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by the Manufactured Home Experts!



HVAC Warranty Service Policy

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 **STYLECREST. HVAC** 



WARRANTY SERVICE POLICY

The following pages contain the policy for in-warranty service of manufactured and modular housing HVAC equipment sold by Style Crest, Inc. (SCI), branded “Revolv”. There are detailed explanations of coverage, processes, and service expectations with respect to Revolv® HVAC warranty practices.

DECLARATION

Style Crest, Inc. (SCI or company) is the distributor for furnaces, air handlers, air conditioners, heat pumps, package units and indoor (evaporator) A-coils intended for the Manufactured and Residential Housing markets. Contact your local sales representative for information on how to become a certified Dealer or Distributor. Consult the Revolv Limited Warranty document received with the HVAC equipment, for specific warranty-coverage details.

STYLE CREST ONLINE WARRANTY CLAIMING

Style Crest has streamlined our warranty claim processing procedure by moving to an online claim filing system. For account setup, please email warranty@stylecrest.net with the following information: SCI account number, full company name, telephone number, email address, fax number, and the contact person that will be processing your claims. To obtain a SCI account number, please contact our Warranty Team at 1-800-231-4822 or warranty@stylecrest.net.

AUTHORIZED SERVICE PROVIDERS

Style Crest offers an Authorized Service Provider network to homeowners that highlights contractors and distributors authorized to provide service on Revolv HVAC equipment. Authorized Servicers can file warranty claims directly, in addition to other benefits for partnering with SCI. To become an Authorized Servicer, contact Style Crest’s HVAC Technical Services Team at 1-800-228-7896 or hvactech@stylecrest.net.

STYLE CREST SERVICE DOCUMENTS

Through the Style Crest public website (www.stylecrestinc.com) you can access the latest product documentation including product specifications, installation instructions, repair parts lists, and many more technical references, for Style Crest’s past and present HVAC equipment: <https://www.stylecrestinc.com/hvac-technical-documents/>

This service policy may be terminated or modified at any time, at the sole discretion of SCI. If questions arise regarding the policy, contact:

Style Crest, Inc.
Attn: Style Crest Warranty Team
2450 Enterprise St.
Fremont, Ohio 43420
Main: 1-800-231-4822
warranty@stylecrest.net
Fax: 419-332-6140

\$25 Processing Fee for Claims sent by Email / Fax / Mail
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This policy became retroactively effective on June 1, 2025, and will remain in effect until rescinded or replaced at a later date. SCI reserves the right to edit or revise this publication or any portion herein without notice. The content contained herein does not explicitly or implicitly extend the warranty beyond the terms stated in the warranty declaration that was included with the equipment. Installation of replacement parts under the terms of the limited warranty does not extend the original warranty period on the part or equipment.

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FREQUENTLY ASKED QUESTIONS (FAQ)

Where do I register my Revolv® HVAC equipment? (Page 7)

A: Style Crest® distributed products should be registered online at www.stylecrestinc.com

When does my warranty start (Page 10)

A: Coverage starts on the day of installation, as indicated on the licensed installer's invoice or certificate of occupancy.

How do I obtain a part for a warranty repair? (Page 9)

A: Contact Style Crest Inside Sales at 1-800-945-4440 or a local SCI distributor. Once the repair is complete, file a warranty claim to receive full reimbursement for the purchased repair part, less any additional expedite costs.

Whom do I contact for a specific warranty topic or question? (Page 16)

A: Refer to the back cover of this Policy for a list of important warranty contact information.

I have a SCI distributed coil, what is its warranty coverage? (Pages 10-12 & Original Warranty)

A: That is dependent upon the coil type, outdoor AHRI pairing status, manufacture date, and installation date. Revolv Indoor (Evaporator) Coil warranty coverage is based on a valid AHRI-match with a Revolv split outdoor unit. If the outdoor unit is a 3rd party model, Tube-in-Fin R-410A service and A2L coils have 5 years parts-only coverage.

Revolv R-22 service coils have 30 days parts-only coverage and are discontinued.

How do I file a claim? (Page 13)

A: If you have a Style Crest account, you can submit a claim through the online system, Service Power, or a paper claim can be mailed/faxed to Style Crest Warranty for a \$25 processing fee. A local SCI distributor can file a warranty claim online to avoid the Style Crest processing fee.

I don't remember my online claims login or system password, where can I get it? (See page 13)

A: The online site provides the password directly to users. Contact Service Power directly by calling 800-377-3678 or emailing service@servicepower.com.

My claim is requesting that I provide proof of purchase, what do I need to submit? (Page 9)

A: An installation invoice, Home Purchase Agreement, utility connection documentation or Certificate of Occupancy, which includes the model and serial numbers of the unit(s).

I have replaced a part for my warranty repair, to where do I return it? (Page 14)

A: Not all failed parts must be returned. Contact the warranty department to get the latest list of parts that **MUST** be returned. warranty@stylecrest.net

If you file your claim online, the system will automatically determine if the part should be returned and provide instructions. If the failed part is not required to be returned, **still hold the defective part for at least 30-days after credit is received for audit purposes.**

Where do I file a warranty claim for an Intertherm or older HVAC brands sold by SCI? (website)

A: You will also use Service Power to file claims for these other brands of Manufactured Housing HVAC Products that were distributed by Style Crest. Carrier-ICP products claims should be submitted to Service Bench, instead.

