be held liable for any claim for commercial damages based upon strict liability.
11. Orders may be cancelled by the Buyer only with consent of the Seller and upon payment of reasonable cancellation charges. Such charges shall take into account costs and expenses there to incurred, purchases or contract commitments made by Seller and all other losses due to such cancellations including a reasonable profit. Buyer is given one time to move their requested ship day out a maximum of 30 days providing sufficient notification has been given to the seller. If the order is not taken on the rescheduled date, the order will follow the cancellation policy and any cancellation charges will be assessed.
12. No order issued pursuant to this proposal shall be binding until duly accepted by an authorized representative of Seller. No person has any authority to make or claim representation, promise or condition which is not expressed herein. The terms noted herein cannot be changed or modified without Carrier Great Lakes' expressed written consent.
13. Any claim(s) by Buyer arising from the performance or nonperformance of this contract shall be brought within one (1) year from the date such claim arose.
14. Any assignment of this contract by Buyer, in whole or in part, without Seller's prior written consent is void.
15. The definition of terms used, interpretation of this contract and the rights of all parties shall be construed under and governed by the laws of the State of Michigan in the event of a judicial determination that any provision within this contract is enforceable or fails of its essential purpose, such determination shall have no effect on the enforceability of the balance of the provisions herein.
16. A 1.25% per month (15% APR) finance charge will be assessed on all invoices that are 15 days past due. This applies to all accounts regardless of that account's terms.

17. Invoices will be faxed or sent electronically via E-Mail daily. The statements will be sent in the same formats on the last business day of the month. These transmissions are considered to be original documents, and we will not provide a mailed copy of these forms.
18. If your credit account is placed with an attorney or collection firm, you will become responsible to reimburse Carrier Great Lakes for all finance charges, attorney fees, and other costs of collection, including court costs. If it becomes necessary to file a lien to protect the interests of Carrier Great Lakes, all costs of filing a lien will be due in full prior to the discharge of the mechanics lien.
19. Terms and conditions in any purchase order received which are in addition to or conflict with the terms and conditions of Carrier Great Lakes are wholly void and shall not apply to the sale or shipment of the materials or equipment. Carrier Great Lakes will not agree to sign any Purchase Order that contains terms and conditions not consistent with CGL's Terms and Conditions of Sale.
20. Carrier Great Lakes will not accept a purchase order which specifies retainage for any period of time. Short payments identified as retention will be considered an open invoice and subject to service charge and having your account placed on credit hold.



## CARRIER GREAT LAKES WEBSITE TERMS OF USE

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We welcome you to our newly designed website at [www.CarrierGreatLakes.com](http://www.CarrierGreatLakes.com). By browsing and using this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Carrier Great Lakes' relationship with you in relation to this website.

The term "Carrier Great Lakes" or "CGL" or "our" or "us" or "we" refers to the owner of the website whose registered office is 33601 Schoolcraft Rd. Livonia, MI 48150. The term "you" refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

- The content of the pages of our website is for your general information and use only. It is subject to change without notice.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.
- Unauthorized use of this website may give to a claim for damages and/or be a criminal offence.
- From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

Carrier Great Lakes is committed to ensuring that your privacy is protected. We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

For website support, please e-mail us at [Support@CGLCorp.com](mailto:Support@CGLCorp.com).

## ORGANIZATIONAL CHART

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## CREDIT POLICY

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**Standard Payment Terms:** 1% 10<sup>th</sup> Prox., Net 25<sup>th</sup>

Invoices are created the day the order is picked.

There is a 15 day grace period for all non-discounted invoices; thereafter, all invoices 16 days or more overdue will incur a 1.25% per month (15% per annum) finance charge. Carrier Great Lakes will allow a 1% cash discount on all current invoices (as provided on the statement) when paid by the 10<sup>th</sup> of the following month *provided all other obligations are current*.

CGL must be in possession of your payment by the 10<sup>th</sup>. Discounted payments received after that date will have the discount disallowed.

The following exceptions noted:

1. If an invoice balance is excluded for warranty reasons, the discount will be allowed *only* if a SCA is provided on the remittance, and the form is in CGL's possession.
2. If an invoice balance is disputed due to RMAD return, the product must have been received by CGL before the due date of the invoice.

