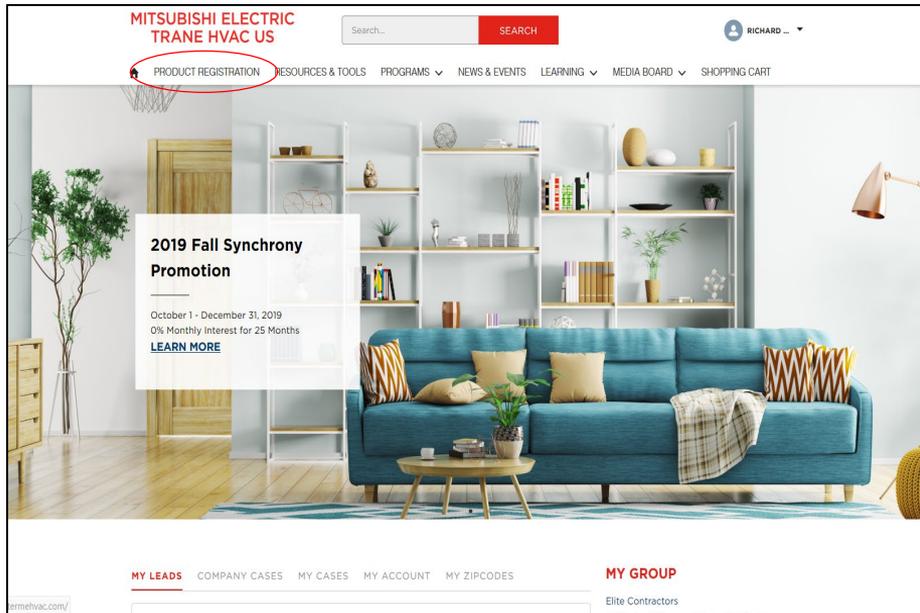


# Product Registration Process and Troubleshooting Guide

July 2020

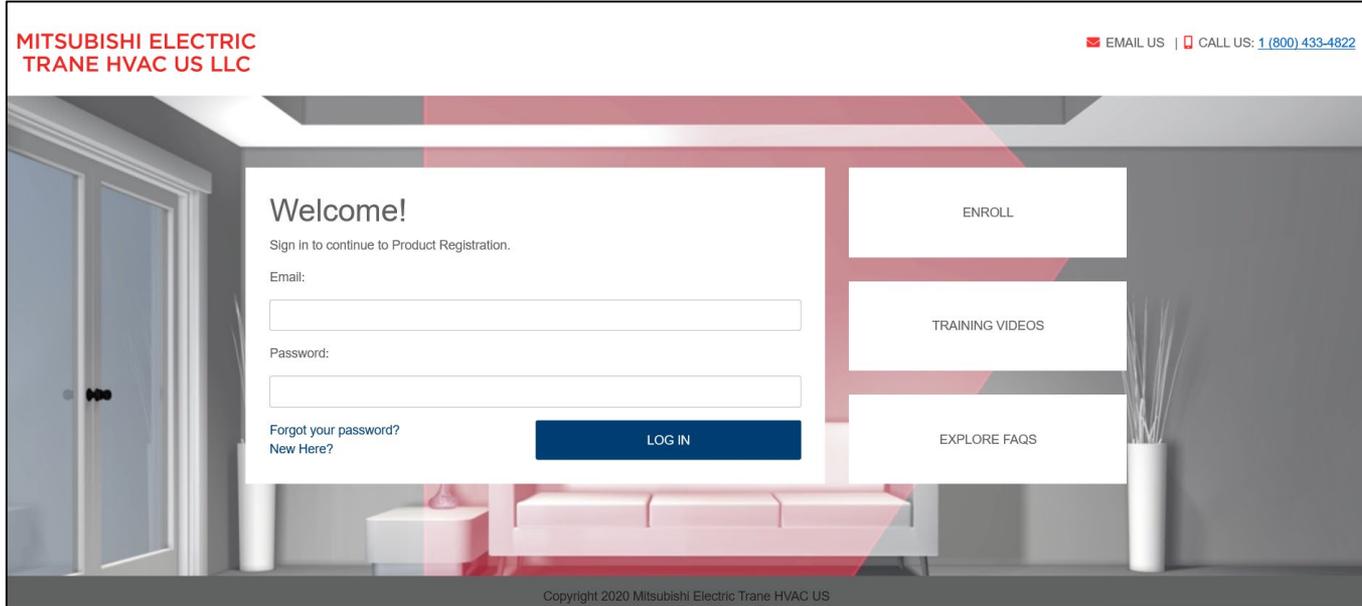
# Where to Register

You can access the registration portal through the contractor portal (left), where you will need to select the contractor side of the registration portal (right).



# Where to Register

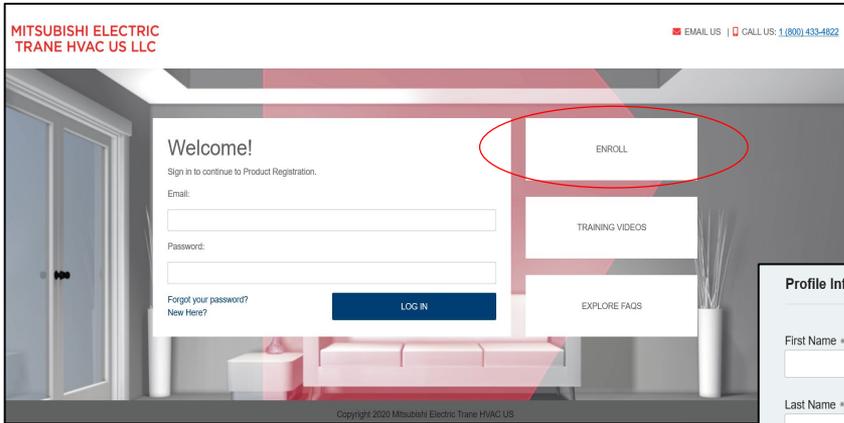
You can also access the registration through this link:  
<https://www.registermehvac.com/login.aspx>



The screenshot shows the login page for the Mitsubishi Electric Trane HVAC US LLC registration portal. The page features a white background with a red and grey geometric design. At the top left, the company name "MITSUBISHI ELECTRIC TRANE HVAC US LLC" is displayed in red. At the top right, there are links for "EMAIL US" and "CALL US: 1(800) 433-4822". The main content area is divided into two columns. The left column contains a "Welcome!" message, a sign-in instruction, and input fields for "Email:" and "Password:". Below these fields are links for "Forgot your password?" and "New Here?". A dark blue "LOG IN" button is positioned at the bottom of this column. The right column contains three white buttons: "ENROLL", "TRAINING VIDEOS", and "EXPLORE FAQs". The background of the page shows a modern interior with a red sofa and a white vase. At the bottom, a copyright notice reads "Copyright 2020 Mitsubishi Electric Trane HVAC US".

If you are a Diamond Contractor or Ductless Pro, please note you must login to the contractor portion of the registration portal for your registrations to be counted for Scorecard Points as well as for Diamond/Ductless Points.

# How to Enroll



Type the first letters of the contractor company name and select the correct company from drop down menu.

**Profile Information**

First Name \*

[Input Field]

Last Name \*

[Input Field]

Country \*

United States

Address \*

[Input Field]

Address 2

[Input Field]

City \*

[Input Field]

State \*

[Input Field]

Zip \*

[Input Field]

Type in your zip code or company name below. If you can't find it, click on the Request Research link to the right.

Type in your zip code or company name below. If you can't find it, click on the Request Research link to the right.

Company Name \*

Type Zip Code or Company Name Here

Cannot find it? Request Research

**Communication Preference**

**NOTE: If you select SMS as your preferred method of contact, you will be required to provide your cell phone number in the field below.**

Communication Preference \*

\*Not all communication is able to be sent to your preference.

Email \*

[Input Field]

Use xxx-xxx-xxxx for domestic numbers and xxx-xxx-xxx-xxxx for international numbers.

