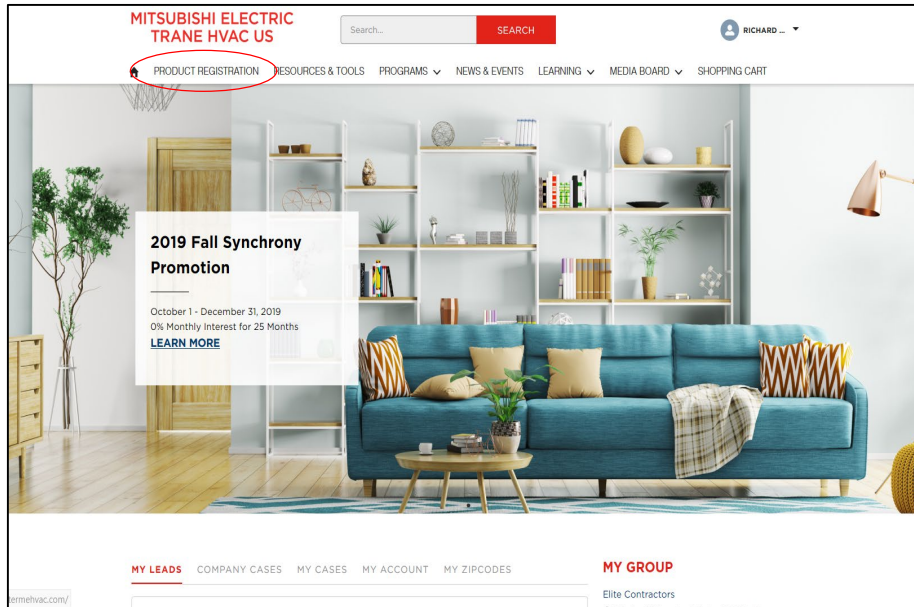


Product Registration Process and Troubleshooting Guide

July 2020

Where to Register

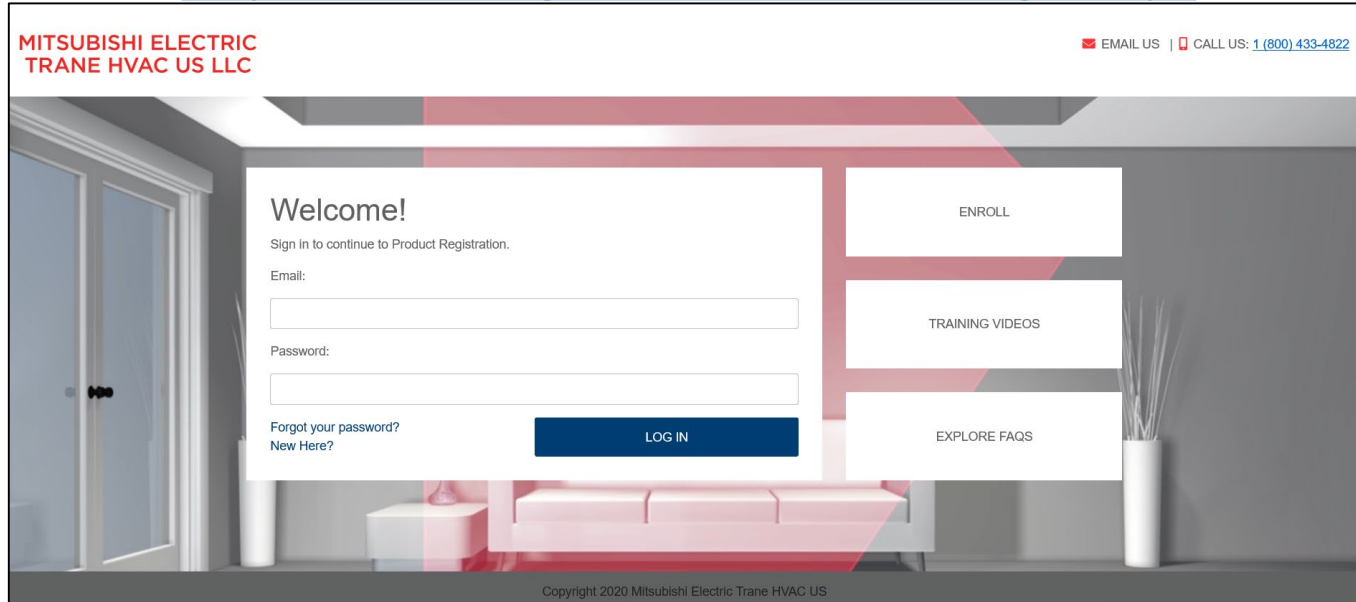
You can access the registration portal through the contractor portal (left), where you will need to select the contractor side of the registration portal (right).



