



**Advanced Distributor Products**  
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## CE 10 Year Pre-Registered Warranty Frequently Asked Questions

The ADP pre-registered extended warranty simplifies the installation as there is no need to manually register the coil after installation. To fully explain the benefits of this feature, some frequently asked questions are below to share with you customers.

When does my coil get registered for the extended warranty?

- Each ADP coil is registered at the time of shipment from ADP. No other registration is necessary for the product.

Why does each expiration date differ slightly, and why are some greater than 10 years?

- ADP's extended warranty terms are 10 years from date of install or 12 years from date of manufacturer. With a pre-registered warranty, ADP does not know the coils date of install. To account for warehousing and other storage time at both ADP and the distributor's location, ADP assigns an expiration date of 12 years from the date of manufacture of the coil at time of shipping.

When does the homeowner information get tied to the extended warranty?

- In the unlikely event of a warranty claim on the coil, homeowner information is requested as part of the warranty claim process. It is at this time that the coil serial number is tied to the homeowner making the claim. Until this time the coil is not associated with and homeowner or install address.

Why does my printed extended warranty certificate not have the homeowner's information? Does it need to be there?

- The pre-registration process eliminated the need for homeowner information at the time of install. The warranty is tied to the coils serial number, not an individual homeowner or address. If a claim is made against the serial number, homeowner information is required.

Is my pre-registered Warranty transferrable if I sell my home?

- The ADP warranty is non transferrable, however pre-registered warranties are not tied to a homeowner or address on initial install. If a claim is made, the homeowner at the time of the claim is attached to the unit's serial number. To file a claim, ADP requires the original invoice showing the homeowners name, address, install date & serial number and a current invoice showing the homeowners name and address. This homeowner now becomes the homeowner of record. Since 10 year warranties are non-transferrable, should that particular homeowner sell the home, the warranty ends at that point.
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For complete terms and conditions of the ADP extended warranty, visit [www.ADPwarranty.com](http://www.ADPwarranty.com). For specific warranty related questions, contact ADP Warranty Administration at 1-800-848-2270