DISTRIBUTOR WARRANTY & TECHNICAL SUPPORT **GUIDELINES**

GE APPLIANCES
a Haier *company*

AIR&WATER
SOLUTIONS

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ADVANCED **HVAC DIAGNOSIS AND TECHNICAL SUPPORT**

Contact:

Email Support: **hvacsupport@geappliances.com**

Phone Support: **1.866.814.3633**

If technical issue is already diagnosed and needed parts to fix issue are known, please see parts orders process on page 2.

The following information is required when calling/emailing the HVAC Help line:

- ✓ **Distributor information**
  (name, branch location – city/state & phone)
- ✓ **Contractor information**
  (business name, contact, email & phone)
- ✓ **Product information**
  (model number, serial number & installation date)

PRODUCT **WARRANTY**

Standard Limited Warranty

- Begins from the date of the original purchase.
- The "Date of Purchase" is the date the contractor purchased the equipment from the Distributor or the original installation date.
- Standard Limited Warranty varies by model; see individual product warranty documentation for details.

Registered Limited Warranty

- Registered Limited Warranty varies by model; see individual product warranty documentation for details.

Equipment must be registered within 60 days of installation for this extended coverage.

To register your equipment, go to:
geappliancesairandwater.com/warranty

Model and serial number information is required for registration.

For product registration questions, contact AWProductRegistration@geappliances.com

For additional product and technical support and full product warranty information, go to: **GEAppliancesAirandWater.com**



PARTS **ORDERS**

If technical assistance is needed to identify the proper part, you can search at **www.ordergeappliance parts.com** (ordering is not available through this site).

Domestic Orders

The preferred method for distributors to submit part orders is online at GEA's Customer Portal:

Customer Net: **GEAppliancesCustomerNet.com/login**

CustomerNet Signup Support: **customernet@geappliances.com** or **1.800.242.1333 (M-F 8AM-6PM ET)**

To place a part order in CustomerNet, you will need your distributor account number. Using your distributor account number will allow you to be reimbursed for in-warranty parts.

If you do not have access to CustomerNet, you may place stocked parts orders at:

PartsOrderAirWater@geappliances.com or **1-800-851-6200**

International Orders

For orders, quotes, and status contact: **PartsIntlAirWater@geappliances.com**

The following information is required when contacting these teams:

- Part Number and Qty Required
- Purchase Order Number
- Shipping and Contact Address
- Account Number



WARRANTY CLAIMS ON SERVICE PARTS

The **NEW** Warranty Claim portal is live and can be accessed through the GE Appliances Air & Water Solutions HVAC Pro Solutions Partner Program Portal: **https://www.geappliancesairandwater.com/hvac-partner-program/**.

• To be able to submit a claim, distributors must request access for the "Warranty" user permission through their company's designated administrator.

• Once given access, a warranty user will see the "Submit a Warranty Claim" button under the "Product Warranty Registration & Claims" section.

• Reimbursement of the part cost is accomplished by way of credits to Distributor Parts Account as the claims are processed. Distributors can easily view warranty claim submissions and check claim status in the portal at any time.

• Invoice number would be provided so the Distributor would be able to get Invoice information in CustomerNet.

• If the warranty claim is based on a released Bulletin, list the Bulletin# in the "Counter Associate Notes" field and include labor concession if required.

RETURN PROCESS ON SERVICE PARTS

Parts and Accessories Return/Credit Status

Submit form in Appendix and contact:

• Domestic: **PartsOrderAirWater@geappliances.com** or **1.888.239.6832**

• International/Canadian Team: **PartsIntlAirWater@geappliances.com**

Returns must have an RMA to be processed in our warehouse. Once we receive your return, it takes up to one billing cycle (30 days) to be processed and the credit applied back to your account.

The following information is required when contacting these teams for a return (form available):

• Invoice Number
• Purchase Order Number
• Account Number (*If the order was a concession order, the account# is not required. Please, make sure the email and form state that it was a "concession" order.*)
• Part Number and Quantity to Return
• Reason for the Return

Parts and Accessories Return Policy:

Parts and accessories may be returned for credit up to 90 days from the date the part or accessory was shipped to you from our warehouse. Returns need at least one billing cycle (30 days) to be processed before your account can be credited.

• **30 Day Return Policy:** Items may be returned within 30 days from the date they were shipped from our warehouse without a restocking fee.

• **31-90 Day Return Policy:** Items may be returned within 31-90 days from the date they were shipped from our warehouse. A $15 restocking fee will be charged.

• **Over 90 Day Return Policy:** Items that were shipped more than 90 days ago cannot be returned.

SERIAL NUMBER STRUCTURE

The serial number establishes the age of the product. The serial number along with the model number will establish the identity of a specific model.

