

Purpose of This Guide

This guide helps homeowners understand how to locate manufacturer manuals, warranty information, and recommended service intervals for equipment installed in the home.

Many systems installed in modern homes are manufactured products supplied by third-party manufacturers. These manufacturers provide their own operating manuals, warranty documentation, and service requirements.

The purpose of this guide is to help homeowners identify these products and locate the manufacturer documentation necessary for proper operation, maintenance, and warranty service.

Relationship with Builder Warranty

Manufacturer documentation and warranties are separate from the builder warranty provided with the home.

The builder warranty generally covers the installation of building components but does not cover internal mechanical or electronic defects in manufactured equipment.

Warranty coverage for manufacturer products is administered directly by the manufacturer according to the terms of their warranty program.

Homeowners may be required to register products with the manufacturer in order to activate full warranty coverage.

Where to Request Service

When an issue occurs in the home, the responsible party for service may vary depending on the nature of the issue.

Some concerns relate to the installation of building systems and may fall under the builder warranty. Other concerns relate to the performance or internal components of manufactured equipment and are typically handled by the product manufacturer.

The table below provides general guidance regarding who typically handles certain types of service requests.

Issue Type	Typical Responsible Party
Appliance mechanical malfunction	Manufacturer
Refrigerator dispenser malfunction	Manufacturer
Dishwasher pump or motor failure	Manufacturer
HVAC compressor or internal equipment failure	Manufacturer
Water heater internal component failure	Manufacturer
Thermostat malfunction	Manufacturer
Garage door opener motor failure	Manufacturer
Window insulated glass seal failure (fogging between panes)	Manufacturer
Plumbing leak caused by improper pipe installation	Builder
Window leak caused by installation issue	Builder
Garage door alignment issue related to installation	Builder
HVAC drain line blockage caused by algae buildup	Homeowner maintenance
HVAC system not cooling due to dirty air filter	Homeowner maintenance

This table is provided for general guidance only. Each situation must be evaluated individually to determine the cause of the issue.

Manufacturer Products Installed in Your Home

Modern homes include a variety of specialized products manufactured by independent equipment manufacturers.

Examples include:

- kitchen appliances
- HVAC systems
- water heaters
- plumbing fixtures
- bathroom exhaust fans
- garage door openers
- thermostats
- windows and insulated glass units
- electrical devices and controls

Each of these products may include its own:

- installation manual
- user manual
- maintenance instructions
- manufacturer warranty coverage

These documents are provided by the **manufacturer of the product**, not by the builder.

Manufacturer Warranty Responsibility

Many components installed in the home are covered by **manufacturer warranties**, which apply to defects in the product itself.

Examples include:

- appliance mechanical failures
- HVAC equipment component defects
- plumbing fixture defects
- insulated glass seal failures in windows

The builder warranty generally covers **installation workmanship only**, not the internal components of manufactured products.

Therefore:

- the **manufacturer is responsible for product warranty coverage**
- warranty claims related to the product itself must be handled through the manufacturer or authorized service providers

Product Registration Requirement

Many manufacturers require that the homeowner **register the product after installation** in order to activate the full warranty period.

Product registration typically requires:

- manufacturer name
- model number
- serial number
- installation address
- homeowner contact information

Failure to complete manufacturer registration may result in:

- shortened warranty periods
- limited warranty coverage

Because registration must typically be completed by the homeowner, **the homeowner is responsible for registering applicable products with the manufacturer when required.**

Product registration helps ensure that homeowners receive the full manufacturer warranty period and simplifies service requests in the future.

Homeowners are encouraged to complete product registration soon after closing whenever required by the manufacturer.

Builder Responsibility Limitations

The builder does not administer manufacturer warranty programs and is not responsible for manufacturer warranty decisions or service policies.

Accordingly:

- the builder does not guarantee manufacturer products
- the builder does not control manufacturer warranty policies
- the builder does not process manufacturer warranty claims

Warranty service for manufacturer products must be obtained directly from the manufacturer or their authorized service providers.

Builder vs Manufacturer Responsibility Reference

Many components installed in the home are manufactured products supplied by third-party manufacturers.

These products include their own manufacturer warranties that cover defects in the product itself.

The builder warranty generally covers installation workmanship only, while manufacturers are responsible for defects in the product or equipment components.

The following table provides a general reference to help homeowners understand which party typically handles certain types of service requests.