HVAC EQUIPMENT DOA POLICY AND PROCEDURES

If the equipment is found to be damaged upon receipt and/or prior to installation, report this immediately to the freight company. **DO NOT** install the damaged unit or file a warranty claim!

If no obvious physical damage is present, and Revolv® HVAC equipment is found to be inoperable upon installation or within the first 30 days, the following steps must be followed:

- 1) Determine the cause of the fault by troubleshooting the equipment electrical system, mechanical system and or sealed system depending on the observed symptoms.
- 2) If technical support is required, please contact our Tech Line at 1-800-228-7896. This line is staffed from 8:00 AM to 5:00 PM Eastern Standard Time, Monday through Friday, with holiday exceptions.
- 3) Even though the system may have a factory defect present, the specific defect **must** be properly identified and professionally repaired with HVAC-industry best practices.
- 4) All efforts **must** be made to repair the equipment with OEM parts and file a timely warranty claim with the Style Crest Warranty Department. Reimbursement may be denied if OEM replacement parts are not used for repairs. The invoice for the repair should be provided upon request.

Note: All installations and service must be performed by qualified HVAC Contractors or Technicians. Work orders, installation, and service invoices must be available upon request.

It is at the sole discretion of the Style Crest's Technical Service Department to determine if a unit qualifies to be removed from service for any reason, including a possible DOA.

Please contact SCI HVAC Technical Services at 1-800-228-7896.

Technical Service Department Required Information:

- 1) Homeowner's name, address and phone number.
- 2) Model, serial numbers of all equipment involved and date of installation.
- 3) Is it the original homeowner and is the equipment in its original place of installation?
- 4) A good description of the product issue including all performance numbers such as temperatures, pressures, supply and control voltages, gas pressures, static pressures, and temperature split/rise must be provided to the Technical Department for consideration.
 - a) **Note:** A performance data sheet and pictures may also be required in order for Technical Services to make a fully informed decision on the unit's disposition.
 - b) All installation, maintenance and service records may also be requested to determine if the issue is related to other outside contributing factors beyond our control.

Once the above information has been received and reviewed by the Tech Department they will determine if a Tech Authorization number should be issued to resolve the matter. The file will give specific details as to the procedures, parts or products that should be applied along with any monetary assistance, if deemed appropriate.

If an OEM part becomes unavailable in a timely matter (10 business days) from the manufacturer on an in-warranty product.

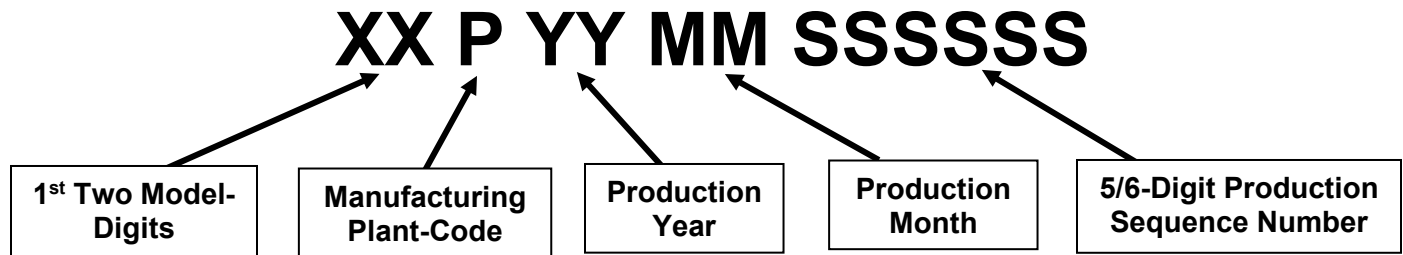
- 1) Purchasing will work back through their factory contacts to determine if a substitute component or a product replacement will be authorized. A prorated monetary amount may also be offered toward the purchase of new Style Crest HVAC equipment, depending on the unit age and other circumstances.
- 2) A Tech Reference Number will be required on the warranty claim to process the parts, equipment, and/or monetary remedy.

If it is determined by the field-provided information that the entire piece of equipment is to be replaced, the following may also apply.

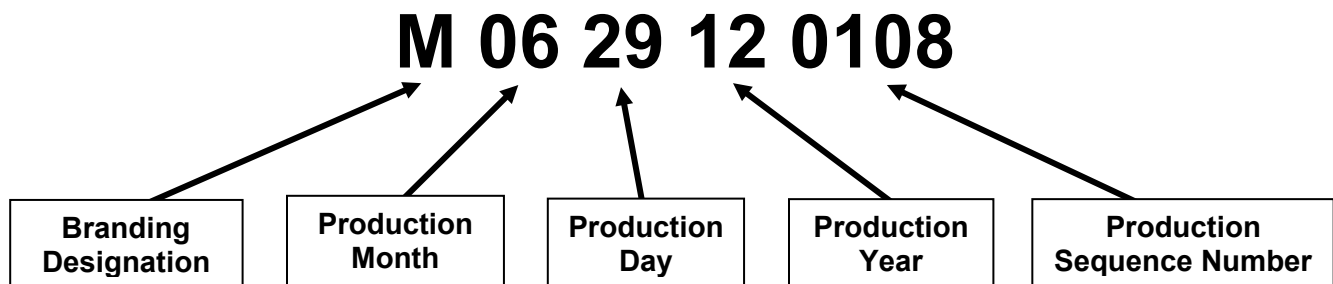
- 1) Style Crest may request the equipment to be returned for inspection, testing, or as part of a random auditing process.
- 2) If upon inspection or testing of said returned equipment, it is determined that an acceptable factory-approved repair could have resolved the matter and/or a unit-replacement was otherwise not necessary or warranted, coverage and credit may be denied.
 - a. The sender of the inappropriately returned unit is also responsible for arranging the shipment and returning that equipment to the owner.