Phone \*

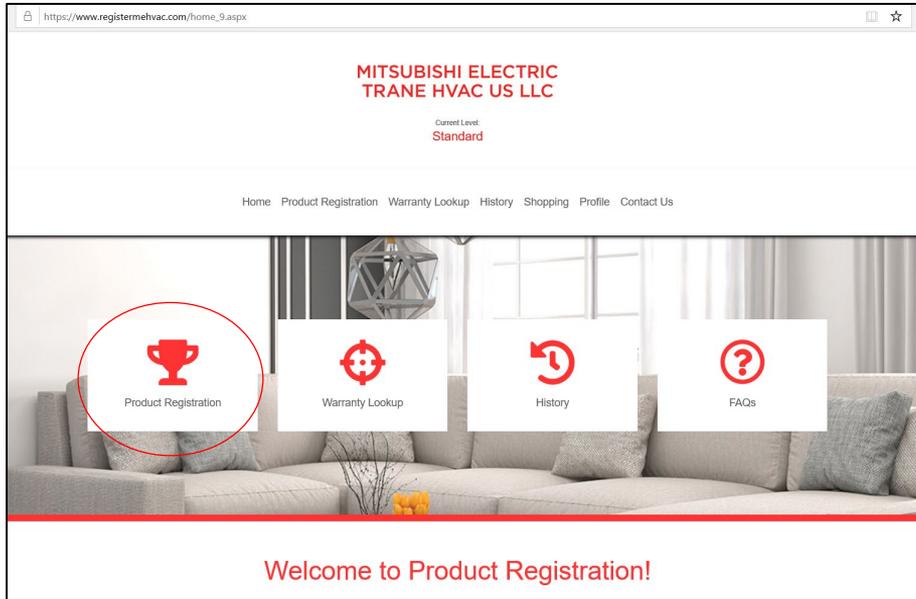
xxx-xxx-xxxx or xxx-xxx-xxx-xxxx

Cell Phone

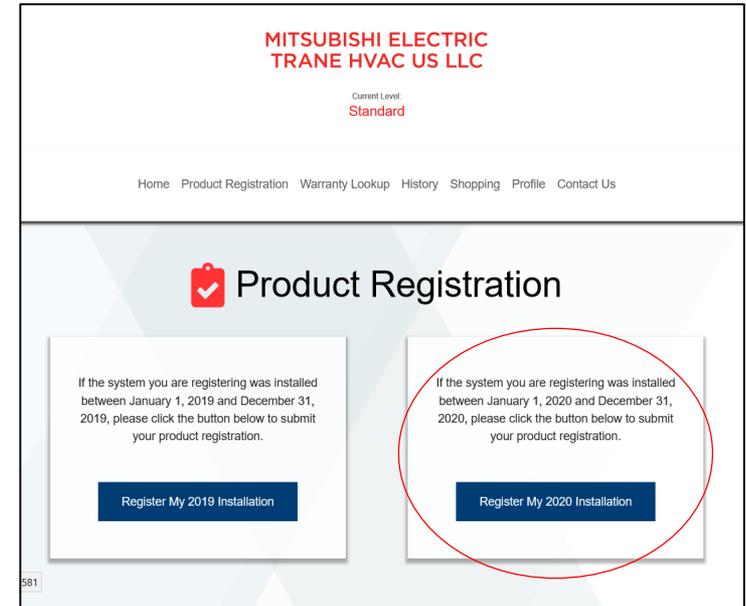
xxx-xxx-xxxx or xxx-xxx-xxx-xxxx

I have read and accept the Terms of Use Agreement that governs the site which includes

# How to Register



Select the Product Registration tab (above) and then select the installation year for the system (right).



# How to Register

**MITSUBISHI ELECTRIC  
TRANE HVAC US LLC**

Current Level:  
**Standard**

---

[Home](#) [Product Registration](#) [Warranty Lookup](#) [History](#) [Shopping](#) [Profile](#) [Contact Us](#)

---

Please complete the fields below. Fields marked with \* are required.