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 header includes the company name and contact information. The main content area features a 'Welcome!' message, a sign-in prompt, and input fields for email and password. There are links for 'Forgot your password?' and 'New Here?'. A 'LOG IN' button is prominently displayed. To the right, there are three buttons: 'ENROLL', 'TRAINING VIDEOS', and 'EXPLORE FAQs'. The background of the page shows a modern interior with a sofa and a large window.

MITSUBISHI ELECTRIC
TRANE HVAC US LLC

EMAIL US | CALL US: [1 \(800\) 433-4822](tel:18004334822)

Welcome!

Sign in to continue to Product Registration.

Email:

Password:

[Forgot your password?](#)
[New Here?](#)

LOG IN

ENROLL

TRAINING VIDEOS

EXPLORE FAQs

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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

MITSUBISHI ELECTRIC
TRANE HVAC US LLC

EMAIL US | CALL US: 1 (800) 433-4822

Welcome!

Sign in to continue to Product Registration.

Email:

Password:

Forgot your password?
New Here?

LOG IN

ENROLL

TRAINING VIDEOS

EXPLORE FAQs

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

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 *

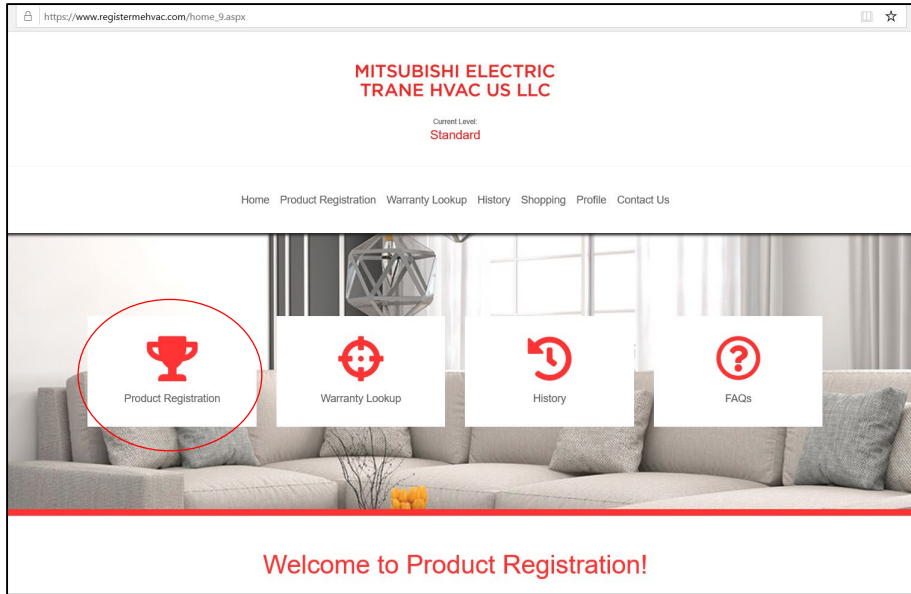
Use xxx-xxx-xxxx for domestic numbers and xxx-xxx-xxx-xxxx for international numbers.

