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February 17, 2015

Dear Senator Leone, Representative Baram, Senator Witkos and Representative Carter:

On behalf of the Air-Conditioning, Heating, and Refrigeration Institute (AHRI) and the Connecticut Business and Industry Association (CBIA), we are writing you to express our concerns with Proposed H.B. 6451.

AHRI is the trade association representing more than 300 manufacturers of heating, air conditioning, water heating, and commercial refrigeration equipment. Our members account for more than 90 percent of the HVACR and water heating residential and commercial equipment manufactured and sold in North America.

CBIA has been representing Connecticut's employers for 200 years and our goal is to foster a dynamic business climate. Our members include businesses from across the state of all sizes and industry types.

The proposed bill prohibits a consumer product manufacturer from requiring product registration as a condition of warranty coverage. We feel that H.B. 6451 would have negative consequences on warranty programs in the following ways:

- Inhibit the ability to effectively manage warranty programs: Knowing what products are installed allows manufacturers to do a much better job predicting claims and planning financial coverage for those warranties.
- Complicates customer service: As a benefit to consumers, product registration allows manufacturers to connect directly with a consumer in the event of a product or part recall. Without the direct line of communication, a consumer runs the risk of paying out of pocket for repairs that could cost hundreds to thousands of dollars.
- Delays in processing consumer warranty claims.

We urge an unfavorable report on H.B. 6451. If you have any questions please do not hesitate to contact me at (703) 600-0342 or our Manager of Government Affairs, Mike O'Halloran at (703) 600-0312 and MOHalloran@ahrinet.org.

Sincerely,

Cade Clark
Vice President of Government Affairs, AHRI

Jennifer Herz
Assistant Counsel, CBIA