**Credit Release Policy On Accounts With Past Due Invoices:**

*Aging Balances as Noted on Statement:*

**0-30 days past due:** Invoices are 31-60 days old. Accounts with balances in (period 2) this aging are subject to credit hold until the past due balance is paid.

**31-60 days past due:** Invoices are 61-90 days old. Accounts with invoices in (period 3) this aging group will be put on credit hold until this past due balance and finance charge is paid.

**61-90 days past due:** Invoices are 91-120 days old. Final demand notice will (period 4) be sent. Account may be sent to collection. No Sales will be allowed, excluding warranty items.

Deviations from our payment terms must be approved in writing by the Credit Department prior to the processing of any order. If your account is not being properly paid and maintained, Carrier Great Lakes, Inc may convert the terms on your account to COD or COD PLUS to bring the account current and within the credit terms originally granted. When all invoices are within the original terms granted on your account, we will review the situation to determine if we can go back to the original terms.

**Statements:**

Statements are generated monthly, based on last day of the month. A 1.25% (15% Annum) finance charge will be assessed on invoices 16 days or more past due. Finance charges are added to accounts on the last day of each month for which they are incurred. There are references on statements with invoice number corresponding with period charged (i.e., January 31, 2005 would reference invoice number 013105-99).

**Disputed Billing:**

If you are withholding payment for any reason on a specific invoice, you must notify Carrier Great Lakes' Credit Department (press 7). It is preferable that this notification be done in writing. Fax to 734-522-7594, Attn: Credit Dept.

If you are disputing a portion of a specific invoice, you must pay the non-disputed amount. If an invoice is to be offset by a credit memo (i.e., Warranty or Product return), the SCA or RMAD number must be provided.

[A dispute is defined as returning the product to CGL and having provided all appropriate paperwork].

A finance charge will not be assessed on disputed invoices if Carrier Great Lakes' Credit Department has been notified in advance of such disputes.

**Remittances:**

*All remittances must include the following information:*

1. Your Carrier Great Lakes account number is required to be noted on your check or remittance information in order to expedite processing of your payment.
2. The remittance portion of your statement with the invoices you are paying and credit memos you are using clearly noted.
3. If you are not paying a certain invoice: A short explanation (i.e., tax exempt, pricing error, etc.) is required. Non-payment due to warranty or product returns must be noted with the SCA or RMAD number. Non-payment of tax portion of an invoice must be accompanied with a Tax Exemption form.
4. *Credit memos must be used within 30 days of issuance.*

Credit memos not used within 30 days will be automatically applied to the oldest, non-disputed invoices. The application of credit memos is not a disputable item.

Failure to provide the above noted information with your remittance will cause delays when posting payments to your account and may affect your credit standing with Carrier Great Lakes.

**Missing Documents:**

If you are missing invoices or credit memos, you may contact the Carrier Great Lakes Credit Department for copies of these documents.

**Job Liens/Job Bond/Joint Check Sales Policy**

When we receive an order for commercial equipment or multi-family residential project, Carrier Great Lakes may deem it in the best interest of both parties to process this order on a Job Lien/Job Bond/ Joint Check process. This should not be construed as a derogatory action, and in fact is standard operation procedure if a project is deemed to be outside the scope of our normal business dealings. Carrier Great Lakes reserves the right to determine at what dollar amount we will require a Job Lien/Job Bond/Joint Check sales procedure to apply.

ALL NEW CONSTRUCTION PROJECTS WILL REQUIRE A COPY OF THE "NOTICE OF COMMENCMENT" be received. This document provides valuable information needed in the event the project is not paid in full within the lien rights period.

In order to process your Job Lien/Job Bond/Joint Check order, we require the Contractor to provide CGL with pricing approval via a hard copy priced purchase order, signed copy of our quote, or company E-Mail acknowledging the pricing on the quote. We also need to obtain 1) Jobsite Name, Address & Phone Number 2) Building owner, Address & Phone Number, and 3) General Contractor, Address & Phone Number information. You will receive a form to complete with this information at the time you are working on placing an order with your CGL representative. (see following page)

Carrier Great Lakes will be sending a Notice of Furnishings to three addresses listed above via certified mail to comply with the statues mandated by the State of Michigan Lien Law Act. Proof of Attempt to service a Notice of Furnishings is required by the County Register of Deeds office prior to filing a lien.

