



WARRANTY CLAIM TAG

****PLEASE SUBMIT CLAIM TO YOUR LOCAL DISTRIBUTOR****

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.

MUST CHECK ONE - Product Warranty ☐ Extended Warranty ☐ Part Warranty ☐ Special Labor Allowance ☐				
1 MONTH DAY YEAR DATE INSTALLED				
2 MODEL NUMBER				
SERIAL NUMBER				
(OUTDOOR) MODEL NUMBER				
(OUTDOOR) SERIAL NUMBER				
5 DISTR 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
11 PARTS SOURCE	12 SPECIAL LABOR ALLOWANCE
* PARTS PURCHASE INVOICE NO.	CREDIT/CHECK AMOUNT
CREDIT MEMO	UNIT REPLACEMENT AMOUNT
PRF/DEBIT NO.	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 PAGE 2 FOR COMPONENT CAUSE CODES****

****COPY 1/PART REIMBURSEMENT - SEND TO DISTRIBUTOR /VENDOR WHERE PARTS WERE PURCHASED****

COMPONENT CAUSE CODES

Sealed System	Electrical Components	Component Code	Cause Code	Compressor/Motors
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.	CP Compressor
EC Evaporator Coil	EL Elements/Heaters			EM Evaporator Motor
CD Capillary/Distributor	SL Switches/Limits			CM Condenser Motor
DR Filter/Dryer	IG Igniter			ID Induced Draft Blower
VC Valve, Check	TH Thermostat			OM Other Motors
VE Valve, Expansion	MC Misc. Electrical			
VR Valve, Reversing	VG Valve, Gas			BS Burnt/Shorted
VS Valve, Service	VL Valves			ET Terminals
RT Refrigerant Tubing	WH Wire Harness			GS Green Slime (K1 Scrolls only)
OR Other Refrig. Components				LK Leak
				MW Motor leads/wire
AJ Adjust	AJ Adjust			NS Noise
BD Bent/Dented	BS Burnt/Shorted			ST Stuck/Sticking (locked rotor)
CM Condensation/Moisture	ET Electrical Terminals			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				
SJ Solder Joint Leak/Crack				
SL Slab Leak				
TL Tubing Leak				

Gas Furnace	Non-Electrical
HX Heat Exchanger	FB Fan/Blower
BR Burner/Pilot	IN Insulation
RC Recoup Coil/Cover	MC Miscellaneous
	NM Non-Metal Parts
	SM Sheet Metal Parts
CR Corrosion/Rust	AJ Adjust
OS Cracked	CR Corrosion/Rust
SO Sooted	LO Loose/Torn
LK Leak	NS Noise
NO NOx Rods	CS Cracked
	LK Leak
	ST Stuck/Sticking
	VB Vibration

Procedures for Completing Warranty Claim Form

- Sections 1 through 9 must be filled out completely and accurately to prevent claim rejection and processing delays.
- Warranty Type Check Boxes**
 - 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.
 - 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.
 - 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.
 - 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.