Serial Number Nomenclature

Furnaces, Micro-Channel Coils, and Outdoor Units



Tube-in-Fin Indoor (Evaporator) Coils



IMPORTANT: Contact Style Crest's HVAC Warranty Department for the current Return Parts List.

Warranty Service Overview

1. A Homeowner shall contact SCI Warranty Department to obtain recommendations for a qualified servicer and provide the failure date with the homeowner hotline 1-800-231-4822.
2. A Homeowner is responsible for contacting a service company and scheduling any appointments for inspection, repairs, etc.
3. A Servicer determines the unit warranty coverage and verifies the install date with the homeowner, where proof of purchase or invoice may be required to validate that information.
4. **A Homeowner is advised that any repair not covered by warranty, such as diagnostic fees or out-of-warranty labor/trip charges will be the sole responsibility of the homeowner.**
5. Warranty Service is completed by the servicer.
6. A Servicer completes a warranty claim online (preferred), by mail, by fax, or files a claim with the local SCI distributor and includes ALL REQUESTED INFORMATION for expedient processing. Claims submitted through a means other than online or requiring resubmission are subject to a \$25 processing fee.
7. Any parts on the Failed Parts Return listing shall be returned to the specified location on the Listing within the specified timeframe.
8. Once the claim is processed, credit is issued to the servicer/distributors SCI account. For claims filed with a SCI distributor, the distributor will credit the servicer, in accordance with their account agreement.

Basic Warranty

Retail Consumer – SCI warrants manufactured products sold by SCI against defects in material or factory workmanship. Refer to the manufacturer’s original warranty statement included with the equipment at the time of purchase, for specific terms, conditions and exclusions. The content contained herein does not explicitly or implicitly extend the warranty beyond the terms stated in the warranty declaration that was included with the original equipment.

Service Company – SCI agrees to provide the service company with the service information and to reimburse the agency for the service in accordance with the service policy, service center agreement, and valid product warranty. Throughout our distribution network, SCI reserves the right to deny future claims for warranty service for any reason, after a service company has been notified of account cancellation.

Service Responsibility

Any company, service center, home dealer, gas company, independent heating & air conditioning agency, or distributor purchasing HVAC equipment from SCI for resale, will be responsible for service on the products sold by said entity in accordance with this Service Policy and other applicable service agreements, which may exist between said company and SCI. It is also the responsibility of the service company to submit a proper Warranty Claim for any reimbursement through SCI’s distribution network, pursuant to the equipment warranty and this Policy.

If it is determined that a replacement part is required from an SCI Distributor, and the dealer orders the required part from the distributor, the part will be shipped and billed in accordance with the distributor’s policy for the dealer’s account with said distributor. Freight charges are **NOT** covered, unless SCI requests a specific component to be returned.

Style Crest Responsibility

The responsibility of SCI under the service policy shall be to provide credit through the SCI distributor for any parts or repairs, upon the company’s inspection, proven defective in material or workmanship (not installation) within the valid warranty period, and to reimburse the servicing company in accordance with the “Labor Allowances” section of this policy.

Neither SCI nor any of its equipment suppliers shall be responsible for paying requests for labor or for providing warranty parts to rectify deficiencies that can be attributed to sources other than manufacturer’s materials or factory workmanship (i.e. miswiring, insufficient or collapsed ducts or any other problems associated with the installation of the appliance). SCI and its equipment suppliers shall not be responsible for failed merchandise resulting from misuse or abuse by the user and/or installer (i.e. damage due to shipping, normal wear-and-tear, neglect, unapproved applications, etc.)

SCI will not pay mark-up retail price on parts, nor will SCI pay servicers, overtime charges. SCI is not responsible for freight damage. Freight damage should be filed immediately with the freight company. The warranty remedy shall not exceed the original cost of the purchased equipment.

Service work that is performed and cannot be attributed to defects in SCI provided equipment supplier material and/or factory workmanship **MUST NOT** be billed to SCI. In cases where SCI or its equipment suppliers are not liable for the service work, the party responsible shall be contacted for payment of uncovered services.

Product Registration

Style Crest® HVAC products can be registered online at www.stylecrestinc.com.

Revolv Indoor (Evaporator) Coils may be registered by themselves or as part of a split system. A coil may only receive additional warranty coverage when installed and registered with a matching AHRI-rated condenser of the same brand, as rated and listed in the AHRI Certified Products Directory. The install date and warranty coverage are based on the related outdoor unit, when applicable. Please see pages 10-12 for information related to Revolv Indoor (Evaporator) Coil warranty coverage.

Additional Exceptions and Exclusions

Door, cabinet, structural, or other aesthetic component replacements are not covered under warranty. Paint chipping or rusting of components are considered cosmetic damage and normal wear and are not covered by a unit’s part coverage. Any wiring repairs to thermostats are considered an OEM installation issue and are not covered. Please otherwise consult your original Revolv warranty statement included with your HVAC equipment.