A valid serial number will be 2 letters followed by 6 numeric digits and may end in a letter. Note that many serial numbers have a letter at the end; this is the manufacturing location code and is not used in claim processes.

Example Serial Number:

FR123456

This product was manufactured in March of 2020

1st Serial Number Character	Production Month	2nd Serial Number Character	Production Year
A	January	A	1989, 2001, 2013, 2025, 2037
D	February	D	1990, 2002, 2014, 2026, 2038
F	**March**	F	1991, 2003, 2015, 2027, 2039
G	April	G	1992, 2004, 2016, 2028, 2040
H	May	H	1993, 2005, 2017, 2029, 2041
L	June	L	1994, 2006, 2018, 2050, 2042
M	July	M	1995, 2007, 2019, 2031, 2043
R	August	**R**	1996, 2008, **2020**, 2032, 2044
S	September	S	1997, 2009, 2021 2033, 2045
T	October	T	1998, 2010, 2022, 2034, 2046
V	November	V	1999, 2011, 2023, 2035, 2047
Z	December	Z	2000, 2012, 2024, 2036, 2048

Sequential number range assigned by GE Appliances, engineering team

DISTRIBUTOR **PARTS PROGRAM**

The Parts Program at GEA is designed for distributors to stock critical service parts at their locations to support the time sensitive needs of the contractor. Parts ordered are charged to your account. When your warranty parts claims are processed, an offsetting credit will be posted to your account.

The GE parts ordering system permits the Distributor to combine warranty and out-of-warranty parts requirements on a single order to build order size to qualify for freight and appropriate order level discounts (where applicable). For easy reference to the Distributor and to simplify reconciliation of your parts account, your service invoice number should be used as the parts purchase order number.

To sign up for the Parts Program today, please contact your ASM (Area Sales Manager)

RETURN AUTHORIZATION **PROCESS (RA)**

Applicable to Finish Goods (Models)

The RA Policy applies only to confirmed manufactured defects. The company will not be responsible for equipment or parts damage caused by the installing or servicing contractor.

Shipping Damages are not processed through an RA. Shipping Damages follow “GEA DISTRIBUTOR RETURNS AND DAMAGE POLICY” and “FIELD SCRAP PROCESS.” Contact ASM/RSM for processing these damages.

Contact **hvacsupport@geappliances.com** with the completed technical evaluation form for an RA approval.

UNDER NO CIRCUMSTANCE SHOULD THE EQUIPMENT BE REMOVED OR REPLACED WITHOUT PRIOR APPROVAL FROM YOUR DISTRIBUTOR TSA OR THE GEA TECHNICAL SUPPORT TEAM.

Warranty claims will be denied without proper documentation.

FAQ's

WHAT IS NEEDED TO SUBMIT AN RA REQUEST?

The Technical Evaluation Form needs to be completed and submitted to the HVAC Support Team. If any information is missing from Section I, Section II or Section III, the RA request will be denied. The more information provided, the quicker the potential response will be. If the Field Report form is not completely or properly filled out, it is likely to delay the process or possibly deny the claim.

See appendix for Technical Evaluation Form

If TSAs are available in the area, they will support the RA process and provide the form and information to be filled out.

HOW LONG DOES IT TAKE TO RECEIVE AN RA APPROVAL?

The approval can take up to five (5) business days after all the documentation has been properly completed and submitted. An email notification will be sent out immediately after the RA request has been approved.

DOES GEA PAY LABOR FOR AUTHORIZED RETURN AUTHORIZATIONS?

Labor payments are not covered.

WHEN WILL THE DISTRIBUTOR RECEIVE CREDIT?

Credits are expected to be issued within 15 business days following approval. See full policy for details.

Once the RA is approved, the HVAC Help Team will send the approval documentation to the Distributor, the contractor and copy the ASM.

HOW TO FOLLOW UP ON THE STATUS OF AN RA?

RA Status can be found by checking Customer Net. Reference or invoice # is provided through email once the RA is approved.

WHAT SHOULD THE CONTRACTOR DO BEFORE REQUESTING NEW EQUIPMENT FROM DISTRIBUTOR PARTNERS?

Contractors should always contact their local Distributor TSA (Technical Service Adviser) first (if available) before contacting HVAC Support. Technical Evaluation Forms must be completed and sent to the HVAC Support Team along with any associated images and/or videos, even if the failures occur during commissioning.

DOES GEA REQUIRE FAILED COMPONENTS OR EQUIPMENT TO BE RETURNED?

Equipment authorized for exchange should be held by contractor or distributor at their location for 7 business days. See full policy for details.