Per Michigan law, liens must be filed by the 90<sup>th</sup> day after the invoice date. Missing this deadline results in CGL's loss of lein rights. Therefore,

- If an invoice remains unpaid after 60 days, CGL will call or email the customer's contact of record, copying the customer's CGL sales representative, to notify them that a Notice of Intent to Lien will be sent to them, the property owner and the general contractor if payment is not received immediately.
- Per CGL Policy, lien processing does not cease until payment has cleared the bank (7 to 10 days waiting period unless we receive certified funds.)
- Since CGL files liens via a lien processing service, we must allow the service sufficient time to prepare and file the lien. The amount of time required varies by county. Therefore, CGL must have collected funds in sufficient time before the 90 day filing deadline to stop the lien process.
- Likewise, CGL must have collected funds before ordering a Discharge of Lien.
- Once the lien has been discharged, CGL receives the stamped original Discharge of Lien from the lien processing service.
- The county mails a copy of the recorded Discharge of Lien to all who listed on the lien filed. CGL retains the original.

Liens/Bonds claims will be made between 75 to 80 days after the final shipment of goods for a job project. We will provide you with a Letter of Intent to Lien, which can be sent to the parties listed on the job sheet, if you desire to aid you in collecting on your project. Once a lien or bond claim has been

### *Credit Policy, con't.*

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made, we cannot reverse the process until Carrier Great Lakes, Inc. has been paid in full for the job including the filing fees. We also reserve the right to delay this process for up to (10) business days while the check is clearing through bank clearing. If we are paid with Certified Funds or Official Bank checks, this delay can be eliminated.

Carrier Great Lakes can only sign an Unconditional Waiver once payment is received and the check is through the bank clearing time frame. We are happy to sign a Full Unconditional Waiver when the project is completed and paid in full. We will also provide a Conditional Waiver when it is necessary for a mechanical contractor to provide it to his customers in order to receive payment for a draw.



33601 Schoolcraft Rd., Livonia MI 48150 • Phone (734) 522-5000

To Whom It May Concern:

**ALL NEW CONSTRUCTION REQUIRES A COPY OF A "NOTICE OF COMMENCEMENT"**

In order to process your order or to proceed with your order, Carrier Great Lakes (CGL) requires a Mechanical Contractor to provide CGL with pricing approval via a hard copy priced purchase order, signed copy of our quote, or company E-mail acknowledging the pricing on the quote. We also need to obtain the information below to protect CGL's and your lien rights for the equipment purchased.

To speed up the processing of your order, please fill in **ALL** the information requested and fax back with your choice of pricing approval. Please be sure to indicate where you would like the equipment shipped as well. As soon as this information is received, your order will be processed.

**Jobsite Name & Phone** \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

**Building Owner & Phone** \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

**General Contractor & Phone** \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

**CARRIER GREAT LAKES WILL BE SENDING A NOTICE OF FURNISHINGS TO ALL PARTIES LISTED ABOVE, VIA "CERTIFIED MAIL".**

Thank you for your time and assistance. Your cooperation is greatly appreciated.

***Credit Department***

Carrier Great Lakes, Livonia

Re: Quote #



## FREIGHT POLICY

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Policy pertains to CGL *stocked* equipment, parts, and supplies. For factory direct equipment orders, see page 30.

Customer has the option to have freight terms collect, or standard terms will be prepaid and billed per policy.

Special delivery requirements may incur additional charges.

Freight policy is for one ship date, and one ship location. If different ship dates or locations are involved, the shipment is subject to the dollar value of each shipment (not total order), and will be charged according to policy.

### Residential, Commercial, and Parts Shipments: (shipping to customer location)

0 - \$1,000	=	\$30.00
\$1,001 - \$5,000	=	\$50.00
\$5,001 – Up	=	Free

### Commercial Job Site Delivery:

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Flatbed delivery to meet a crane and/or other special requests will be quoted upon request based on location and time requirement.

### Crane Service (Detroit Area)

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Fee \$235 includes (2) hours of crane service from the time crane arrives until it leaves. Pick up at CGL Livonia is included. Any additional time is billed at a rate of \$100 / hour in (15) minutes increments. Removal of old unit is \$50.