General Product Coverage by Model, Manufactured **BEFORE** 1/1/2025:

This information does not constitute actual coverage, nor supersede any terms of the warranty declaration.

Packaged Model	Key Spec.	Trip	Unregistered		Registered	
			Labor	Parts	Labor	Parts
RP7	Air Conditioner	Yes	1yr	10yrs	1yr	10yrs
RQ7	Heat Pump	Yes	1yr	10yrs	1yr	10yrs
RP94	AC, M1	Yes	1yr	10yrs	1yr	10yrs
RQ94	HP, M1	Yes	1yr	10yrs	1yr	10yrs

Furnace/AH Model	Key Spec.	Trip	Unregistered			Registered		
			Labor	Parts	Heat Exch.	Labor	Parts	Heat Exch.
MG1E/RG1	80%, Gas	Yes	1yr	2yrs	10yrs	1yr	2yrs	10yrs
E7/RE9	100%, Elec.	Yes	1yr	2yrs	N/A	1yr	2yrs	N/A
MB7	100%, Elec.	Yes	1yr	2yrs	N/A	1yr	2yrs	N/A
CMF	80%+, Gas/Oil	Yes	1yr	2yrs	10yrs	1yr	2yrs	10yrs
M5SB/RO1	83%, Oil	Yes	1yr	2yrs	10yrs	1yr	2yrs	10yrs
MG3P/M4RC	92%, Gas	Yes	1yr	2yrs	10yrs	1yr	2yrs	10yrs

Coil Model	Key Spec.	Rated ¹ Cond. by Others		Rated Revolv [®] System		Registered ² Revolv System	
		Labor	Parts	Labor	Parts	Labor	Parts
C8*D	MC, MH, Swt	30d	5yrs	1yr	5yrs	1yr	5yrs
C8*Q	MC, MH, QC	N/A	N/A	1yr	5yrs	1yr	5yrs
C7B	MC, Mod, Swt	30d	5yrs	1yr	5yrs	1yr	5yrs
18##M	TIF, MH, QC	N/A	N/A	1yr	5yrs	1yr	5yrs
18##S	TIF, MH, Swt	30d	5yrs	1yr	5yrs	1yr	5yrs
CM5B	TIF, CH, Swt	30d	5yrs	1yr	5yrs	1yr	5yrs
MHSC	Service Coil	N/A	N/A	N/A	N/A	N/A	N/A

Split MH Condensers & High-Efficiency Furnaces – **ALSO Installed BEFORE July 1, 2022:**

Furnace/AH Model	Key Spec.	Trip	Unregistered			Registered		
			Labor	Parts	Heat Exch.	Labor	Parts	Heat Exch.
MG2R/RG7	95%+, Gas	Yes	1yr	2yrs	10yrs	1yr	2yrs	10yrs
MG2S/M7TL	95%+, Gas	Yes	1yr	2yrs	10yrs	1yr	2yrs	10yrs

Condenser Model	Key Spec.	Trip	Unmatched		Rated ¹ Revolv System		Registered ² Revolv System	
			Labor	Parts	Labor	Parts	Labor	Parts
RSA*Q	AC, QC	Yes	None	None	1yr	5yrs	1yr	10yrs
RSH*Q	HP, QC	Yes	None	None	1yr	5yrs	1yr	10yrs
RSA*B	AC, Sweat	Yes	None	None	30d	5yrs	1yr	10yrs
RSH*B	HP, Sweat	Yes	None	None	30d	5yrs	1yr	10yrs

Split MH Condensers & High-Efficiency Furnaces – **ALSO Installed ON or AFTER July 1, 2022:**

Furnace Model	Key Spec.	Trip	Unregistered			Registered		
			Labor	Parts	Heat Ex.	Labor	Parts	Heat Ex.
MG2R	95%+, Gas	Yes	1yr	2yrs	10yrs	1yr	5yrs	10yrs
MG2S	95%+, Gas	Yes	1yr	2yrs	10yrs	1yr	5yrs	10yrs

Condenser Model	Key Spec.	Trip	Unmatched		Rated ¹ Revolv System		Registered ² Revolv System	
			Labor	Parts	Labor	Parts	Labor	Parts
RSA*Q	AC, QC	Yes	None	None	1yr	5yrs	1yr	10yrs
RSH*Q	HP, QC	Yes	None	None	1yr	5yrs	1yr	10yrs
RSA*B	AC, Sweat	Yes	None	None	1yr	5yrs	1yr	10yrs
RSH*B	HP, Sweat	Yes	None	None	1yr	5yrs	1yr	10yrs

N/A – Not Applicable

Serialized equipment must be registered within 60 days from the original installation date for consideration.

- 1) Branded condenser & Revolv coil must be a certified Split System match, as found in the AHRI Certified Products Directory.
- 2) Must be a Revolv condenser and Revolv coil (& Revolv line set, if AccuCharge).

All accessories have a 1-year Parts-only warranty from the original installation date. (Line sets, VentilAire™ kits, Heater Kits, Thermostats, etc.)

General Product Coverage by Model, Manufactured AFTER 12/31/2024:

This information does not constitute actual coverage, nor supersede any terms of the warranty declaration.

