



# WARRANTY CLAIM FORM

Air Conditioning & Heating

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

Press Firmly, Bear Down

<b>IMPORTANT!!</b> INFORMATION REQUIRED IN SECTIONS 1 THROUGH 9 MUST BE FILLED OUT COMPLETELY AND ACCURATELY. INCOMPLETE CLAIMS CANNOT BE PROCESSED AND REIMBURSEMENTS WILL BE DELAYED.				
<b>G 12275301</b>				
Check One: <input type="checkbox"/> Product Warranty <input type="checkbox"/> Extended Warranty <input type="checkbox"/> Part Warranty <input type="checkbox"/> Special Labor Allowance				
<b>1</b>	MONTH	DAY	YEAR	
DATE INSTALLED				
DATE OF SERVICE				
<b>2</b>	MODEL NUMBER			
SERIAL NUMBER				
(OUTDOOR) MODEL NUMBER				
(OUTDOOR) SERIAL NUMBER				
<b>5</b>	DISTRIBUTOR/BRANCH NAME			
NUMBER				
<b>3</b>	SERVICE CONTRACTOR			
ADDRESS				
CITY STATE ZIP				
GOODCARE/ASURE NUMBER				
<b>4</b>	CUSTOMER NAME			
ADDRESS				
CITY STATE ZIP				
AREA CODE PHONE NUMBER				
<b>6</b>	PROJECT CODE / SPECIAL AUTHORIZATION NO.		**COMPONENT CAUSE CODES	
		COMPONENT	CAUSE	
<b>7</b>	PARTS AND MATERIALS			
FAILED PART NO.	REPLACEMENT PART NUMBER	DESCRIPTION	QTY.	CREDIT/REPLACE
COMPRESSOR / MOTOR	FAILED SERIAL	NEW SERIAL		
<b>8</b>	REASON FOR FAILURE		<b>9</b>	SERVICE PERFORMED

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

<b>13</b>	<b>Factory Use Only</b>

I HEREBY CERTIFY THE SERVICE SHOWN HAS BEEN PERFORMED AND PURCHASE DATE VERIFIED.		
<b>14</b>	SERVICE TECHNICIAN SIGNATURE X	DATE
<b>15</b>	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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Press Firmly, Bear Down

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**G 12275301**

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

<b>1</b> MONTH DAY YEAR				<b>3</b> SERVICE CONTRACTOR ADDRESS			
DATE INSTALLED				CITY STATE ZIP			
DATE OF SERVICE				GOODCARE/ASURE NUMBER			
<b>2</b> MODEL NUMBER				<b>4</b> CUSTOMER NAME ADDRESS			
SERIAL NUMBER				CITY STATE ZIP			
(OUTDOOR) MODEL NUMBER				AREA CODE PHONE NUMBER			
(OUTDOOR) SERIAL NUMBER				<b>6</b> PROJECT CODE / SPECIAL AUTHORIZATION NO.		<b>**COMPONENT CAUSE CODES</b>	
<b>5</b> DISTRIBUTOR/BRANCH NAME NUMBER				COMPONENT		CAUSE	

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

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

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

<b>13</b> Factory Use Only

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

\* SERVICERS MUST PROVIDE COPY OF PARTS INVOICE

\*\* SEE REVERSE FOR COMPONENT/CAUSE CODES

COPY 2 / DEALER COPY



## COMPONENT CAUSE CODES

Sealed System	Electrical Components	Component Code	Cause Code	Compressor/Motors	Non-Electrical
CC Condenser Coil	CN Controls	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> <b>Component Code</b>                      2 Character component code identifies the component failure that caused or originated the repair.                 </div>	<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: auto;"> <b>Cause Code</b>                      2 Character cause code identifies the failure mode of the component.                 </div>	CP Compressor	FB Fan/Blower
EC Evaporator Coil	EL Elements/Heaters			EM Evaporator Motor	IN Insulation
CD Capillary/Distributor	SL Switches/Limits			CM Condenser Motor	MC Miscellaneous
DR Filter/Dryer	IG Igniter			ID Induced Draft Blower	NM Non-Metal Parts
VC Valve, Check	TH Thermostat			OM Other Motors	SM Sheet Metal Parts
VE Valve, Expansion	MC Misc. Electrical				
VR Valve, Reversing	VG Valve, Gas			BS Burnt/Shorted	AJ Adjust
VS Valve, Service	VL Valves			ET Terminals	CR Corrosion/Rust
RT Refrigerant Tubing	WH Wire Harness			GS Green Slime (K1 Scrolls only)	LO Loose/Torn
OR Other Refrig. Components				LK Leak	NS Noise
				MW Motor leads/wire	CS Cracked
AJ Adjust	AJ Adjust			NS Noise	LK Leak
BD Bent/Dented	BS Burnt/Shorted			ST Stuck/Sticking (locked rotor)	ST Stuck/Sticking
CM Condensation/Moisture	ET Electrical Terminals			VB Vibration	VB Vibration
CR Corrosion	LK Leak			VL Valves	
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	<b>Gas Furnace</b>				
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				

### 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.