



WARRANTY CLAIM FORM

PLEASE SUBMIT CLAIM INTO WARRANTY EXPRESS ELECTRONICALLY OR SUBMIT CLAIM FORM TO YOUR LOCAL DISTRIBUTOR.

Press Firmly, Bear Down

IMPORTANT!! INFORMATION REQUIRED IN SECTIONS 1 THROUGH 9 MUST BE FILLED OUT **COMPLETELY AND ACCURATELY.** INCOMPLETE CLAIMS CANNOT BE PROCESSED AND REIMBURSEMENTS WILL BE DELAYED.

D 12225301

Check One: Product Warranty Extended Warranty Part Warranty Special Labor Allowance

1	MONTH	DAY	YEAR
DATE INSTALLED			
DATE OF SERVICE			
2	MODEL NUMBER		
SERIAL NUMBER			
(OUTDOOR) MODEL NUMBER			
(OUTDOOR) SERIAL NUMBER			
5	DISTRIBUTOR/BRANCH NAME		
NUMBER			

3	SERVICE CONTRACTOR ADDRESS		
CITY STATE ZIP			
GOODCARE/ASURE NUMBER			
4	CUSTOMER NAME ADDRESS		
CITY STATE ZIP			
AREA CODE PHONE NUMBER			
6	PROJECT CODE / SPECIAL AUTHORIZATION NO.	**COMPONENT CAUSE CODES	
		COMPONENT	CAUSE

7 PARTS AND MATERIALS				
FAILED PART NO.	REPLACEMENT PART NUMBER	DESCRIPTION	QTY.	CREDIT/REPLACE

COMPRESSOR / MOTOR	FAILED SERIAL	NEW SERIAL
8 REASON FOR FAILURE	9 SERVICE PERFORMED	

10 EXTENDED SERVICE CONTRACT NO.	EXPIRATION DATE	12 SPECIAL LABOR ALLOWANCE
11 PARTS SOURCE	* PARTS PURCHASE INVOICE NO.	CREDIT/CHECK AMOUNT
CREDIT MEMO	PRF/DEBIT NO.	UNIT REPLACEMENT AMOUNT
		MILEAGE/CARTAGE

13 Factory Use Only

I HEREBY CERTIFY THE SERVICE SHOWN HAS BEEN PERFORMED AND PURCHASE DATE VERIFIED.	
14 SERVICE TECHNICIAN SIGNATURE X	DATE
15 DISTRIBUTOR/BRANCH SIGNATURE X	DATE

* SERVICERS MUST PROVIDE COPY OF PARTS INVOICE

** SEE REVERSE FOR COMPONENT/CAUSE CODES

COPY 1 / PART AND LABOR REIMBURSEMENT – SEND TO DISTRIBUTOR WHERE PARTS WERE PURCHASED



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14 SERVICE TECHNICIAN SIGNATURE X	DATE
15 DISTRIBUTOR/BRANCH SIGNATURE X	DATE

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** SEE REVERSE FOR COMPONENT/CAUSE CODES

COPY 2 / DEALER COPY



COMPONENT CAUSE CODES

Sealed System	Electrical Components	Component Code	Cause Code
CC Condenser Coil	CN Controls	Component code 2 Character component code identifies the component failure that caused or originated the repair.	Cause Code 2 Character cause code identifies the failure mode of the component.
EC Evaporator Coil	EL Elements/Heaters		
CD Capillary/Distributor	SL Switches/Limits		
DR Filter/Dryer	IG Igniter		
VC Valve, Check	TH Thermostat		
VE Valve, Expansion	MC Misc. Electrical		
VR Valve, Reversing	VG Valve, Gas		
VS Valve, Service	VL Valves		
RT Refrigerant Tubing	WH Wire Harness		
OR Other Refrig. Components			
AJ Adjust	AJ Adjust		
BD Bent/Dented	BS Burnt/Shorted		
CM Condensation/Moisture	ET Electrical Terminals		
CR Corrosion	LK Leak		
OC Will not Open/Close	LL Lock Out/Lock up		
OD Odor	OC Will not Open/Close		
LK Leak or Broken	SF Seal Failure		
RS Restricted	ST Stuck/Sticking		
RV Rub/Vibration Damage			
ST Stuck/Sticking	Gas Furnace		
SJ Solder Join Leak/Crack	HX Heat Exchanger		
SL Slab Leak	BR Burner/Pilot		
TL Tubing Leak	RC Recoup Coil/Cover		
	CR Corrosion/Rust		
	OS Cracked		
	SO Sooted		
	LK Leak		
	NO NOx Rods		