WHAT DOES THE DISTRIBUTOR NEED TO DO IF IT IS OUT-OF-STOCK FOR THE RA UNIT (ACTIVE SKU)?

Distributor should contact the ASM/RSM for unit replacement.

WHAT SHOULD A CONTRACTOR DO IF THE ORIGINAL DISTRIBUTOR IS NO LONGER A GEA/HAIER PARTNER?

Contractor should look for a distributor in the area or contact the HVAC Support Team for more information.

WHERE CAN THE DISTRIBUTOR LOOK AT THEIR CREDIT MEMO/INVOICE INFORMATION?

Credit invoices are available in Customer Net, gecustomernet.com

ONLINE PRODUCT AND TECHNICAL **TRAINING**

Training is paramount to HVAC systems being installed properly according to factory specifications. Contractors should be trained to not only install equipment but to properly troubleshoot HVAC products.

GE Appliances Air and Water Solutions offers free comprehensive training classes that are conducted in person and online that cover installation, start-up and troubleshooting of these products. Authorized Distributors are encouraged to contact their GE Appliances ASM to help coordinate their training needs.

Contractors are strongly encouraged to attend these trainings prior to installing and servicing these products. For any training needs, please send a request to **airandwateracademy@geappliances.com** using the Training Event Request Form provided in the appendix.

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geappliances.com
Rev. 04-24-2024

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AIR&WATER SOLUTIONS

Connect Series Technical Evaluation Form

TEF_Connect_Rev.0

Date of Call		Completed by	
Installation date		Case Number	

1. Contact Information.

Technician	Distributor	Contractor/Dealer	Jobsite
Name:	Name:	Name:	Name:
Phone:	Branch Address:	Address:	Address:
Email:			
	Phone:	Phone:	Phone:
	Email:	Email:	Email:

2. Equipement Information.

	Model	Serial	Breaker
Outdoor Unit			
Air handler/Furnace			
Electric heater			
Evaporator Coil			

3.Test Conditions.

	Indoor unit SA2 / HEAT setting				Outdoor Unit SA2 setting				Total External Static Pressure
ON	☐	☐	☐	☐	☐	☐	☐	☐	
OFF	☐	☐	☐	☐	☐	☐	☐	☐	
	1	2	3	4	1	2	3	4	

Supply Air Temp:	Return Air Temp:	Indoor Relative Humidity:	Set Point	Operation mode:	Defrost Mode
				Please se	Please se

IDU Coil (Clean):	ODU Coil (Clean):	Air Filter (Clean):	Air Filter type	Brazed joints	
☐	☐	☐		Yes: ☐	No: ☐

Outdoor Unit Clearances					
Top:	Bttm:	Front:	Back:	Left:	Right

Outdoor Air Temp:	Outdoor Relative Humidity:	Piping Length:	Vapor pipe Ø	Liquid pipe Ø	Added charge (Lb):

4. Diagnostics.

Description of Symptoms / Failure (Include any parts replaced)

Parts requested (List any parts required)

Recommendation

Connect Series

Please use the Guide on the last page to find out what information you need to provide. You may add any other information you feel necessary.

5. Outdoor Unit.

A

Incoming Terminal Strip		VAC	Amps
	L1 - L2		
	L1 - G		
	L2 - G		

B

Operating Pressures (PSIG)	
Liquid Line:	
Vapor Line:	
Standing Pressure:	

Pipe temperature	
Vapor	°F
Liquid	°F

C

Display error Code	
Frequency in Display	

D

COMPRESSOR					
Suction Temp:		Resistance (Ohm)		VAC Comp.Terminal	Amp. Draw
		U-V:	U-G:	U-V:	U:
Discharge Temp:		U-W:	V-G:	U-W:	V:
		V-W:	W-G:	V-W:	W:

E

Main PCB (AP3)			
	PWR 1 (white / orange)		VAC
	ACL -X1 / ACN-X2 (brown / black)		VAC
Comm1 (wire 22)		red-black:	VDC
		red-orange:	VDC
		red / brown:	VDC

F

24 - 36 KBTU			
AP1 Filter board		L-OUT N-OUT	VAC
AP4 COMM board	Comm	White/ Red	VDC
		White/ Black	VDC

48 - 60 KBTU							
AP1 Filter board		AP2 IPM Module Board					
DC BUS	VDC	DC BUS	VDC	P-U:	VDC	N-U:	VDC
L-OUT 1 N-OUT 1	VAC	N / AC-L	VAC	P-V:	VDC	N-V:	VDC
		PWR	VAC	P-W:	VDC	N-W	VDC

