

## Check Extended Warranty

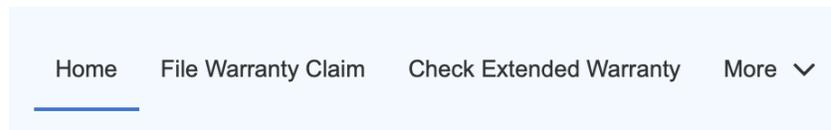
Check Extended Warranty allows customers and agency reps to see if there is an active Extended warranty for a product and to download or print the extended warranty certificate.

1. There are two methods to navigate to the Check Extended Warranty reports:

From the APD Inside Home Screen click on the “Check Extended Warranty” box.



Or click on “Check Extended Warranty” in the navigation bar at the top of the screen.



2. Enter the homeowner's last name.

### Enter Information To Check Extended Warranty Status

\* Homeowner's Last Name 

3. Select either “Serial Number” or “Registration Number”.

\* Would you like to provide your product Serial Number or Registration Number?

- Serial Number  
 Registration Number



4. A new box will show, enter the appropriate number in the box. If you selected “Serial Number” enter the serial number of the product. If you selected “Registration Number” then enter the registration number of the product.

\*Would you like to provide your product Serial Number or Registration Number?

- Serial Number
- Registration Number

\*Original Registration Number ⓘ

\*Would you like to provide your product Serial Number or Registration Number?

- Serial Number
- Registration Number

\*Serial Number ⓘ

5. Click “Search”.

6. You will be brought to a new screen that shows the warranty expiration date, registered address, and homeowner’s last name.

<input type="button" value="New Search"/>		
<input type="button" value="View as PDF"/>		
Expiration Date	Registered Address	Homeowner's Last Name
Mar 16, 2019	4247 Millview Ln	Vallia

7. To view the warranty certificate click on “View as PDF”.

  
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8. The certificate will download to your device as a PDF.

		<b>EXTENDED WARRANTY CERTIFICATE</b>	
<b>Original Registered Homeowner:</b> DINESH VALIA 4247 MILLVIEW LN DALLAS, TX 75287		Registration Number: 100011 Installation Date: 03/16/2009 Manufacture Date: 01/01/2009 Warranty Expiration Date: 03/16/2019	
<b>Wholesaler or Installing Contractor:</b> TEXAS RFG AND AIR PO BOX 702394 DALLAS, TX 75370 972-660-4600		Model No: HD12236D145B2603AP Serial No: 7109A03485 *Expiration 10 years from date of install not to exceed 12 years from date of manufacture*	
<b>Evaporator Coil Limited Warranty</b> <i>(Applies only to product installed within the United States or Canada)</i>			
<b>Term of Warranty:</b> Advanced Distributor Products (ADP) warrants that products sold shall be of merchandisable quality, free of defects in material and workmanship, under normal use and service, for a period of five (5) years from the date of installation, not to exceed six (6) years from the date of manufacture.			
<b>Terms of Extended Warranty:</b> An extended warranty applies only under the following conditions:			
<ol style="list-style-type: none"> <li>1. The coil model number is covered by an extended warranty promotion.</li> <li>2. The coil serial number is registered on-line at <a href="http://www.adpwarranty.com">www.adpwarranty.com</a>.</li> <li>3. The unit is installed in a single family residence.</li> <li>4. The unit is properly registered within 90 days after the original installation date. In the case of newly constructed homes, the original installation date is the date the homeowner purchased the home from the builder (proof of original installation date may be required).</li> <li>5. The extended warranty applies only to the homeowner who purchased the product and is non-transferable.</li> </ol>			
If the above conditions are met, then the covered coil is warranted by ADP for a total of ten (10) years from the date of installation (standard 5 year limited warranty plus an additional 5 year extended limited warranty), not to exceed twelve (12) years from the date of manufacture			
<b>Warranty Procedure:</b> Warranty parts should be replaced by a qualified local contractor or dealer and will require the following information: The current homeowner's name, registration number, model number, serial number, date of installation and an accurate description of the problem. Contractor or dealer will contact a local ADP distributor for replacement parts.			
<b>Replacement Parts:</b> If, during the term of this warranty, a warranted part fails, ADP will either provide a replacement part free of charge, or may at its option, grant a credit for the original purchase price of the defective article to a distributor of ADP products. ADP may require the return of a defective article for factory inspection to verify and/or determine the root cause of the failure.			
<b>Care of Equipment:</b> For this warranty to apply, ADP product must be properly installed, operated, and maintained in accordance with the installation, operation and maintenance instructions provided with each unit. Unauthorized alteration of ADP product may void this warranty.			

9. Click "New Search" to begin another Warranty status search.



10. You will receive an error message if no information is found.

11. The spelling of the homeowner's name and the matching serial number or registration number are required. Click the "Previous" button to return to the previous screen to enter the correct information.



## Error Messages

### Incorrect information

1. If the name is spelled incorrectly then you will receive the error message below.

**We were unable to find an Extended Warranty based on the last name provided. Please verify the information and try again.**

For questions about our extended warranty, please contact ADP at [warranty@adpnow.com](mailto:warranty@adpnow.com).

1. To resolve this error, check the spelling of the name and reenter the information.
2. If the name is correct and the serial number is incorrect, then you will receive the error message below.

**We were unable to find an Extended Warranty based on the serial # provided. Please verify the information and try again.**

For questions about our extended warranty, please contact ADP at [warranty@adpnow.com](mailto:warranty@adpnow.com).

1. To resolve this error, check that the serial number is correct and reenter the information.
3. If the name is correct and the registration number is incorrect, then you will receive the error message below.

**We were unable to find an Extended Warranty based on the registration # provided. Please verify the information and try again.**

For questions about our extended warranty, please contact ADP at [warranty@adpnow.com](mailto:warranty@adpnow.com).

1. To resolve this error, check that the registration number is correct and reenter the information.

4. If no record is found for the name, registration number, or serial number combination then you will receive the error message below.

**We were unable to find an Extended Warranty for the values you entered. Please verify the information and try again.**

For questions about our extended warranty, please contact ADP at [warranty@adpnow.com](mailto:warranty@adpnow.com).

1. Check all information and reenter. If the error continues with all possible combinations of name and serial number or name and registration number, then there is not a current extended warranty on this product.