Install Date \*

Total System Price

Please type the name of the distributor that you purchased your unit(s) from in the field below.

Distributor Name \*

Customer First Name \*

Customer Last Name \*

Fill in all required/asterisked fields on the form.

Customer Address \*

Customer Address 2

Customer City \*

Customer State \*

Customer Zip \*

Customer Phone

Customer Email \*

Construction Type \*

If your serial numbers come up as "Not Found", please proceed with submitting the claim.

Approved registrations  
will be sent to the email  
address in this field.

# How to Register

The screenshot shows a registration interface with a red header bar containing 'Model Number' and 'Serial Number' labels. Below the header, there is a dropdown menu for 'Type Model Number Here' and an input field for 'Enter Serial'. A 'Remove' link is positioned to the right of the serial input. A blue 'ADD NEW LINE' button is located below the input fields. A text block explains that if serial numbers are 'Not Found', users can upload documentation or proceed with a registration form. Below this is an 'Upload File' section with a file input field and a 'Browse...' button. At the bottom, there are two buttons: 'COMPLETE LATER' and 'SUBMIT'.

**Model Number** – Enter first few letters and choose from drop down menu.

**Serial Number** – Enter number from tear tag or dataplate.

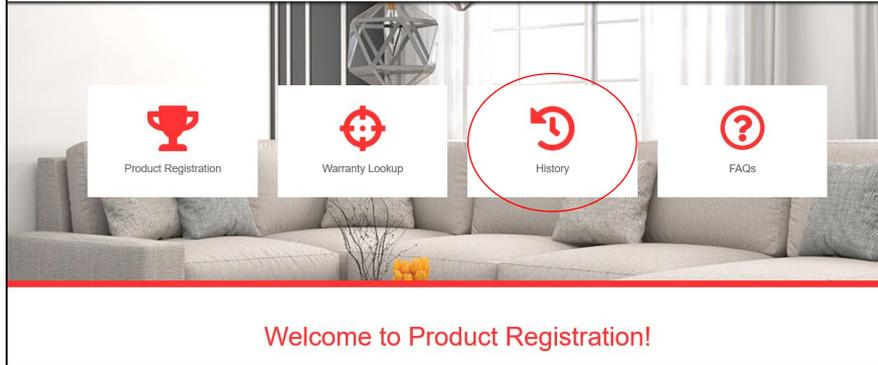
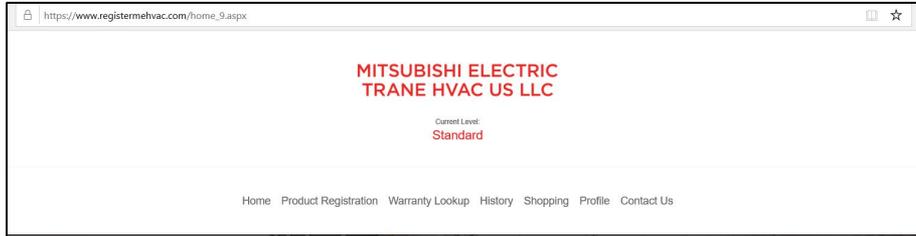
**Add New Line** – Select this button and enter additional units.