Compressor/Motors	
CP Compressor	
EM Evaporator Motor	
CM Condenser Motor	
ID Induced Draft Blower	
OM Other Motors	
BS Burnt/Shorted	
ET Terminals	
GS Green Slime (K1 Scrolls only)	
LK Leak	
MW Motor leads/wire	
NS Noise	
ST Stuck/Sticking (locked rotor)	
VB Vibration	
VL Valves	

Non-Electrical	
FB Fan/Blower	
IN Insulation	
MC Miscellaneous	
NM Non-Metal Parts	
SM Sheet Metal Parts	
AJ Adjust	
CR Corrosion/Rust	
LO Loose/Torn	
NS Noise	
CS Cracked	
LK Leak	
ST Stuck/Sticking	
VB Vibration	

Procedures for Completing Warranty Claim Form

- 1 Sections 1 through 9 must be filled out completely and accurately to prevent claim rejection and processing delays.
- 2 Warranty Type Check Boxes
 - a. Product Warranty; this refers to any item (part or Labor) covered under the terms of the stated product warranty as stated in the warranty certificate shipped with the product. Labor only included on certain models.
 - b. Extended Warranty; if the product is covered by a Goodman extended service policy (Asure or Goodcare) check the box and enter the contract number and expiration date in section 10.
 - c. Part Warranty; replacement parts purchased by the customer for product no longer covered by the standard product warranty are covered by a 1 year replacement part warranty. Check this box if replacement part is within the 1 year part warranty. Must provide customer proof of purchase.
 - d. Special Labor Allowance; Check this box for any labor request that does not fall under the normal product warranty or extended service policy as described above. Includes DOA, concessions and special programs offered via Service Bulletins. Subject to policies outlined in Distributor Service Policy book.
- 3 Section 2, Model & Serial Number; additional space has been provided for a second Model & Serial number. If servicing an indoor coil or blower cabinet, please list the model & serial of the outdoor unit in the space provided. This is necessary as some coil warranties are dependent upon the outdoor unit match.
- 4 Section 6, Project Code/Special Authorization; if the repair is covered under a Project Code list the project number in the space provided. Special projects and project codes are provided via service bulletins. In some cases a special authorization may be provided by the factory authorizing repairs outside of standard warranty. If provided with a Special Authorization number it is important to list this authorization number in the space provided, the concession number provides warranty administration with the necessary information to properly process the claim.
- 5 Section 6, Component/Cause Codes; using the claim coding table on the back of this claim form select the Component & Cause Codes that best describes the root cause of this repair. Enter the two – two character codes in the fields provided.
- 6 Section 7, Parts & Materials; the refrigerant drier must be replaced and the part number listed on all sealed system claims where the system is opened to the atmosphere or refrigerant system parts are replaced. Failure to replace the filter drier will result in rejection of any applicable labor reimbursement.
- 7 Section 10, Extended Service Contract No & Expiration Date; if the product is covered by an Asure or Goodcare extended service policy, servicer must list the contract number and expiration date in the fields provided.
- 8 Section 11, Parts Source, Parts Purchase Invoice Number, PRF/Debit Memo Number; list the parts source and invoice number from which the parts were purchased. For customers who file part claims directly with the factory you are required to provide a copy of your parts invoice as proof of purchase (not required for distributors). Distributors, to help in keeping your claim batches together we recommend you list the PRF or Debit Memo number in the space provided.
- 9 Section 12, Special Labor Allowance; distributor, if you are requesting a labor allowance or DOA enter the amount requested (per published DOA guidelines) in the Check/Credit Amount field (requires distributor signature). If replacing a unit, enter the unit amount in the unit Replacement Amount field and enter the replacement Model & Serial numbers in section 7. Amana unit credits will be issued at the distributors cost for the replacement unit. Some products with full warranties provide for a cartage allowance, if applicable enter the cartage allowance in the space provided.
- 10 Section 13, Factory Use Only; branch of regional service manager use this space to provide authorization and instructions for processing claims outside of standard warranty policy.