### Parts Freight Policy:

---

For Non-Stock parts and part stock outs, there are several options in obtaining the parts(s).

- Minimum \$35.00 order on all Priority Non-Stock Orders
- Priority Overnight – 5% price increase and customer pays freight
- 3 Day Express –customer pays freight
- Standard – Standard price and lead time, customer pays freight if shipped to customer.

### Special Order/Non-Stock:

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All special orders (equipment and parts not normally stocked by CGL) will be *non-returnable and non-cancelable*. These special orders will be shipped direct to the customer. Freight charges on these will be billed as actual or quoted freight. See page 29 for Factory Direct orders.

## **DAMAGE / FREIGHT PROCEDURES**

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The intention of this policy is to assist Carrier Great Lakes' customers in understanding the rules and procedures for handling a shipment received at their establishment or job site in less than satisfactory condition.

Per the condition of sale on all Carrier Great Lakes' invoices, shipping terms are F.O.B. shipping point. F.O.B. shipping point transfers title of the equipment at the time of shipment to our customer.

You are responsible for paying the invoice for the damaged item within CGL payment terms. Damage claims are not legitimate disputes and service charges will be assessed if the invoice ages past due.

The following steps should be taken if goods are received in less than satisfactory condition:

### Common Carrier Exterior Damage:

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#### **1. DO NOT REFUSE SHIPMENT!!!!**

2. **Make sure to note the damage on the freight bill/delivery receipt at the time of delivery.** If the damage is not noted at the time of delivery, the trucking company will interpret this as a "free and clear" delivery and the claim may not be paid.
3. Do not move the damaged freight from the area in which it was received. Once moved the claim will be null and void.
4. Do not discard any packaging, even if it is falling/fell off.
5. Notify the trucking company immediately of the damaged delivery. If they are not notified within ten (10) days of delivery, the right to file a claim will be lost. At this time, you can set up an inspection appointment and have them fax you a copy of their claim form.
6. When the inspector comes to look at the damage, it is imperative to have someone go with them and make sure to point out all the damage and answer any questions they may have so it is properly documented.
7. Be as specific as possible when filling out the claim form. Note model and serial number of the unit(s) that were received damaged. Note in detail what the damage is. If the unit is a complete loss or if the repair cost is greater than the cost of the unit specify that in your claim. Take pictures of the damage and send in with the claim form.

The following standard information/documents are necessary in preparing a freight claim:

- Copy of freight bill/delivery receipt.
- CGL invoice. To validate cost of equipment.
- Freight company inspection report.

Please contact your order correspondent if you are having difficulty in arranging an appointment to have the product inspected or not getting your claim resolved in a timely manner.

### Concealed Damage:

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1. To better serve you, all deliveries should be inspected at the time of delivery. If this is not possible then this should be done within 24 hrs. of receipt of equipment.
2. If there is concealed damage, you must notify the truck line immediately. You need to schedule an inspection appointment and have them fax you a claim form.
3. Do not move the damaged freight from the area in which it was received. Once moved the claim will be null and void.
4. The burden of proof that the damage occurred during transit, rather than after delivery lies with the claimant.
5. From this point on follow steps 6 and 7 on page 26.

## RETURN MATERIAL AUTHORIZATION (RMAD) PROCEDURE

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To reduce the confusion and excess time spent by our customers attempting to return a new and unused CGL stocked product to one of our facilities, the following steps should be followed. This will ensure your credit is processed in a timely and accurate manner.

**Equipment Return Procedure:** contact your Order Correspondent and provide the following information:

- Invoice number and date
- Product number(s) and quantity
- Each Product's serial number (if applicable)
- Reason for return
- Condition of returned item

**Parts Return Procedure:** You need to call ahead to the Parts Department to see if the item is a stock item along with the invoice number it was purchased on. Assistance can be provided in looking up an invoice number. If this is a stock item and was purchased less than 180 days ago, you can bring the part into the Parts Counter where we will credit your account. If the item is a non-stock, non-returnable item we will need to fill out a credit request to the factory to see if they will take the part back and what the restocking fee will be. Do not bring in the part before getting approval from a Parts Counter Personnel.