G

4 Way Valve		
Suction Temp.	In:	
	Out:	
Discharge Temp.	In:	
	Out:	
Solenoid	Voltg:	VAC
	Rstnc:	Ohm

H

EEV				
	Resistance		VDC	
	FA1	FA2	FA1	FA2
Or-Rd	Ω	Ω		
Or-Yel	Ω	Ω		
Or-Bk	Ω	Ω		
Or-Gr	Ω	Ω		

I

Outdoor Fan Motor		
	Motor 1	Motor 2
Black-Red		VDC
Black-White		VDC
Black-Blue		VDC
Black-Yellow		VDC

6. Indoor Unit.

J

Incoming Terminal Strip		VAC	Amps
	L1 - L2		
	L1 - G		
	L2 - G		

Pipe temperature	
Vapor	°F
Liquid	°F

K

Indoor Fan Motor	
Black - Red:	VDC
Black - White:	VDC
Black - Blue:	VDC
Black - Yellow:	VDC
XT1-L1 / L2:	VAC
L1 Amps:	A
L2 Amps:	A

L

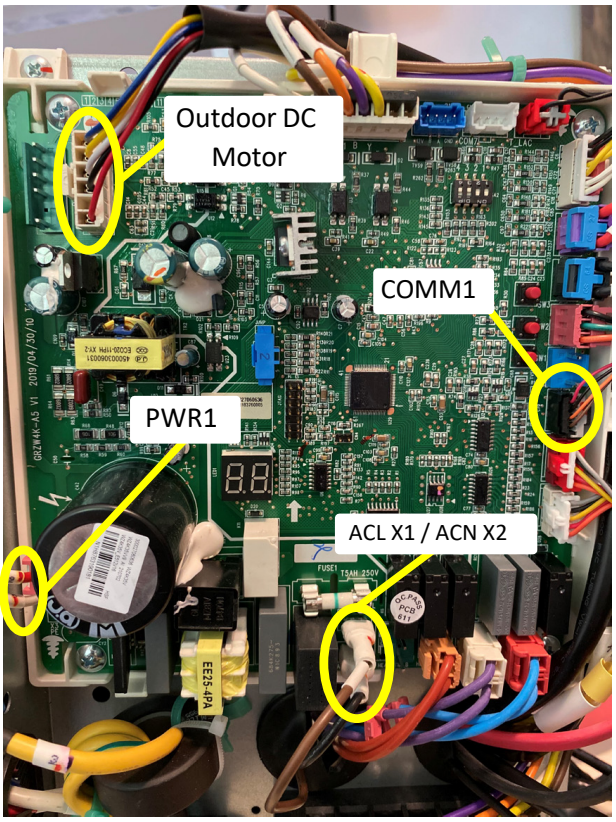
Electric Heater	
L1 (W4)	Amps
L2 (W5)	Amps
L1-L2 VAC	Volts
Resistance 1	Ω
Resistance 2	Ω
Temperature rise	°F

CONNECT - Technical Evaluation Form Guide

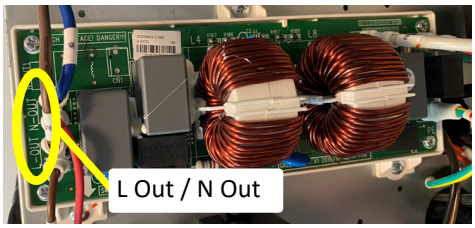
The first page (sections 1 to 4) must be completed in its entirety any time this form is sent in for review.
If any information is missing, it can/will delay the review process and likely be sent back.
Below is a list of which sections will be needed for certain failures and a visual guide to find the reading key points on the PCBs.
Please provide any additional information that you think may be necessary.

- Compressor failure: Subsections A to G, J and L.
- IPM (IP2, Inverter Module) failure: Subsections A, C, D, E and F.
- EEV failure: Subsections A, C, G, H
- 4 Way Valve failure: Subsections A, B, C, G and J.
- Outdoor motor failure: Subsections A, C E, and I.
- Indoor motor failure: Subsections J, K and L.
- Refrigerant leak: provide a video or picture of the leak.