Product	Connection	Model	Key Spec.	Unregistered			Registered ¹ (within 60 days)			FULL-MATCHED SYSTEM ²	
				Labor	Parts	HX/ Comp	Labor	Parts	HX/ Comp	Labor	Parts
Furnaces	Gas & Elec	MG1E	80%,DF,FR	1yr	1yr	10yrs	Same	Same	Same	Same	5yrs
	Gas & Elec	MG2R	95%+,DF	1yr	1yr	20yrs	Same	5yrs	Same	Same	5yrs
	Gas & Elec	MG2S	96%,DF,2Stg	1yr	1yr	20yrs	Same	5yrs	Same	Same	5yrs
	Gas & Elec	CMF3	80%,Repl,NoAC	1yr	1yr	10yrs	Same	Same	Same	Same	N/A
	Gas & Elec	MG3P	92%,Mod,Up	1yr	1yr	20yrs	Same	5yrs	Same	Same	5yrs
	Oil & Elec	CMF2	80%,Repl,NoAC	1yr	1yr	10yrs	Same	Same	Same	Same	N/A
	Oil & Elec	M5SB	83%,DF	1yr	1yr	10yrs	Same	Same	Same	Same	5yrs
	Electric	E7E	100%,HUD	1yr	1yr	N/A	Same	Same	Same	Same	5yrs
Electric	MB7	100%,Mod	1yr	1yr	N/A	Same	Same	Same	Same	5yrs	
Packaged Units	Electric	P95RD	AC,R-454B	1yr	1yr	5yrs	Same	10yrs	10yrs	N/A	N/A
	Electric	Q95RD	HP,R-454B	1yr	1yr	5yrs	Same	10yrs	10yrs	N/A	N/A
Split Outdoor ³	Elec & Ref	HSA4	AC,R-454B	1yr	1yr	5yrs	Same	5yrs	10yrs	Same	5yrs
	Elec & Ref	HSH4	HP,R-454B	1yr	1yr	5yrs	Same	5yrs	10yrs	Same	5yrs
Split Indoor Coils ³	Ref-Water-LV	C85	Micro-Channel	1yr	1yr	N/A	Same	5yrs	Same	Same	5yrs
	Ref-Water-LV	32	R-32,RDs	None	5yrs	N/A	Same	Same	Same	N/A	N/A
	Ref-Water-LV	454	R-454B,RDs	None	5yrs	N/A	Same	Same	Same	N/A	N/A
	Ref & Water	18*S4	R-410A,Service	None	5yrs	N/A	Same	Same	Same	N/A	N/A

- 1) An AHRI-rated Revolv split system outdoor unit and Revolv indoor coil match must be installed at the same time and also be registered within 60 days of the installation date.
- 2) A valid Revolv furnace and AHRI-rated Revolv split system (outdoor condenser unit with matching indoor coil) must be installed at the same time and be registered within 60 days of the installation date.
- 3) Condenser and/or coil warranty may be void if used in an unrated (AHRI) application.

Warranty on Purchased & Installed Parts in Out-of-Warranty Units

Replacement parts should be ordered through an authorized Revolv Distributor to receive New-Part-Only coverage. Claims on purchased replacement parts (on out of warranty equipment or products) that fail within the first year of the part's installation date should be filed with the authorized Revolv distributor from which the part was obtained.

Failed part-only claims for parts installed in Out-of-Warranty Units are NOT filed electronically through Service Power. Contact Warranty Services at warranty@stylecrest.net for a Revolv HVAC Warranty Claim form. SCI Accessories carry a one-year warranty and claims should be filed in the same manner as a replacement-part warranty claim.

Only in this circumstance will the \$25 paper-filing/processing fee be waived.

Warranty Coverage Defaults

Warranty coverage starts from date of installation of the unit or date of occupancy (as determined by utility connection/completion of Certificate of Occupancy) of home by original homeowner. Proof of purchase is required for units not registered and purchased 12 months after the manufacture shipping date. Proof of purchase should include the date of installation, unit serial & model number(s), and location of installation. If the unit is not registered and proof of purchase cannot be provided to establish date of install/purchase, the manufacturer's shipping date will be used as the start date for potential warranty coverage.

The warranty applies to the original homeowner in their original installation location only, for all SCI distributed equipment, unless expressly prohibited.

Equipment purchased on the Internet is excluded from all SCI warranties, unless obtained through an authorized Revolv distributor and valid proof of installation by a qualified HVAC Contractor can be supplied.

Relocation of home or equipment from the original site **voids all warranty coverage**, unless expressly prohibited.

Labor Coverage Allowances

Refrigerant Leaks

SCI will pay a reasonable reimbursement for refrigerant leaks within the following guidelines and limitations. This policy applies to packaged units, split system outdoor units, or indoor (evaporator) coils within the unit's labor-coverage period.

Effective January 1, 2019, maximum reimbursement for refrigerant shall be **\$16.00 per pound, not to exceed the maximum system charge plus one pound.** The FIXED AMOUNT LABOR SCHEDULE table on page 12 shows the flat amount paid for a leak repair is **\$150.**

The exact location of the leak **must** be listed in the claim with explicit details; pictures are always welcomed.

Example: "3rd U-bend from the top of A-coil, from the outer to middle coil row." is an appropriately detailed description. ("Repaired leak in A-coil" is NOT an acceptable description.)

A **\$40.00** reclamation allowance may be provided for reclaiming refrigerant during the labor-warranty period for a refrigerant circuit, part-failure. Federal law requires refrigerant to be reclaimed prior to opening a sealed refrigeration system.