**If model/serial combination is Not Found**, upload a picture of the dataplate or tear tag using the **Browse** button.

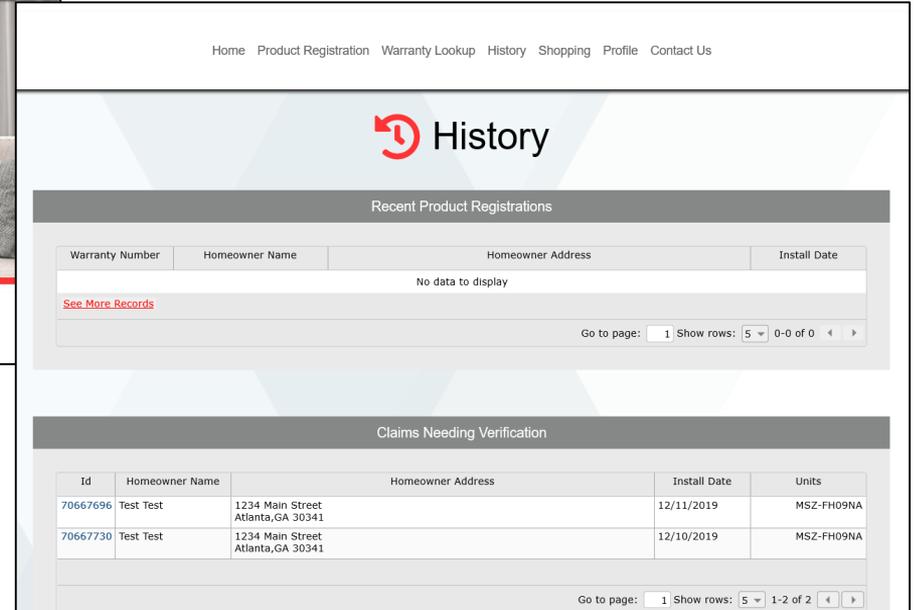
**Complete Later** – Save and submit at a later date.  
**Submit** – Final submission of registration.

If one or more of your units is Not Found, please continue your registration and submit it. We can help fix an issue more quickly if the registration is already in the system.

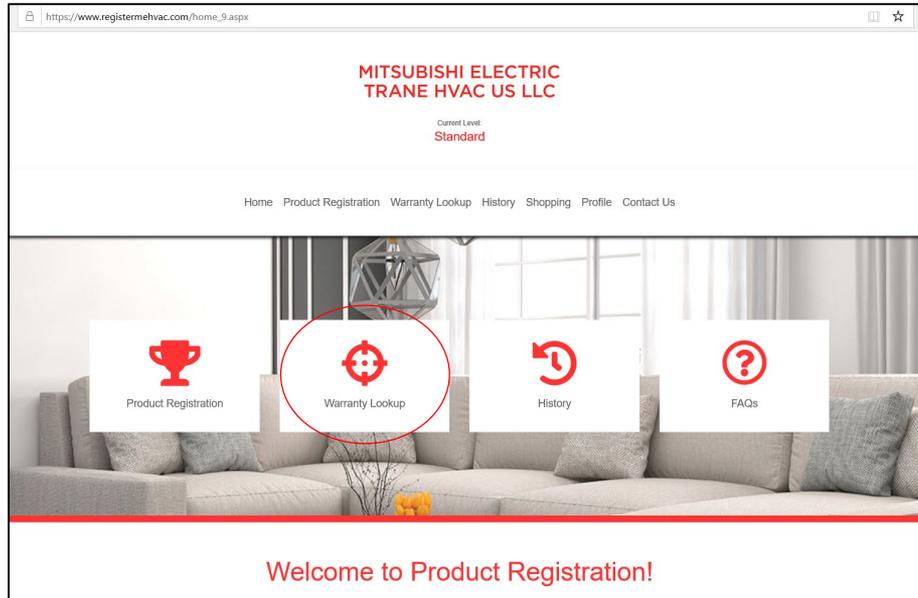
# Tracking Registrations



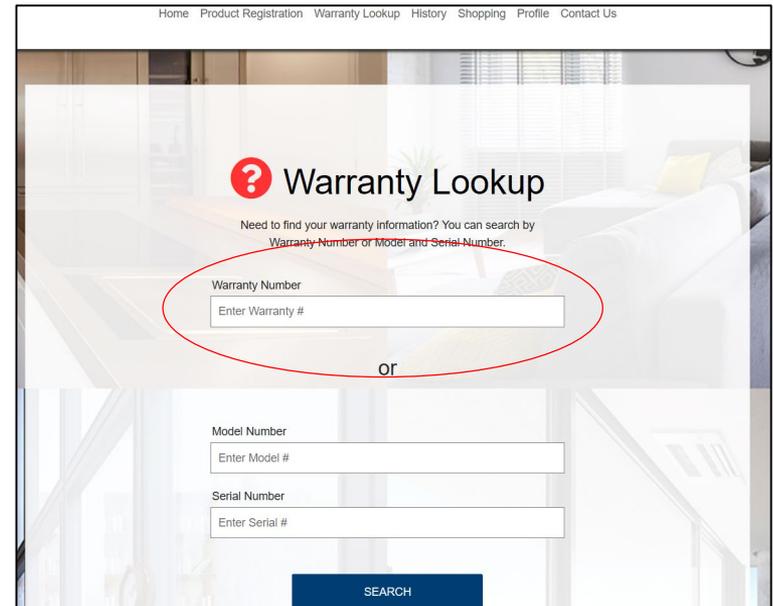
Select the History tab (above). This tab shows all Approved Claims and Claims Needing Verification (right). And for the Diamond Points Champion, the lower part of this tab shows points information (payouts per unit as well as total points accrued and redeemed).