- Box will have no exterior writing on it to indicate that it may be a used part.
- The part must be in new and unused condition.
- The part must be in its original packing with no seal(s) broken. Most boards come in a static proof bag and have a taped seal. If the seal is broken or the bag is missing then we have to assume any electronic chips are damaged due to static electricity and will not be taken back.

Based on the above information, notification of approval/rejection and any restocking charges will be given (see Restocking charges below). It is the customer's responsibility and expense to return the part to Carrier Great Lakes.

### Restocking Charges:

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1. New and unused returns on items normally stocked by CGL in its Residential, Commercial, or Parts and Supply price pages must be returned within 60 days of invoice with *NO* restocking charge.
2. A restocking charge of 10% will be assessed to all returns received after 60 days up to 120 days of purchase.
3. CGL reserves the right to refuse return of merchandise over 120 days old or charge a higher restocking charge.
4. **Non-stock, custom or special order items are Non-returnable.**
5. **Any item not in new and unused condition is Non-returnable.**

## Warranty Compressors:

1. All Semi-Hermetic (cast iron) compressors must be completely assembled. This means all bolts tightened so there is no leakage.
2. All Hermetic (tin cans) must have a 3" of the suction and discharge, and process ports on the compressor, pinched and brazed closed.
3. *Warranty Compressors* – All hermetic (tin can) compressors must be returned sealed within 30 days of repair. After 30 days you may not be issued credit.
4. To insure proper credit please follow the procedure listed below.
5. The orange label must be affixed to the side of the compressor shell, not on the top. Do not cover the compressor nomenclature tag.

**IMPORTANT: Do not destroy the compressor fittings by crushing them to braze close! These fittings must remain undamaged so the compressor supplier can test the returned compressor.**

Must be completed to receive warranty credit  
Peel and stick completed tag to compressor being returned.  
Do not cover rating plate.

Compressor Return Audit

Unit Model # 487CD012-5

Serial # 1012612345 Warranty Claim # SCA 123456

Check  all that apply:  
Reason(s) why the compressor is being removed:

<input checked="" type="checkbox"/> will not start	<input type="checkbox"/> noisy when running
<input type="checkbox"/> stuck/locked rotor	<input type="checkbox"/> noisy on start up
<input checked="" type="checkbox"/> tripped breaker/blown fuse	<input type="checkbox"/> noisy on shut down (off)
<input checked="" type="checkbox"/> windings electrically shorted	<input type="checkbox"/> noisy during defrost
<input type="checkbox"/> windings electrically open	<input type="checkbox"/> leaks refrigerant
<input type="checkbox"/> windings grounded	<input type="checkbox"/> low capacity
<input type="checkbox"/> runs but won't pump	<input type="checkbox"/> other _____

Installation:

<input type="checkbox"/> refrigerant lines exceed 100 ft	<input type="checkbox"/> start components installed
<input type="checkbox"/> refrigerant lines are buried	<input type="checkbox"/> low ambient cooling

Other components changed:

contractor  start component  capacitor  other \_\_\_\_\_

Thank you for helping us continually improve our products.

03/11 CRA LABEL

Sample of a properly filled out orange compressor tag

**There will be a \$250.00 service charge for sealing compressors returned to our warehouse unsealed. All oil must be drained from Semi-Hermetic compressors.**

## FACTORY DIRECT EQUIPMENT ORDERS

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### Availability:

Unless otherwise specified, quoted lead-times are in “working days” and are adjusted periodically to include plant shutdowns, holidays, etc. In general, a 15 day lead-time equals 22 calendar days, a 50 day lead-time equals 70 calendar days, etc.

### Required Dates:

Factory orders may only be moved out one time, up to 30 days maximum. Any other changes result in charges or canceling order with same penalties (when applicable).

### Commercial Factory or “Non-Stock” Freight :

Commercial direct freight and handling charges are determined by the type of product and customer requested ship date. Charges will be billed as quoted freight. Due to the Hours of Service laws, any extra freight costs such as detention fees or unloading delays will be the responsibility of the customer.