Uncontaminated, recovered refrigerant should be used to recharge systems before adding new refrigerant. SCI will only pay for both refrigerant and refrigerant recovery in the case of a clearly identified refrigerant leak, and when the original system refrigerant is contaminated.

Trip Charge

No allowances will be made regarding travel time or mileage charges. SCI will allow a single trip charge for a service call on a unit within a labor-warranty coverage period per the original model warranty, described in the FIXED AMOUNT LABOR SCHEDULE on page 11.

- Single **\$50** trip charge for any valid warranty service call (round trip).
- Contact Style Crest's Technical Services Team to get **prior authorization** before making a valid warranty service call that exceeds one hundred (100) miles (round trip). Claims submitted without prior authorization details and are in excess of 100 miles will be adjusted to the stated 100-mile maximum.

In the event multiple service calls are performed on the same date, at the same location, (i.e. mobile home courts, etc.) then only one trip charge will be allowed. Round trip miles must be entered in the appropriate section of the claim form or the claim entry screen.

Labor Allowance for In-Warranty Part(s) Replacement

In addition to providing in-warranty replacement parts, SCI will also pay an authorized service center a fixed amount for "on the job" labor time for replacement of any part which shall, upon the company's inspection, be proven as defective. The exact allowance that may be reimbursed is stated in the "Fixed Amount Labor Schedule".

Some products/accessories have part-only warranties and are therefore not eligible for a labor allowance. Refer to pages 10 and 11 for the warranty coverage on those specific items.

Labor Allowance for In-Warranty "No-Part" Repairs

The majority of service problems require a replacement part; however, the policy makes provisions for the few that may not. If a problem can be attributed to product defect, a labor claim for correction of the problem may be submitted through SCI. However, it will be necessary to submit a complete and detailed description of the complaint, root-cause identification, and service required on the claim before payment is considered.

No labor will be paid for normal maintenance and adjustments including but not limited to setting gas pressure, tightening screws, replacing fuses, adjusting fans/impellers, correcting wiring or other similar items which are to be done upon installation of the appliance and set-up of the home. No labor will be paid for field repair of replacement parts, such as motors, etc.

Complete units, indoor coils, and/or blower assemblies shall not be changed out to correct a service problem without prior authorization from SCI's Technical Service department. Should a unit change-out occur without prior authorization from SCI's Technical Service department, **the unit and associated cost become the sole property and responsibility of the entity making the change-out.**

Revolv® Air Conditioner Repairs - Split System and Packaged Outdoor Units

For all split system condenser repairs, the related indoor coil model and serial number are required to validate warranty coverage. When filing online, list the indoor coil model and serial number information in the "Service Performed" section.

Compressor Replacement & Return

For all compressor replacements, the failed and installed compressor model and serial are required.

The compressor warranty is only valid for condenser installed with the correct AHRI rated evaporation coil.

The Revolv Fixed Amount Labor Schedule currently provides a **\$250** compressor allowance, related trip charge, refrigerant allowance, and refrigerant reclamation (if applicable) **when the unit is within labor coverage**. This allowance includes all expenses incurred, including refrigerant, miscellaneous fittings, reclaim AND trip charges. Liquid-line filter-driers must be installed on all compressor change-outs. **In addition to the old and new compressor serial numbers, pictures of the old compressor tag and pictures new compressor (or carton) tags are required for claim to process.**

It is a standard and recognized procedure to flush a closed refrigerant system when the system integrity is compromised. SCI strongly recommends the replacement of any installed liquid-line filter-drier, in all compressor change-outs.

Compressor failures due to electrical shorts or burnouts may also require the changing out of the compressor plug-harness.

SCI recognizes the importance of the above procedures and will cover these parts with compressor replacements on an in-warranty assumption. In some instances of extreme contamination use of a suction-line, filter-drier is permissible **if removed soon after**, however this is **not** covered under warranty.

IMPORTANT: Failure to comply with this policy will result in denial of your compressor claim.

Revolv Heat Pump Repairs - Split System and Packaged Outdoor Units

Heat pumps utilize a bi-directional liquid-line filter-drier. It is a standard and recognized procedure to flush a closed refrigerant system when the system integrity is compromised. This filter-drier should be replaced with all compressor change-outs.

Compressor failures due to electrical shorts or burnouts may also require the changing out of the compressor plug-harness.

SCI recognizes the importance of the above procedures and will cover these parts with compressor replacements on an in-warranty assumption. These parts should be ordered and shipped in the same manner as all in-warranty parts. In some instances of extreme contamination use of a suction-line, filter-drier is permissible **if removed soon after**. However, that is **NOT** covered under warranty.

Revolv Indoor "Evaporator" Coil Repairs

When filing an indoor coil warranty claim, the outdoor condenser model and serial number are REQUIRED to determine the warranty coverage for the coil and process the claim, which must be filed directly with Style Crest.

SCI Technical Services **must** be consulted prior to the replacement of an indoor Revolv coil. If replacement is authorized by SCI Technical Services, they will provide a Tech Reference Number and a Return Material Authorization for the defective coil/component or otherwise advise on field-scraping of the defective material(s). Failure to obtain prior authorization may result in denial of the warranty claim. The Tech Reference Number must be included in the subsequent warranty claim. Replacements are to be same make/model indoor coil distributed by Style Crest or an approved Style Crest equivalent for warranty reimbursement. Defective items sent to Style Crest without proper authorization will be returned to the sender, AT THEIR EXPENSE. Refrigerant is only allowed if the Revolv condenser is covered under a labor warranty.