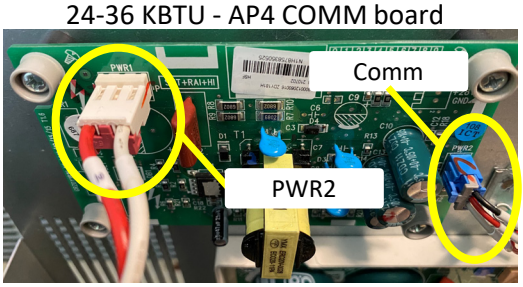
Main PCB



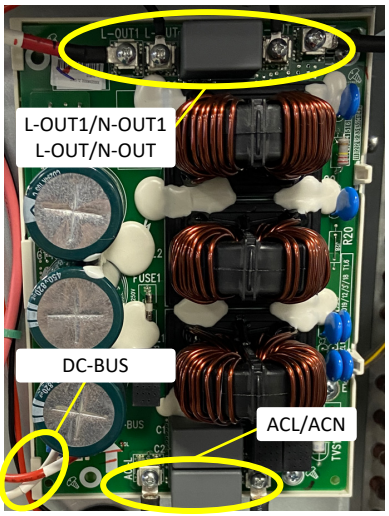
24-36 KBTU - AP1 Filter Board



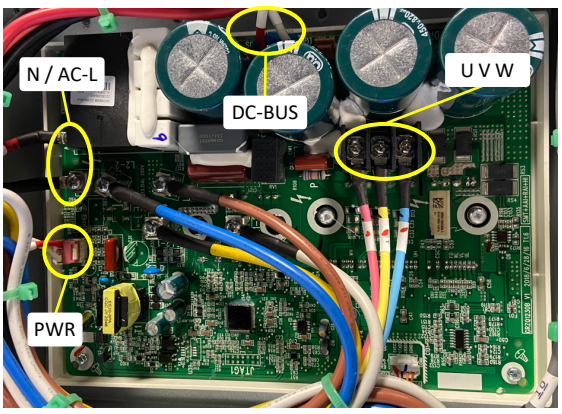
24-36 KBTU - AP4 COMM board



48-60 KBTU - AP1 Filter Board



48-60 KBTU - IPM BOARD
(AP2, Module board)



Technical Resources:
https://www.geappliancesairandwater.com/

Haier HVAC

Technical Evaluation Form - Ductless

rev. 5-15-23

Date of Call		Completed by	
Installation date		Case Number	

1. Contact Information.

Technician	Distributor	Contractor/Dealer	Jobsite
Name:	Name:	Name:	Name:
Phone:	Branch Address:	Address:	Address:
Email:			
	Phone:	Phone:	Phone:
	Email:	Email:	Email:

2. Equipement Information.

	a2ŘŜf	{ŜNJI·f
hdzűŘ22NJ ¦ yλű		
/λNJŎdzλű !		
/λNJŎdzλű .		
/λNJŎdzλű /		
/λNJŎdzλű 5		
/λNJŎdzλű 9		

3.Test Conditions.

Outdoor AirTemp:	Outdoor Relative Humidity:	Piping Length:	Added charge Lb:	Operation mode:	
				Please select...	
Outdoor Unit Clearances:					
Top:	Bottom:	Front:	Back:	Left:	Right:
IDU Coil (Clean)	**ODU Coil (Clean)**	**Brazed joints**			
☐	☐	Yes: ☐	No: ☐		

4. Diagnostics.

Description of Symptoms / Failure (Include any parts replaced)

Parts requested (List any parts required; provide ship to address)

Recommendation

5. Outdoor Equipment

A

Incoming Terminal Strip		VAC	Amps
	L1 - L2		L1
	L1 - G		L2
	L2 - G		G

Operation	Y	N
Forced Heating	☐	☐
Forced Cooling	☐	☐
Forced Defrost	☐	☐

Operating Pressures (PSIG)	
Liquid Line:	
Vapor Line:	
Standing Pressures:	

LED status	
	LED 1
	LED 2
	LED 3

Fuse/Breaker size	

Display Error Code (Multi)	

B

COMPRESSOR							
		Resistance		VDC		VAC	Amp. Draw
Frequency (HZ):		U-V:	U-G:	P-U:	N-U:	U-V:	U:
Discharge Temperature:		U-W:	V-G:	P-V:	N-V:	U-W:	V:
		V-W:	W-G:	P-W:	N-W:	V-W:	W:

IPM board	High Voltage VDC	Single Zone (VDC)		Multi Zone (VDC)	FlexFit Pro VDC	
		Modulant Power (CN10)	Modulant Comm (CN11)	Modulant Comm (CN9)	Module Comm 1 (CN624)	PWD (CN605)
	P-N:	1-2:	1-2:	2-3:	1-2:	1-3:
		2-3:	2-3:			

C

Main PCB		
	L-Out (To IPM):	VAC
	N-Out (To IPM):	VAC
	L-IN:	VAC
	N-IN:	VAC
	L-OUT (to the ID terminals):	VAC
	N-OUT (to the ID terminals):	VAC

D

4 Way Valve			
	Suction Temperature	In:	
		Out:	
	Discharge Temperature	In:	
		Out:	
	Solenoid	Voltage:	VAC
		Resistance:	Ohm

E

Outdoor Fan Motor (VDC)	
3 (black) - 1 (red) :	3 (black) - 5 (yellow) :
3 (black) - 4 (white) :	3 (black) - 6 (blue) :