Phone *

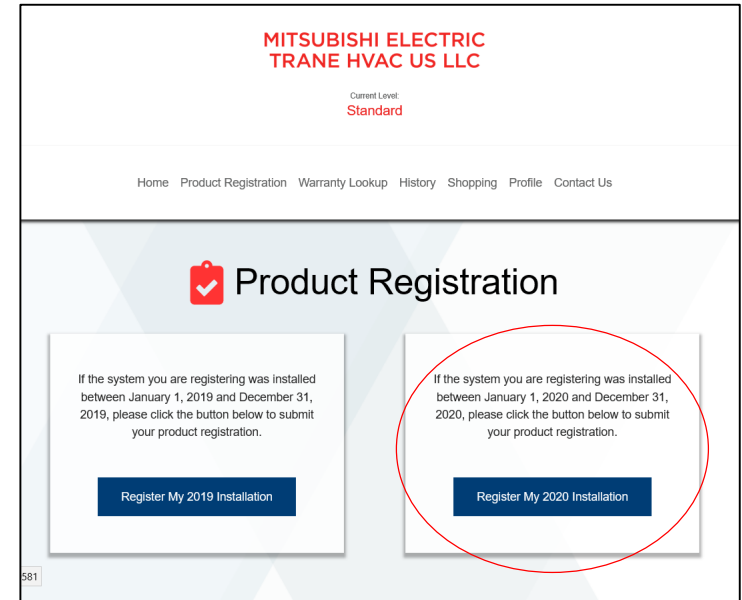
Cell Phone

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

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

Browse...

COMPLETE LATER SUBMIT

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

Serial Number – Enter number from tear tag or dataplate.

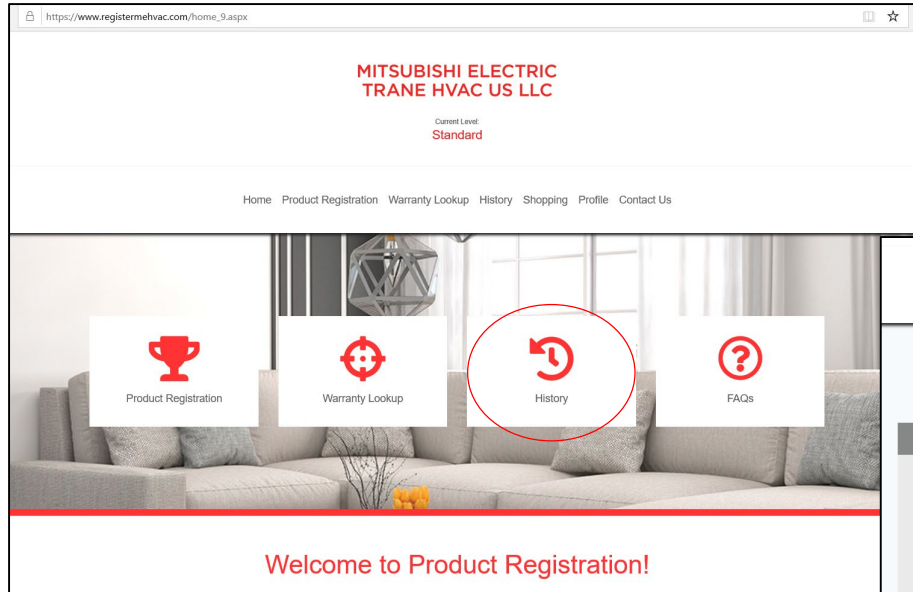
Add New Line – Select this button and enter additional units.

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

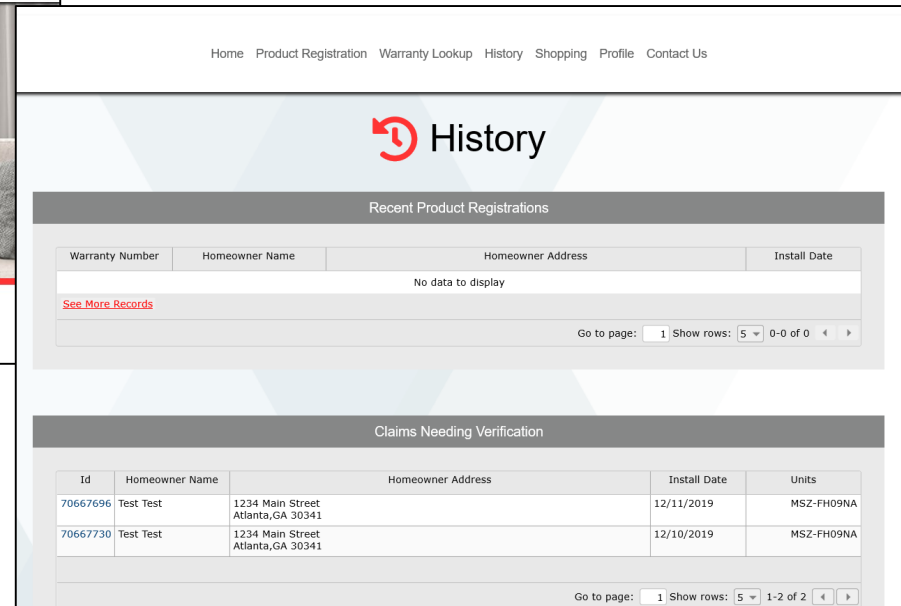
Complete Later – Save and submit at a later date.
Submit – Final submission of registration.

