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### Sneaky Warranty Wording

There are a lot of ways for large corporations to save money. Fine print and sneaky tactics are one way. I don't know this for a fact but I can put 2 and 2 together. If you have a new heating or air conditioning system installed in your home you are adding value to that property. Nobody really wants to buy a home with problems and old equipment usually there isn't a lot of life left in it. So you become the new owner of a time bomb. If it breaks you never know what the cost will be to repair and maybe you will need a whole new system. So sellers may have a new system put in to make the property more appealing to buyers. Now buyers don't have to worry about breakdowns, right? Because new equipment comes with a warranty. Most warranties are at least 5 years on the expensive parts. Some are 10 years and some are lifetime. BUT, the warranty only applies to the original owner. So a manufacturer gets out of a major obligation by inserting fine print in the warranty document. If you now the name of the original owner why can't you just put their name on the repair order? Because many manufacturers now look up property records to prevent this kind of workaround.

Some manufacturers will not honor any of the warranty if the equipment was not registered within 60 days of installation. I register everything we install within a few days and save confirmation of that registration. Parts are expensive and if someone deserves parts in warranty, I will make sure it happens.

Lately I have heard about a requirement in the warranty for proof of annual service before it will be honored. Annual service is a smart thing to do as preventive maintenance but it isn't like we can oil motors anymore. Oil ports disappeared from motors long before registration stickers disappeared from license plates on cars. I don't call that progress. When someone pays a lot of money for a new system and parts start to fail because of poor manufacturing methods or just poor quality in general it's not fair for the maker not to take responsibility. That kind of behavior will only lead to even worse performance because they will know they don't have to stand behind their junk. Promising something you have no intention of delivering is a deceptive practice and hopefully dealers will hold these companies accountable. I try my best and won't take no for an answer when they try to deny a claim.

Ken Field is the owner of Slate Belt Energy and Field's Service, Inc. As a certified energy rater and contractor, he is qualified to assess every aspect of energy usage and prescribe solutions to save energy. He can be reached at 610-759-6306 or email [Ken@FieldsService.com](mailto:Ken@FieldsService.com)

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