Condition or Issue	Responsibility
Appliance mechanical failure	Manufacturer
Dishwasher pump or motor failure	Manufacturer
Refrigerator dispenser malfunction	Manufacturer
HVAC compressor or internal equipment failure	Manufacturer
HVAC system not cooling due to dirty air filter	Homeowner Maintenance
HVAC drain line blockage caused by algae buildup	Homeowner Maintenance
Water heater internal component failure	Manufacturer
Plumbing leak caused by improper pipe installation	Builder
Fogging between window panes (insulated glass seal failure)	Manufacturer
Window leak caused by improper installation	Builder

Condition or Issue	Responsibility
Thermostat malfunction	Manufacturer
Garage door opener motor failure	Manufacturer
Garage door installation alignment issue	Builder

This table provides general guidance only.

Each condition must be evaluated individually to determine the cause and whether it relates to product performance, installation workmanship, maintenance, or environmental conditions.

How to Locate Manufacturer Information

Most equipment installed in your home includes a product identification label that identifies the manufacturer and model number.

This label typically includes:

- manufacturer name
- model number
- serial number
- manufacturing date

These identification numbers are used to locate manufacturer manuals, warranty information, and service documentation.

Common Locations of Product Identification Labels

HVAC equipment

Usually located on the exterior condenser unit or inside the air handler cabinet.

Water heaters

Typically located on the exterior tank body.

Kitchen appliances

Often located inside the door frame or behind the access panel.

Garage door openers

Usually located on the motor housing.

Thermostats

Model information may be located on the back of the thermostat faceplate.

Using the Manufacturer Information

Once the manufacturer name and model number are identified, homeowners can locate product manuals, warranty documentation, and service instructions directly through the manufacturer.

If the homeowner is unable to locate manufacturer documentation, many manufacturers provide online product lookup tools using the model number or serial number.

How to Locate the Product Manual

Product manuals can typically be located by searching using the manufacturer name and model number.

Example search format:

Manufacturer Name + Model Number + Manual

This will typically lead to the manufacturer's documentation page where product manuals and service information are available.

How to Request Manufacturer Service

If a product installed in the home experiences a malfunction related to the product itself, homeowners should contact the manufacturer or the manufacturer's authorized service provider.

The following general steps may help initiate manufacturer warranty service.

1. Identify the manufacturer name and model number from the product identification label.
2. Locate the manufacturer's website using the manufacturer name.

3. Search for the product manual or warranty section using the model number.
4. Register the product if registration is required by the manufacturer.
5. Contact the manufacturer's customer service department or authorized service provider.
6. Provide the model number, serial number, and installation address when requesting service.

Many manufacturers coordinate service through authorized local technicians.

Because manufacturer warranties are administered by the manufacturer, the builder does not control manufacturer warranty decisions or service scheduling.

Recommended Service Intervals

Many home systems require periodic maintenance to maintain proper performance and extend equipment life.

Manufacturer manuals typically provide recommended service intervals.

Examples may include:

HVAC systems

Regular air filter replacement and annual professional service.

Water heaters

Annual flushing to remove sediment buildup.

Appliances

Cleaning and maintenance depending on appliance type.

Bathroom ventilation fans

Periodic cleaning to maintain airflow performance.

Homeowners should follow the maintenance recommendations described in the manufacturer manual for each product.

Importance of Following Manufacturer Guidelines

Following manufacturer instructions is important because it helps:

- maintain equipment performance
- extend equipment lifespan
- preserve manufacturer warranty coverage
- prevent avoidable equipment failures

Failure to follow manufacturer maintenance recommendations may affect manufacturer warranty coverage in some cases.

Maintaining Equipment Records

Homeowners should maintain records of product information and service activities.

Suggested records include:

- manufacturer name
- model number
- serial number
- installation date (if known)
- maintenance and service records

Maintaining this information can simplify warranty claims and service requests.

When to Contact the Manufacturer

Homeowners should contact the manufacturer or authorized service provider if a product experiences:

- operational malfunction
- mechanical failure
- warning indicators or error codes
- performance issues related to the equipment itself

In many cases, the manufacturer will coordinate service through authorized technicians.

Important Notice

This guide is provided for general informational purposes only.

The information contained in this document does not modify, extend, or replace the terms of any manufacturer warranty or the builder warranty provided with the home.

Warranty coverage for manufactured products is determined solely by the manufacturer according to their warranty policies.

Builder warranty coverage is determined by the terms of the builder warranty documents provided at closing.