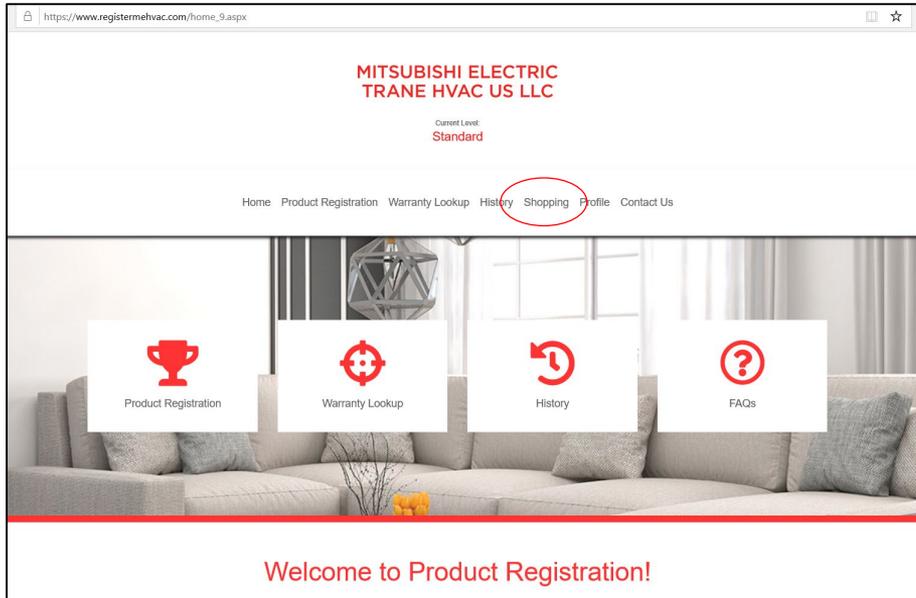
# How to Lookup Warranty Registrations



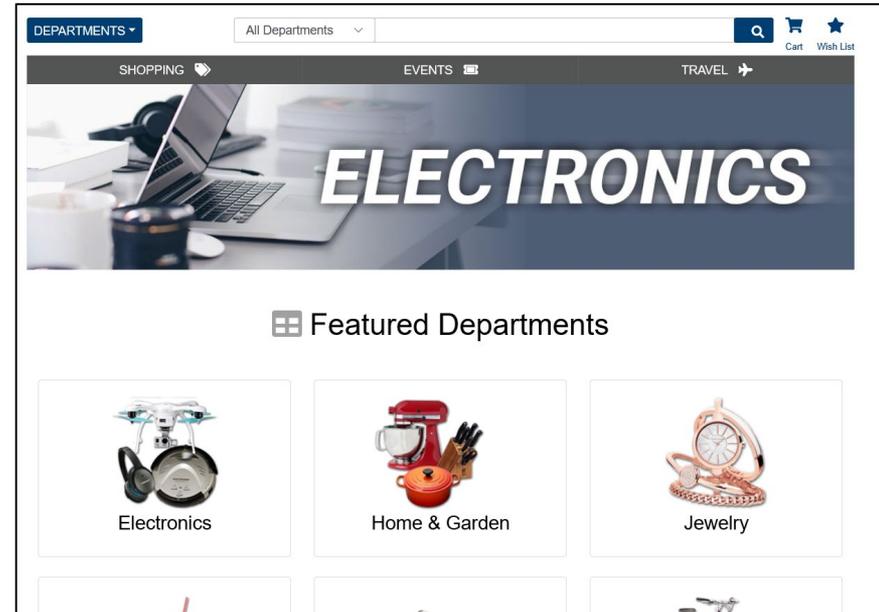
Select the **Warranty Lookup** tab (above). This tab allows you to use your **Warranty Registration** number to obtain a **Warranty Registration certificate** (right).



