



Turn to the experts

Product Bulletin

Date	Subject	Department
April 18, 2023	Gas Furnace Trade-In Allowance Program	Product Marketing
Bulletin Number	Product Model Number(s)	Author Name/Email
101-23-33	Gas Furnaces with a Polypropylene Heat Exchanger built from 1993-2011	Leanne Lewin Leanne.Lewin@Carrier.com

GAS FURNACE TRADE-IN ALLOWANCE PROGRAM EXTENDED FOR 2023-2024

Carrier is pleased to announce that the Gas Furnace Trade-in Allowance program has been extended for 2023 – 2024. Models included are the Carrier® brand 58 series MCA, MCB, MEC, MSA, MTA, MTB, MVB, MVC, MVP, MXA, MXB, UVB, and the Payne® brand condensing gas furnace models 490A, PG9M and PG9UAA.

Beginning May 1, 2023 and running through April 30, 2024, consumers that purchased a Carrier or Payne brand gas furnace manufactured between 1993 and 2011 and installed within the past 20 years that have experienced a polypropylene secondary heat exchanger failure are now eligible for a cash allowance directly from Carrier toward the purchase of a new, qualifying Carrier furnace. All rebates are instant rebates/dealers will apply the rebate directly to the homeowner's invoice. Dealers will be reimbursed via credit from distribution after making a claim on CarrierIncentives.com.

Eligibility Dates/Deadlines

- May 1, 2023.....Trade-In Allowance program begins
- April 30, 2024Trade-In Allowance program ends
(last day for Dealer to make a sale under the terms of this program)
- May 15, 2024.....Dealer must complete installation by this date
- May 15, 2024.....Last day to enter a trade-in allowance claim*

***Claims must be submitted by 6:00 pm Eastern Standard Time**



Turn to the experts

Product Bulletin

There are three avenues a consumer may use when faced with a failed secondary heat exchanger from this series of products—

Install Date	Option	Avenue	Result
All within 20 years of install date	Replace the secondary heat exchanger	1993 – Week 18, 2008 follow SMB09-0024; Week 19, 2008 – Week 51, 2011 Standard Warranty processed through Service Bench	Dealer replaces the secondary at no cost to homeowner and receives up to four hours of labor and all associated parts necessary to replace the secondary ¹
	Receive funds to apply to a new gas furnace	1993 – Week 18, 2008 follow SMB09-0024; Week 19, 2008 – Week 51, 2011 Standard Warranty processed through Service Bench	Consumer may receive a \$200 parts allowance plus four hours of labor ¹
	Trade-In Allowance	Gas Furnace Trade-In Allowance program through www.carrierincentives.com	Consumer receives up to \$900 when purchasing a replacement gas furnace. Rebate paid via instant rebate office invoice.

¹See standard warranty documents for complete details

Trade-In allowances for the consumer are listed below. This allowance is contributed to from the factory and the distributor in the amounts shown below. Dealers are responsible for completing all allowance claims on behalf of the consumer. Distributors will be invoiced for their portion based on their dealers' claims.

Eligible existing furnace changed out for a new:	Trade-In Allowance (instant rebate/take off invoice)	Factory Portion	Distributor Portion
Performance Series™ 59TP6	\$700	\$600	\$100
Infinity System® 59TN6	\$800	\$650	\$150
Infinity System® 59MN7	\$900	\$700	\$200

Gas Furnace Trade-In Allowance Program Dealer Guidebooks for 2023-2024 will be published and made available on the claiming website www.carrierincentives.com. These books provide complete program details and it is advised that each participating dealer retains a copy to ensure all procedures are followed.

Eligible Installations and Products

- The existing secondary heat exchanger must qualify for warranty repair under the terms of the enhanced secondary heat exchanger warranty.
- The trade-in allowance may be offered only on Carrier® furnace models 58 series MCA, MCB, MEC, MSA, MTA, MTB, MVB, MVC, MVP, MXA, MXB, UVB, and the Payne® brand condensing gas furnace models 490A, PG9M and PG9UAA.



Turn to the experts

Product Bulletin

- Regarding program deadlines, only qualifying Carrier gas furnaces purchased from participating dealers between May 1, 2023 and April 30, 2024 and installed by May 15, 2024 are eligible.
- Carrier furnaces purchased after April 30, 2024 do not qualify for the 2023-2024 High-Efficiency Gas Furnace Trade-In Allowance Program.
- If a furnace is purchased during the program period but has not been installed by May 15, 2024, the consumer is not eligible for the trade-in allowance.
- If a qualifying furnace is replaced by the installation deadline, but the dealer fails to submit the claim form by 6:00p Eastern Standard Time, May 15, 2024, the consumer will not be eligible for the trade-in allowance.
- Only the Infinity® Series and Performance™ Series condensing gas furnaces listed above qualify for a trade-in allowance.

Claims for Units Manufactured Prior to 2002

If the unit was manufactured prior to 2002, documentation outlining the date of installation within 20 years is required before your claim can be submitted. If you try to submit a claim with the old/failed serial number manufactured prior to 2002, the system will not allow the claim to be submitted.

To file a claim for a unit produced prior to 2002 and installed in the last 20 years, documentation outlining the date of installation can be sent to this email address for review: customersupport@biworldwide.com

Manufactured	Installation Date	Program Qualification Status
1993 to 2001	Longer than 20 years ago	Unit does not qualify for program
	Within 20 years	Unit qualifies; documentation of installation date required to process claim
2002 to current	Within 20 years	Unit qualifies; claim can be submitted through website

This Trade-In program is not designed to be an active consumer promotion, as consumers and products are only eligible in the event of a secondary heat exchanger failure on the qualifying models. Carrier will not advertise this trade-in program. Further, dealers may not advertise this program. It should be offered only when a dealer encounters a failed secondary heat exchanger that is eligible for warranty repair. No co-op dollars may be used to advertise or promote this Trade-In Allowance Program.