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.

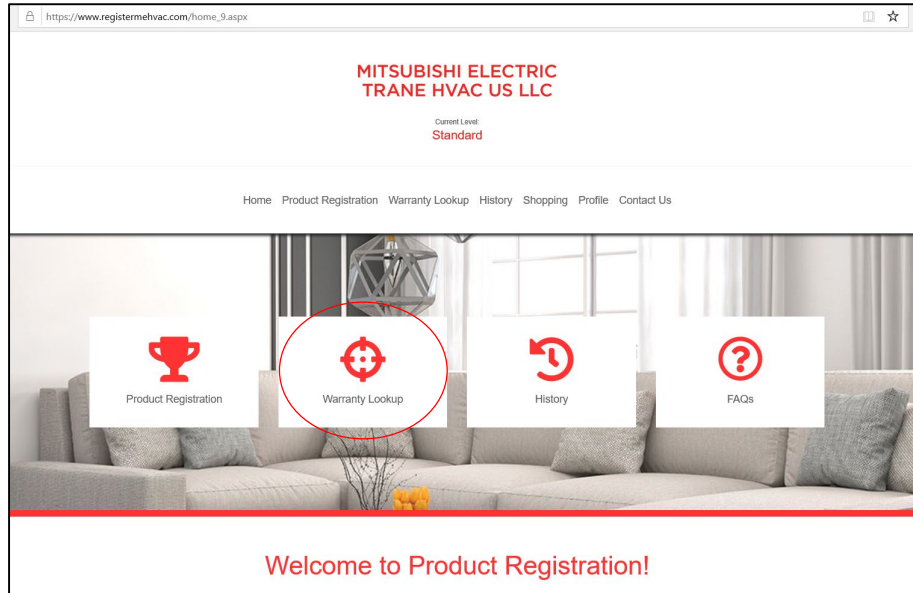
Tracking Registrations



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).