The model and serial number(s) of all products serviced shall be supplied. Claims filed on entire Revolv Split Systems shall include the model and serial numbers of both the Revolv Indoor (Evaporator) A-Coil and Revolv Outdoor Condenser. Revolv® Indoor (Evaporator) A-Coils have a maximum of a 5-years Parts-only warranty and are not eligible for any warranty extension. Warranty coverage is only offered to the original homeowner, in the original installation location.

Revolv® VMC & VMA 95% AFUE MH Gas Furnaces, Exception:

These furnaces do NOT have labor coverage whatsoever. These models have a 5-year PARTS-ONLY warranty and limited lifetime, heat exchanger warranty, to the ORIGINAL homeowner, in the original installation location.

FIXED AMOUNT LABOR SCHEDULE (for qualifying products)

Product Type	Repair Detail	Flat Amount	+ Trip	+ Refrig.	+ Reclaim
Furnaces	Heat Exch Repair/Replace	\$150	Yes	No	No
Outdoor Compressor Bearing Units	Compressor Change	\$250	Yes	Yes	Yes
	Refrigerant Component Changes: evaporator coil, reversing valve, expansion device, condensing coil	\$225	Yes	Yes	Yes
	Refrigerant Leak Repair	\$150	Yes	Yes	Yes
Approved ¹ Indoor Coil	Refrigerant Component Changes: Leaked Coil, Expansion Device	\$225	Yes	Yes	Yes
All	All Other (Minor) Components	\$75	Yes	No	No

- 1) **A Revolv® Indoor Coil** must be registered with an AHRI-rated **Revolv Outdoor Condenser** (split system), and **Revolv AccuCharge® line set** for quick connect systems.
- 2) **Labor is only paid to a servicer (not Homeowner) for any product manufactured after 12/31/2024.**
- 3) See previous pages for Trip, Refrigerant, and Refrigerant-Reclamation details.

Warranty Claiming and Reimbursement

Online Warranty Claim Submissions

Style Crest warranty claims filed via the online filing system (Service Power) will result in credit being issued to the Servicer's SCI account within 7-10 business days. **All claims must be submitted within 30 days of the service repair date.** Claims submitted after the 30-day submittal period are subject to denial, at the company's sole discretion.

Service companies choosing to file their claims electronically must first have a Service Power account associated with Style Crest. For Service Power account setup, please email warranty@stylecrest.net with the following information: SCI account number, full company name, telephone number, email address, fax number, and the contact person that will be processing your claims.

To obtain a SCI account number, please contact our Warranty Team at 1-800-231-4822 or warranty@stylecrest.net.

Once your information has been verified and entered into the electronic claiming system, you will receive a confirmation email with claim-processing instructions as well as how to obtain a login from the provider of the online portal. Many SCI distributors will continue to process warranty claims for their customer base via the electronic claim system. Service companies are encouraged to contact their distributor for this service.

To request a forgotten password for your Service Power, please contact Service Power directly by calling 1-800-377-3678 or emailing service@servicepower.com. You must already have an existing account registered with Style Crest.

Warranty Claim Submissions by Mail, Email, or Fax

Warranty claims may also be filed by completing a SCI Manufactured Housing Warranty Claim form. Effective 5/1/2025, a **\$25.00 processing fee** will be deducted from the total warranty credit for all paper, faxed, or emailed claim submissions; as well as submitted online claims that are incomplete and require extensive corrections/resubmission.

Any remaining balance owed on a SCI account due to the processing fee is the responsibility of the account holder. **All claims must be submitted within 30 days of the service-repair date.** Any claim submitted after the 30-day submittal period is subject to denial.

Requests for the Revolv® HVAC Warranty Claim form can be directed to the warranty department. It is the responsibility of the user to assign a claim number, as claim numbers are no longer pre-assigned.

Claims will be processed in the order in which they are received. Only claims on the most current claim form (included at the end of this Policy document) will be accepted. Submission of a service invoice is NOT a substitute for an online or paper warranty claim and are subject to immediate denial. Accurate and fully completed paper claims shall result in available credit issued to an SCI account within 15 business days. Incomplete or illegible claim forms will significantly delay processing or may require resubmission of the warranty claim or incur the standard processing fee.

Completed claim forms may be mailed, emailed, or faxed to:

Style Crest®, Inc.

ATTN: HVAC Warranty Team

2450 Enterprise St.

Fremont, Ohio 43420

warranty@stylecrest.net

Fax: 419-332-6140

Warranty Reimbursement

All users filing a warranty claim are required to set up a SCI account to facilitate reimbursement. Warranty credits will be applied to the SCI account upon processing of a warranty claim. If an outstanding balance exists on an account, a monthly statement will be mailed to notify users of the balance on the account. After credit has been issued to the account, contact the credit department to facilitate having a check cut for reimbursement by calling 1-800-925-4440.

Servicers who file claims through an SCI distributor will be reimbursed at the prescribed rates, unless contracted at special rates for a given market. Any servicer/dealer not contracted with Style Crest will be reimbursed at a labor rate based on the default coverage and amounts prescribed in this policy document.

To obtain the proper paperwork to become an Authorized Service Center, contact our Warranty Services Team at 1-800-231-4822. Replacement part reimbursement is based on the terms of the established SCI account.

