

REFERENCE USE ONLY - Do not mail for claim processing

WARRANTY CLAIM

If this is a **NEW CONTRACTOR/DEALER** (no prior warranty service performed), please enroll the contractor on eNORA.

Nortek Global HVAC Contractor/Dealer Number	Contractor Company Name	Contractor Telephone Number
Contractor Address		Contractor City/State/Zip
Nortek Global HVAC Distributor Number		Distributor Name
(Select one / complete below / applies to labor only) <input type="radio"/> EPAY or <input type="radio"/> Labor Credit		
Unit Serial Number (Both Indoor and Outdoor if Applicable)		Unit Model Number and Brand Name of Equipment

Date Unit Installed / /	Contact Email:	
Distributor Reference/P.O. Number	Submitter Name:	Telephone No.:

Date Unit Serviced / /	Work Performed (including Part defect)	
Failed Part Removed	Installed Part	

COMPRESSOR/COIL/UNIT CHANGEOUTS ONLY	
Defective Model Number	Replacement Model Number
Defective Serial Number	Replacement Serial Number

MANUFACTURED HOUSING PRODUCT ONLY			
	<i>Rate</i>	<i>Qty</i>	<i>Total</i>
Hourly Rate	\$ _____	_____	\$ _____
Mileage	\$ _____	_____	\$ _____
Refrigerant	\$ _____	_____	\$ _____

RESIDENTIAL/COMMERCIAL PRODUCT ONLY		Residential Protection Plan Only	Hourly Rate	Refrigerant	Total
PAC Amount \$ _____			\$ _____	_____	\$ _____
			\$ _____	_____	\$ _____

Homeowner Name	Homeowner Telephone ()
Homeowner Street Address (Unit Location)	Homeowner City/State/Zip

DISTRIBUTORS: Please file claim online at www.nortekhvac.com

Total \$ _____

Instructions for Submitting Warranty Claims

1. Be certain the service to be done is covered by the warranty. NOT ALL SERVICE IS WARRANTY SERVICE. If in doubt, read the warranty that is supplied with the appliance.
2. Obtain all information from the customer before leaving the shop to avoid extra trips.
3. Attach the Return Material Tab (at top of form) to the defective part and return both to the Nortek Global HVAC distributor.
4. Warranty claims and defective parts must be returned to the Nortek Global HVAC distributor within (30) days of the date of service.
5. To be honored, claims must be received by Nortek Global HVAC within (90) days of the date of service.

Instructions for Completing This Form

- * Contractor/Dealer Number 1) If the service company has been used before for warranty service, enter the existing 6 digit contractor/dealer company number (an online listing of contractor company numbers is available on eNORA).
- * Contractor Company Name Enter the service company name.
- * Contractor Address, City/State/Zip, Telephone Not needed when contractor number is listed.
- * Distributor Number Enter the 8-digit Nortek Global HVAC distributor number (eg's, "AI259000", "RM328501", etc.).
- * Distributor Name Enter the distributor company name.
- * EPAY or Labor Credit Circle one if labor applies and complete labor section.
- * Unit Serial Number If the defect is with the evaporator coil or air handler, enter the serial number of the coil or air handler. Otherwise, enter the serial number of the primary unit.
- * Unit Model Number If the defect is with the evaporator coil or air handler, enter the model number of the coil or air handler. Otherwise, enter the model number of the primary unit.
- * Date Unit Installed Enter the date the unit was installed in the home.
- * Contact Email Enter email address.
- * Distributor Reference/P.O. Number, Submitter Name, Telephone Enter purchase order number, submitter and telephone number (with area code).
- * Date Unit Serviced Enter the date the warranty service work was performed.
- * Work Performed Describe the nature of the problem and the service work performed. Include all pertinent information, including failed components, specific leak locations, i.e. "repaired leak" will not be accepted.
- * Parts Removed/Installed List all part numbers used to correct the problem.
- * Defective Compressor/Unit Model, Serial Number Enter the model and serial numbers of the defective item in the respective boxes (compressor/unit changeouts only).
- * Replacement Compressor/ Unit Model, Serial Number Enter the model and serial numbers of the replacement item in the respective boxes (compressor/unit changeouts only).
- * Hourly Rate, Mileage, and Refrigerant Enter the hourly rate, hours worked, miles driven, and refrigerant used (Manufactured Housing product only).
- * PAC Amount Enter the standard Residential/Commercial product PAC amount used (Residential/ Commercial product only).
- * Hourly Rate and Refrigerant Enter the hourly rate, hours worked, and refrigerant used (Residential protection plans only).
- * Homeowner Name, Address, City/State/Zip, Telephone Number Enter the homeowner's name, address and telephone number (with area code) in the respective boxes.