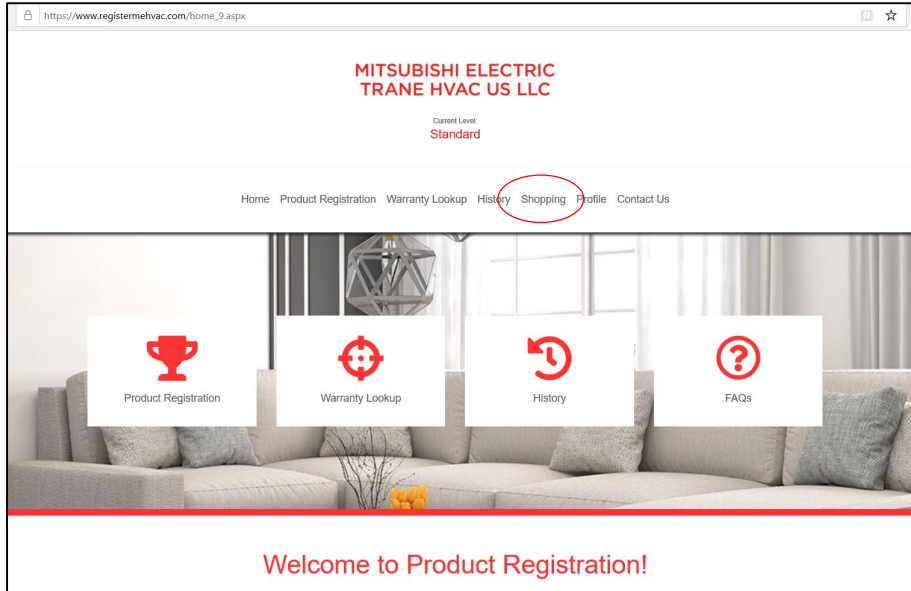
How to Lookup Warranty Registrations



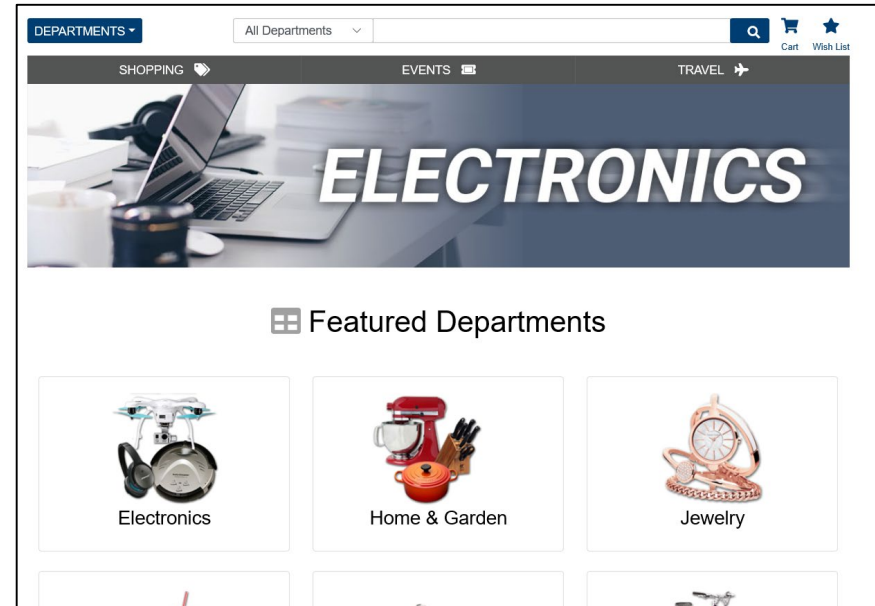
Select the Warranty Lookup tab (above). This tab allows you to use your Warranty Registration number to obtain a Warranty Registration certificate (right).

The screenshot shows the "Warranty Lookup" page. The navigation menu at the top is the same as the home page. The main heading is "Warranty Lookup" with a red question mark icon. Below the heading, a text prompt asks: "Need to find your warranty information? You can search by Warranty Number or Model and Serial Number." There are two search options. The first option, "Warranty Number", is circled in red and includes a text input field labeled "Enter Warranty #". Below this is the word "or". The second option, "Model Number", includes a text input field labeled "Enter Model #". Below that is the "Serial Number" section with a text input field labeled "Enter Serial #". At the bottom of the form is a blue button labeled "SEARCH".

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.



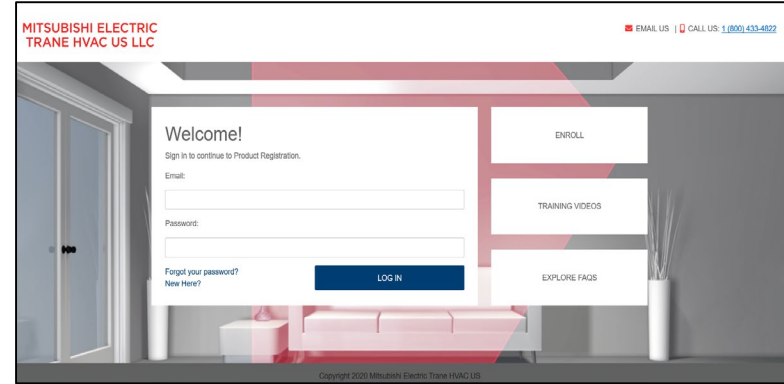
Troubleshooting Guide

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.

The screenshot displays a registration form interface. At the top, there are two columns: 'Model Number' and 'Serial Number'. Below these, there is a dropdown menu for the model number (labeled 'Type Model Number Here') and a text input field for the serial number (labeled 'Enter Serial'). A 'Remove' link is positioned to the right of the serial number field. Below these fields is a blue button labeled 'ADD NEW LINE'. Further down, there is a text block explaining that if the serial number is marked 'Not Found', the user can upload documentation. Below this text is an 'Upload File' section with a file input field and a 'Browse...' button. At the bottom of the form are two blue buttons: 'COMPLETE LATER' and '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 and they can update your registration and review it for approval.