Failed Parts, Return Information

You may contact SCI warranty services at warranty@stylecrest.net for an updated listing.

Upon receiving a warranty claim, Warranty Services will send instructions on where to send the failed part(s) and how to obtain pre-paid shipping if the part must be returned under the claims process to receive credit.

Indoor (Evaporator) A-Coil Failure

Prior to the replacement of any Revolv® Indoor Coil, excluding micro-channel split indoor and packaged unit coils, SCI Technical Services **must** be contacted to obtain authorization for replacement. At the time of authorization, SCI Technical Services will provide a **Tech Reference Number** and direction on returning or scrapping the failed Revolv Indoor Coil. The Tech Reference Number **MUST** be listed on a warranty claim. A coil-replacement does **NOT** restart the warranty time period and is only warranted for the remaining duration of the original coil or product warranty.

Unauthorized Returns

Any equipment or parts returned without prior Style Crest authorization or proper identification become the sole property and responsibility of the owner and/or entity that initiated the unauthorized return. Any shipping and processing costs shall be paid to Style Crest by the owner, prior to any return-shipment of the unauthorized return item(s) back to the owner. If return arrangements are not made by the owner within 30 days following notification (or receipt if owner is unable to be identified), the unauthorized return item(s) will be field disposed by Style Crest at the owner's expense.

Random Audits

Unless specifically requested by the warranty team, paperwork for claims filed via the online claim processing system does **NOT** need be forwarded to SCI Warranty Services. Distributors and service companies must retain the claim submission in the event that the claim is selected for audit purposes.

For both online and paper claims, not all parts must be returned with the claim. Parts not automatically requiring return **should be held for at least thirty (30) days after credit is received**, if the claim and parts are selected for audit. Please contact our Warranty Team at 1-800-231-4822 or warranty@stylecrest.net for the latest Return Parts List.



HVAC Warranty Claim Form

Parts Only

Send completed forms to:
Email: warranty@stylecrest.net
Fax: 419-332-6140

Mail: Style Crest Warranty Team
2450 Enterprise St. | Fremont, Ohio 43420

Email / Fax/ Mail claim submissions are assessed a \$25 PROCESSING FEE!

It is free to file an online warranty claim. Please contact the Style Crest Warranty Team for details on how to file online claims.

Before performing a service not shown in the Service Rate Schedule section of the Warranty Service Policy Guide, **Advanced Approval MUST** be authorized by Style Crest, Inc. (SCI or Company). Please contact Style Crest Technical Services at 800-228-7896 to obtain **Advanced Approval** and an applicable **Tech Reference Number**.

Service Requested By:

Style Crest Homeowner OEM/Retailer

Service Company: _____

SCI Account #: _____

Address: _____

City, State Zip: _____

Best Phone: _____

Tax ID or SS#: _____

Homeowner: _____

Address: _____

City, State Zip: _____

Best Phone: _____

ALL CLAIMS MUST BE SUBMITTED TO STYLE CREST WITHIN 30 DAYS FROM THE DATE OF SERVICE!

Detailed Failure & Service Descriptions: _____

Labor \$ _____ Trip Mileage _____ New Refrigerant (LBS) _____ Reclaimed Refrigerant? Total \$ _____

Qty	Installed Part #	Description	Invoice Price	Invoice #	Failed Part#
1					
1					
1					
1					

OLD Compr./Unit Serial#: _____ NEW Compr./Unit Serial#: _____

If you purchase your repair parts through a Style Crest Distributor, you should return both your part(s) and claim(s) together, to the Style Crest Distributor. Retain ALL old parts for at least 30-Days after claim has been processed, for audit purposes.

Assign Repair Part(s) Credit to: Style Crest Account Credit Card

➤ I certify my equipment has been serviced and is operating satisfactorily X _____
(Homeowner's Signature)

➤ I certify I have properly serviced the Homeowner's HVAC equipment X _____
(Servicer's Signature)

-----To be completed by the Style Crest Distributor (If applicable)-----

Distributor Name: _____ Distributor Address: _____ Distributor Reference #: _____

Date Claim Received: _____ Distrib. City, State Zip: _____

Furnace / Air Handler Unit
 Serial Number: _____
 Model Number: _____

Packaged Unit
 Serial Number: _____
 Model Number: _____

Outdoor (Condenser) Unit
 Serial Number: _____
 Model Number: _____

Indoor (Evaporator) Coil Unit
 Serial Number: _____
 Model Number: _____

Important: Both Condenser & Indoor (evaporator) Coil unit-data are required to submit a warranty claim for EITHER unit.

Contact Information



Style Crest® , Inc. (Main) 800.925.4440

HVAC Technical Services 800.228.7896

Provides technical support and tech reference numbers.

HVAC Homeowner Assistance 800.231.4822

Provides homeowners with contact information for a local Authorized Servicer.

HVAC Warranty Services warranty@stylecrest.net

Provides warranty coverage information and facilitates claim resolution.

800.231.4822 (Phone)

419.332.6140 (Fax)

Inside Sales (Main) 800.945.4440

Purchasing parts and equipment

Credit Department 800.925.4440

Questions regarding your SCL account

HVAC Product Registration stylecrestinc.com/warranty-registration

HVAC Service Documents stylecrestinc.com/hvac-technical-documents

Revolv® Online Claim Portal my.servicepower.com

