

In order to qualify for a Lifetime Unit Replacement, the following requirements MUST be met:

- A. Unit must have been registered within 60 days of installation
- B. System must be a properly matched AHRI rated system
- C. Unit must be registered to the original owner
- D. Unit must be installed in an owner-occupied single family residence (commercial applications do not apply)

If all requirements have been met, please continue on to Step 1 below. If not, please understand HVAC Distributors CAN NOT file a Lifetime Unit Replacement claim.

STEP 1

Contact inside sales department @ HVAC (any branch location).

- a. Request lifetime unit exchange and provide the following:
 - 1) Failed unit model & serial number
 - 2) Reason for compressor failure
 - 3) Unit registration date
 - 4) Homeowner name, address, and phone number

STEP 2

HVAC will verify serial number registration is valid.

- a. Provide your purchase order number and Ship-To address
 - 1) Go to www.hvacdist.com for Test Data Sheet
 - 2) Complete information as required on new unit install

STEP 3

Upon receiving our HVAC Return Goods paperwork:

- a. Failed unit should be given to HVAC delivery driver
 - 1) Include copy of Return Goods
 - 2) Include copy of Test Data Sheet

STEP 4

Unit Exchange claim is then entered by HVAC only:

- a. After credit is received from Amana/Goodman an Extended Labor claim will be submitted for credit at this time when Extended Warranty applies.

QUESTIONS?

Please contact Scott Bogden, Warranty Administrator at 800.228.4822 x1134.