Carrier Corporation factory direct Commercial equipment orders shipped to jobsites from Carrier Tyler, Texas and Mexico locations are eligible for Jobsite Coordination Order Plan. There must be seven (7) rooftop units (12.5 tons or less) on an order to qualify. If placing an order shipping from multiple factories (Texas and Mexico) the seven unit requirement is waived. This plan will coordinate delivery of equipment from both locations within a 4-6 hour time frame. Use of this plan will greatly diminish delivery problems and confusion at jobsites, and will incur a minimum of \$500.00 or 1% of the order value, whichever is greater. Please note that accessories are not eligible for jobsite coordination and must shipped separately. In the event that a jobsite has multiple sales orders, each order will have its own 4 to 6 hour time frame for delivery, so customers should plan accordingly.

All customers ordering “Non-Stock” equipment will be issued a Non-Cancelable/Non-Returnable form as confirmation that your order was placed. Please see the following page.

### Residential Factory or “Non-Stock” Freight:

Any Residential item not listed on the Residential price pages, or specifically noted on the price pages as non-stock/limited stock, will be deemed “non-stock.” Any non-stock item with requested ship date less than 15 days from the factory will be assessed a 5% freight/handling fee. Orders requested 16 days and over, freight will be prepaid. Due to the Hours of Service laws, any extra freight costs such as detention fees, lift gate fees, and/or unloading delays will be the responsibility of the customer.

All customers ordering “Non-Stock” equipment will be issued a Non-Cancelable/Non-Returnable form as confirmation that your order was placed. Please see the following page.

### Cancellations:

Cancellation timing and fees are determined by type of product, number of days from factory confirmed “customer promised ship date”, and/or “customer requested ship date”. Orders cannot be cancelled or changed once the factory releases for shipment. All cancellation charges are subject to final determination at time of cancellation and actual charges will be billed and are the customer’s responsibility.

### Special Order/Non-Stock:

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All special orders (equipment and parts not normally stocked by CGL) will be *non-returnable and non-cancelable*. These special orders will be shipped direct to the customer. Freight charges on these will be billed as actual or quoted freight. Due to the Hours of Service laws, any extra freight costs such as detention fees or unloading delays will be the responsibility of the customer.



33601 Schoolcraft • Livonia, MI • 48150 • (734) 522-5000 • FAX (734) 522-8083

**NON-STOCK / SPECIAL ORDER STATUS NOTICE \*\***

**Date:**

**Dealer / Contractor Name:**

**Purchase Order / Job Name:**

The following item(s) on your P.O. are non-cancelable and non-returnable due to their special order and/or factory "build to order" status.\*\*

QTY.	Item Number	Description

**STOCK NON-RETURNABLE ITEMS:**


\*\*Subject to CGL Freight Policy. Please see page 25 of your Carrier Great Lakes Operations Guidebook.

**This is for your information only. If there are any discrepancies, please advise immediately!**

**Order Correspondent:**

**Phone: 1-800-262-1987 (Enter 3 for the Order Department All Ring)**



## WARRANTY POLICIES

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CARRIER'S RESIDENTIAL EQUIPMENT WARRANTY PROCESS HAS BEEN UPDATES!

A new "online" warranty system called "NOW PLUS," accessed through [www.servicebench.com](http://www.servicebench.com) has now been launched and is fully operational.

Now Plus is for Residential Equipment warranty claims only. Commercial Equipment warranty claim processing procedure has not changed. Continue to file these types of claims via the paper Service Credit Application (SCA) process.

You as the Contractor / Dealer will submit your own claims. You can contact Carrier Great Lakes Warranty Department for gaining access to the NOW Plus System.

Some NOW Plus features include:

- Single screen entry
- Claim will auto populate up to 40% if the equipment has been previously registered
- Record retention now goes beyond 90 days
- DOA Labor reimbursement policy will be changing to a program allowance
- You now have 90 days from repair date to file your claim online
- Only Factory Authorized Parts (FAP) will be allowed as acceptable replacement parts on warranty claims and must be purchased through Carrier Great Lakes
- Parts and labor claims with multiple parts will have a streamlined method of labor/hour calculation. The Causal part will receive the labor hours according to the published table in the Dealer Program Guide. Each subsequent part will receive an additional half hour.
- RCD Compressor core programs will be handled through the SCA procedure
- Standard warranty type claims that go straight through the system will have a faster turn around time for receiving credit.