F

CIRCUITS														
	Line Set Length	Temperatures				EEV		Electrical VAC					Wiring	
		SL @ Valve	LL @ Valve	EEV In	EEV Out	Resistance	VDC	1-2	1-3 (c)	2-3 (c)	1-G	2-G	Wire Gauge	Wire Type
Circuit A														
Circuit B														
Circuit C														
Circuit D														
Circuit E														

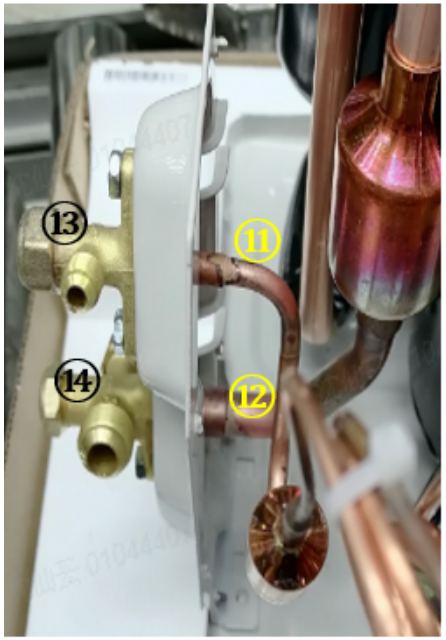
6. Indoor Equipment

			Circuit A	Circuit B	Circuit C	Circuit D	Circuit E
A		Mounting Location:					
B		Room St. Feet:					
C		Condensate Punp:					
D		Vapor Pipe Ø:					
		Liquid Pipe Ø:					
E	Clearances	Top:					
		Front:					
		Left:					
		Right:					
F		Error code:					
G		Operation Mode:	Please select...	Please select...	Please select...	Please select...	Please select...
H		Fan Speed:					
I		Room Relative Humidity:					
		Set Point Temp:					
		Supply Air Temp:					
		Return Air Temp:					
		Liquid Pipe Temp:					
		Vapor Pipe Temp:					
J	Blower Motor VDC	3 (black)-1 (red):					
		3 (black)-4 (white):					
		3 (black)-5 (yellow):					
		3 (black)-6 (blue):					
K	Voltages VAC	1 - 2:					
		1 - G:					
		2 - G:					
		3 (C) - 1:					