# How to Use Points



Select the Shopping tab (above) and browse all the items points can be used to purchase (right). Only Diamond Points Champion will have access to the shopping tab.



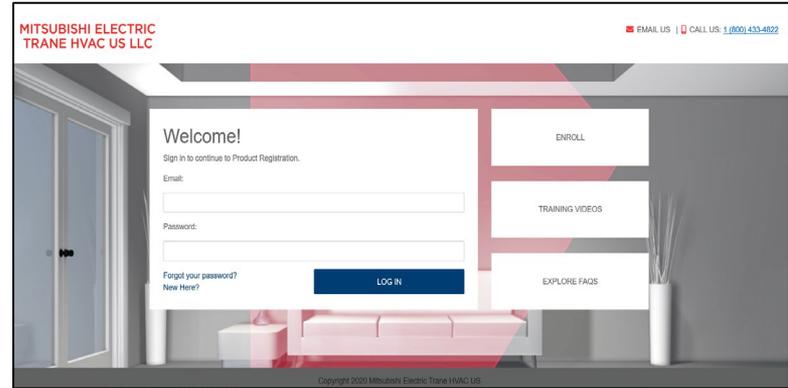
# Troubleshooting Guide

**Q: I forgot my password.**

**A: Call Participant Services at 877.690.2080.**

**Q: When enrolling, I can't find my contractor company name?**

**A: Chose the Request Research button to have your contractor company name added to the list to enable your enrollment. You may also call Participant Services or contact your METUS Area Manager to help expedite this process.**



**Profile Information**

First Name \*

Last Name \*

Country \*

United States

Address \*

Address 2

City \*

State \*

Zip \*

Type in your zip code or company name below. If you can't find it, click on the Request Research link to the right.

Type in your zip code or company name below. If you can't find it, click on the Request Research link to the right.

Company Name \*

Type Zip Code or Company Name Here

Cannot find it? Request Research

**Communication Preference**

**NOTE: If you select SMS as your preferred method of contact, you will be required to provide your cell phone number in the field below.**

Communication Preference \*

\*Not all communication is able to be sent to your preference.

Email \*

Use xxx-xxx-xxxx for domestic numbers and xxx-xxx-xxx-xxxx for international numbers.

Phone \*

xxx-xxx-xxxx or xxx-xxx-xxx-xxxx

Cell Phone

xxx-xxx-xxxx or xxx-xxx-xxx-xxxx

I have read and accept the Terms of Use Agreement that governs the site which includes

# Troubleshooting Guide

**Q: Why did my model & serial number come back as Not Found?**

**A: The model & serial combination are being checked against our system, but errors do occur. Please do the following before submitting the registration:**

- Make sure you chose the model number from the drop down menu, and did not put the number in manually.
- Use the tear tag or a photo of the dataplate for the serial number, not the distributor invoice.
- Do not use an additional S in front of the serial number.
- Double check that the serial number that was input matches the character sequence for that model.

**Model Number** **Serial Number**

Type Model Number Here  Enter Serial [Remove](#)

**ADD NEW LINE**

If the Serial Number(s) you entered are marked "Not Found", you may upload your documentation now using the file upload field below or you may proceed with submitting your completed registration form and follow the on-screen instructions.