Freight damage and or concealed damage are "not" considered a warranty claim (see Freight Damage, Page 25).

Contact the Parts Department for filing procedures for Outside Vendor Parts (non-Carrier FAP) or if a part is found to be damaged out of a box, prior to being installed.

NOTE: There are Tips documents and a Dealer Training Manual located under the "My News" link on Servicebench's Main Page.

Also, check regularly on the [www.carriergreatlakes.com](http://www.carriergreatlakes.com) website for any upcoming NOW Plus training opportunities near your location.

## “Do It Yourself” Sales and Installations:

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The sale of Carrier equipment by Carrier Dealers/Contractors to a third party (end user, friend, another contractor, etc.) to be installed by that third party does not void the dealer/contractor responsibility for the equipment. Selling price of the equipment should include “check, test and start-up” and “first year warranty labor”. This should be spelled out in the customer’s invoice to avoid confusion with the customer and/or consumer legislation. Dealer approval of the installation must be made part of the dealer’s warranty.

The installation of Split Systems air Conditioners (24 Series) is restricted to technicians certified under section 608 of the Clean Air Act. Therefore, a homeowner/end user would not be able to legally install a Split System Air Conditioner unless the homeowner/end user is properly certified under section 608. With this said the sales of Split System Air Conditioners (24 Series) are strictly limited to certified technicians only.

## Warranty Statement:

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The Carrier Great Lakes Company is a HVAC distributor of parts and equipment that administrates the manufacturer’s warranty. Any and all warranty claims received by Carrier Great Lakes will be reviewed and communicated to the appropriate manufacturer for their approval. Carrier Corp and other manufacturers that CGL distributes and their respective warranties do not include incidental or consequential damages of any kind.

The installation of Split Systems air Conditioners (24 Series) is restricted to technicians certified under section 608 of the Clean Air Act. Therefore, a homeowner/end user is not able to legally install a Split System Air Conditioner unless the homeowner/end user is properly certified under section 608. With this said the sales of Split System Air Conditioners (24 Series) are strictly limited to certified technicians only.

Copies of all warranty certificates can be downloaded at HVACPartners.com. Click on the Literature tab, then Technical Literature, then Warranty Cards and finally enter the model number.

Carrier Corporation is introducing a 10-year parts limited warranty to the original registered purchasing homeowner on Infinity, Performance, Comfort and Base tiered products.

Contractor / Dealer / Homeowners are required to register online at [www.carrier.com](http://www.carrier.com) [www.payne.com](http://www.payne.com) within 90 days of homeowner purchase. Carrier Great Lakes encourages the installing dealer to assist their customer in registering their Carrier Products to obtain the 10 year limited warranty coverage.

Products **not registered** within 90 days of purchase will carry only the 5-year parts limited warranty for the original and/or subsequent owners from the time of installation.

Warranties are transferable to subsequent homeowners upon timely registration and payment of a \$50 administration fee.

Ten-year Carrier warranties apply only on product installed in a single-family residential application.





<p><b><i>LIVONIA</i></b></p>	<p><b><i>TOLEDO</i></b></p>	<p><b><i>FLINT</i></b></p>
<p>33601 Schoolcraft            (734) 522-5000            (800) 262-1987            fax: (734) 522-8385            Emergency # (734) 216-2690</p>	<p>562 S. Reynolds            (419) 537-9424            (800) 926-7186            fax: (419) 537-6585            Emergency # (419) 392-7173</p>	<p>3229 E. Bristol Rd.            (810) 715-9000            (800) 500-3772            fax: (810) 715-1480            Emergency # (734) 637-5837</p>
<p><b><i>Madison Heights</i></b></p>	<p><b><i>GRAND RAPIDS</i></b></p>	<p><b><i>LANSING</i></b></p>
<p>25799 Commerce Drive            (248) 585-3910            (800) 759-5423            fax: (248) 585-6658            Emergency # (734) 637-5835</p>	<p>4245 Clay Ave., S.W.            (616) 406-1645            (800) 685-7092            fax: (616)-406-1773            Emergency # (616) 293-2236</p>	<p>5633 Lamone Dr. Suite A            (517) 882-2427            (866) 558-9620            fax: (517) 882-3722            Emergency # (517) 490-6029</p>