The screenshot displays the 'History' section of a web application. At the top, a navigation bar includes links for Home, Product Registration, Warranty Lookup, History, Shopping, Profile, and Contact Us. The main heading is 'History' with a red circular icon. Below this, there are two main sections: 'Recent Product Registrations' and 'Claims Needing Verification'.

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 with the correct documentation to have the registration reviewed and registered.

The screenshot displays the 'History' page of a web application. At the top, a navigation bar includes links for Home, Product Registration, Warranty Lookup, History, Shopping, Profile, and Contact Us. The main heading is 'History' with a red circular icon. Below this, there are two sections: 'Recent Product Registrations' and 'Claims Needing Verification'.

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: 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.mea.com.

The screenshot shows the 'History' tab interface. At the top, there is a navigation bar with links: Home, Product Registration, Warranty Lookup, History, Shopping, Profile, and Contact Us. Below the navigation bar is the 'History' header with a red circular icon. The main content area is divided into two sections: 'Recent Product Registrations' and 'Claims Needing Verification'.

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

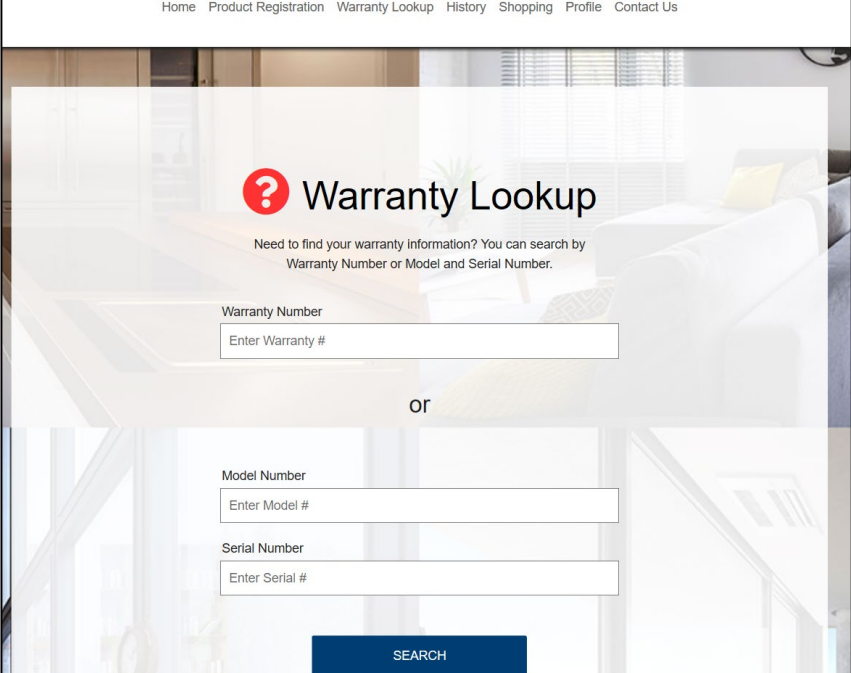
Troubleshooting Guide

Q: 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.mea.com with the warranty number and the changes that need to be made.



The screenshot shows the 'Warranty Lookup' page of the Mitsubishi Electric Trane HVAC US website. The page has a navigation bar at the top with links: Home, Product Registration, Warranty Lookup, History, Shopping, Profile, and Contact Us. The main content area features a large red question mark icon followed by the title 'Warranty Lookup'. Below the title, a message states: 'Need to find your warranty information? You can search by Warranty Number or Model and Serial Number.' There are three input fields: 'Warranty Number' with a placeholder 'Enter Warranty #', 'Model Number' with a placeholder 'Enter Model #', and 'Serial Number' with a placeholder 'Enter Serial #'. A blue 'SEARCH' button is located at the bottom right of the form area. The background of the page shows a blurred image of a modern living room with a sofa and a coffee table.

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 to get this repaired.