Upload File

**COMPLETE LATER** **SUBMIT**

# Troubleshooting Guide

**Q: I didn't upload documentation before I submitted my registration. Can I upload it after my registration?**

**A: Go into the History Tab and choose your registration from the Claims Needing Verification queue. You can upload your documentation in the pop-up tab, and the registration will be reviewed. You can also email [productregistration@hvac.me.com](mailto:productregistration@hvac.me.com) and they can update your registration and review it for approval.**

Home Product Registration Warranty Lookup History Shopping Profile Contact Us

## History

### Recent Product Registrations

Warranty Number	Homeowner Name	Homeowner Address	Install Date
No data to display			

[See More Records](#)

Go to page: 1 Show rows: 5 0-0 of 0

### Claims Needing Verification

Id	Homeowner Name	Homeowner Address	Install Date	Units
70667696	Test Test	1234 Main Street Atlanta,GA 30341	12/11/2019	MSZ-FH09NA
70667730	Test Test	1234 Main Street Atlanta,GA 30341	12/10/2019	MSZ-FH09NA

Go to page: 1 Show rows: 5 1-2 of 2

# Troubleshooting Guide

**Q: What happens if I upload a distributor invoice as my documentation for a unit marked Not Found?**

**A: Tear tags or photos of the dataplate are the only valid documentation to correct errors. The registration will be denied if a distributor invoice is uploaded, and an email will be sent to the Diamond Points champion regarding the denied registration. The Diamond Points champion can email [productregistration@hvac.me.com](mailto:productregistration@hvac.me.com) with the correct documentation to have the registration reviewed and registered.**

Home Product Registration Warranty Lookup History Shopping Profile Contact Us

## History

### Recent Product Registrations

Warranty Number	Homeowner Name	Homeowner Address	Install Date
No data to display			

[See More Records](#)

Go to page: 1 Show rows: 5 0-0 of 0

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70667730	Test Test	1234 Main Street Atlanta,GA 30341	12/10/2019	MSZ-FH09NA

Go to page: 1 Show rows: 5 1-2 of 2

# Troubleshooting Guide

**Q: My registration isn't in the History tab. Where is it?**

**A: Only Approved registrations and registrations Needing Verification are shown on this tab. Registrations in Documentation Received or Denied statuses are not shown here. To best keep track of your registration, note your Coversheet ID and use this when contacting the Product Registration team at [productregistration@hvac.me.com](mailto:productregistration@hvac.me.com).**

Home Product Registration Warranty Lookup History Shopping Profile Contact Us

## History

### Recent Product Registrations

Warranty Number	Homeowner Name	Homeowner Address	Install Date
No data to display			

[See More Records](#)

Go to page: 1 Show rows: 5 0-0 of 0

### Claims Needing Verification

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70667730	Test Test	1234 Main Street Atlanta,GA 30341	12/10/2019	MSZ-FH09NA

Go to page: 1 Show rows: 5 1-2 of 2

# Troubleshooting Guide

**Q:** I have my warranty number, but my certificate isn't showing in the lookup.

**A:** The system takes about 30 minutes to fully load the warranty registration, so please allow some time before you put your warranty number in the lookup to obtain the warranty certificate.

**Q:** There's a mistake on my warranty certificate!

**A:** Please contact [productregistration@hvac.me.com](mailto:productregistration@hvac.me.com) with the warranty number and the changes that need to be made.

Home Product Registration Warranty Lookup History Shopping Profile Contact Us

## ? Warranty Lookup

Need to find your warranty information? You can search by  
Warranty Number or Model and Serial Number.

Warranty Number  
Enter Warranty #

OR

Model Number  
Enter Model #

Serial Number  
Enter Serial #

SEARCH

# Troubleshooting Guide

**Q: I have my warranty certificate, but I'm not getting credit on the Scorecard for my registrations or I'm not getting Diamond/Ductless Points for my registrations. How do I get this fixed?**

**A: As a Diamond Contractor/Ductless Pro, you must be logged into the contractor portion of the registration portal to receive credit on the Scorecard and Diamond/Ductless Points. If you find that your registrations have not be going into the system through your contractor login, please contact Lacey Dietz at [ldietz@hvac.me.com](mailto:ldietz@hvac.me.com) to get this repaired.**