VI. SEALED SYSTEMS LEAKS



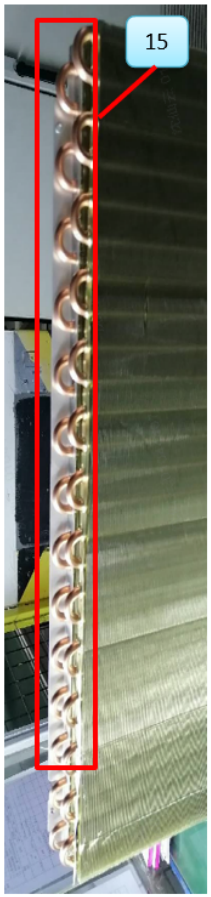


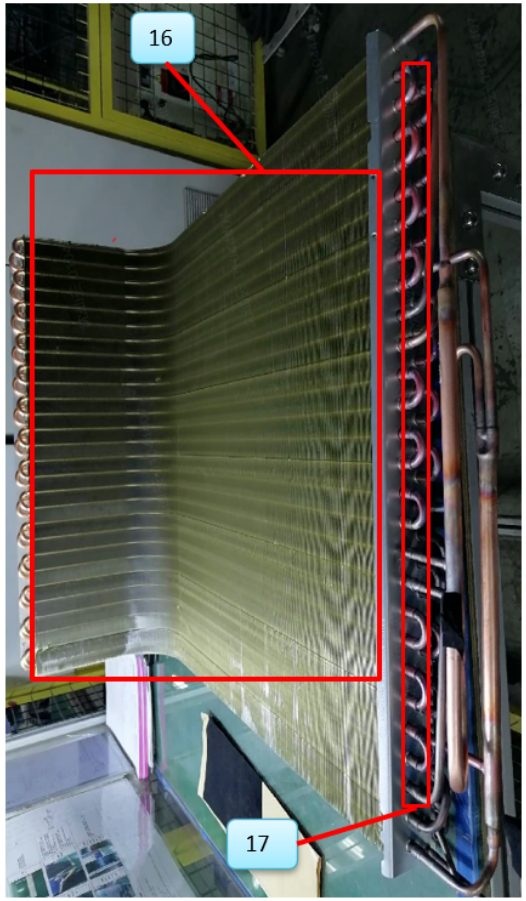


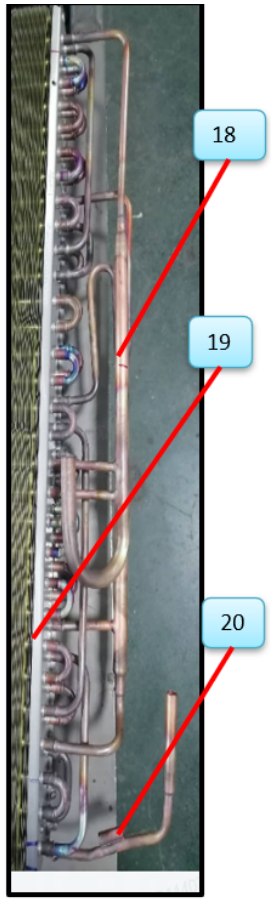
Assembly Leak Detection Points
Please indicate the point of leak:

Technical Evaluation Form - Ductless

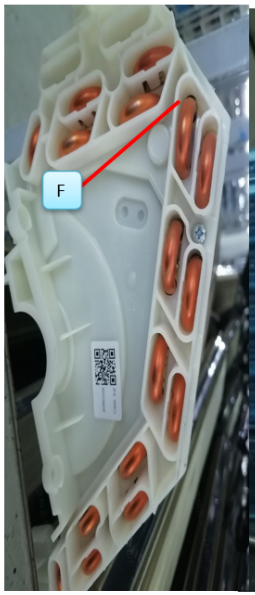
Condenser Leak Detection Points
Please indicate the point of leak:

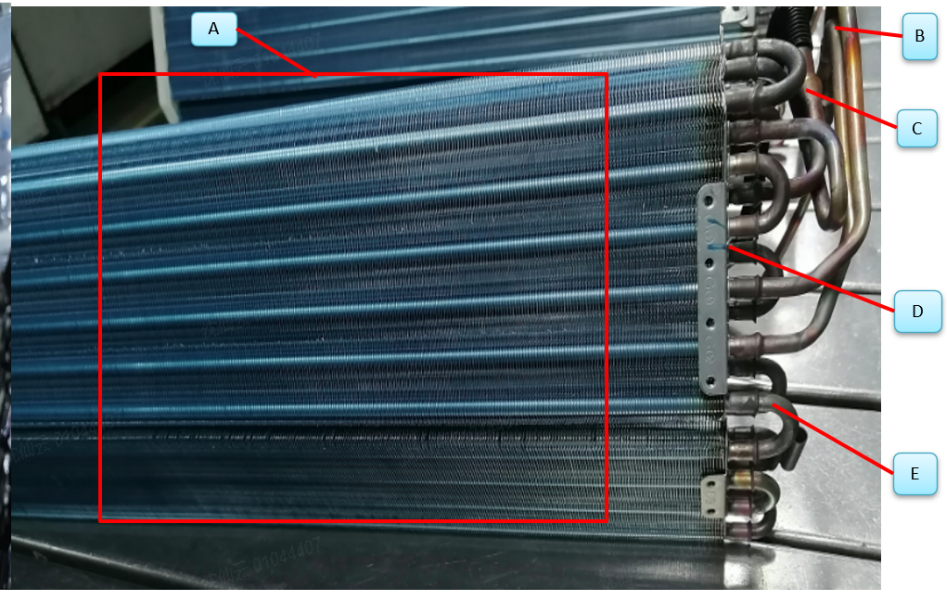






Evaporator Leak Detection Points
Please indicate the point of leak:



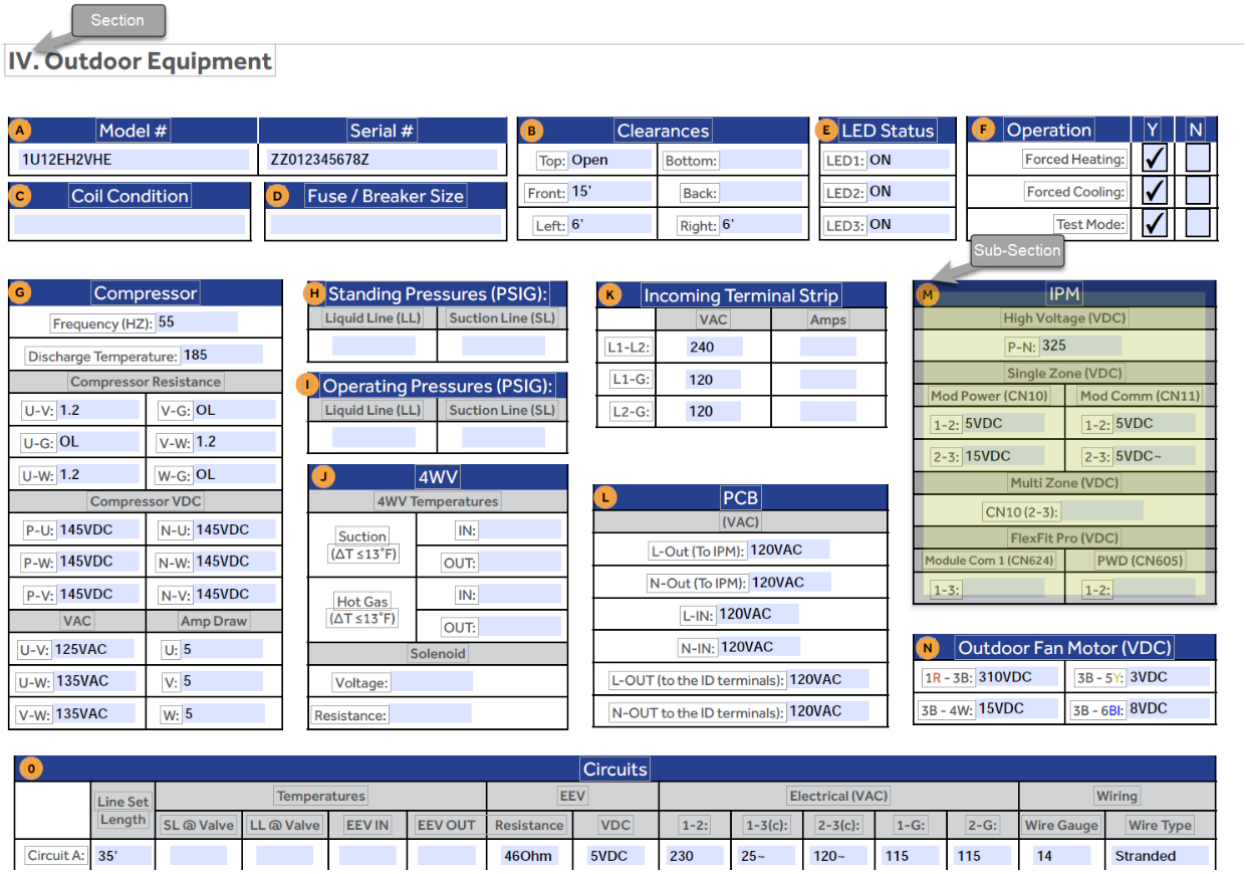


Technical Evaluation Form Guide - Ductless

The first page (Section I. Contact Information, Section II. Equipment Information and Section III. Diagnostics) must be completed in its entirety any time this form is sent in for review. If any information is missing, it can/will delay the review process and likely be sent back.
Be sure to provide a case # (if applicable), date of completion and who the form was completed by at the top of page 1.

Below is a list of which sections will be needed for certain failures.
The Form is Categorized in sections i.e. Section I, Section II etc. Furthermore, page 2 is for Outdoor unit information (Section IV) and page 3 is for Indoor unit information (Section V). The below will specify what section and subsection will need to be completed for a given failure.

Example: If the DC Voltage output of the IPM is required, it will be identified as Section IV – M.



- Compressor failures
  - Section 5, subsections A, B, C, D, F and O (Single zone system, complete Circuit A).

- EEV failures
  - Section 5, subsections A, D and O.

- 4 Way Valve failures
  - Section 5, subsections A, C and D.

- Sealed system leaks
  - Pages 1, 4 and 5 and must be completed and accompanied by visual proof of the active leak i.e. soap bubbles.

Technical Resources:
https://www.geappliancesairandwater.com/

Training Event Request

This form is to be filled out by the RSM or ASM.
Online training events must be requested 14 days in advance.
All in-person training requests must be made 30 days in advance.
Submit this form by clicking email button or save and send to airandwateracademy@geappliances.com

GEA RSM/ASM/Sales Rep:

Brand: ◉ GE ○ Haier

Customer:
Contact Name:
Phone:
Time Zone:

Product Lines Carried:

Training Location: ○ Online ◉ Onsite Customer Location

Commit to having a minmum of 5 attendees for online classes ☐

I commit to having a minimum of 10 attendees for on-site classes ☐

Training Center
○ Louisville, KY
○ Dallas, TX
○ Dixon, CA

Address:

Number of Event Types:

Unitary #
Connect Installation #
MRV-S Installation #
MRV Selection Software #

Mini Split Application & Install (301) #
DFS Diagnostic & Technical (401) #
SmartHQ #
MRV-5 Installation #

Other:

Technology requirement

55”---65” TV ◉ **OR** Projector or screen (Including computers, cable and other） ○

Training Date Range

Prefered Trainer(s) (if available)

Training Objectives:

Save | Send Email