

# AMANA LIFETIME UNIT EXCHANGE PROCEDURE



## 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](http://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 can be submitted for credit.

## QUESTIONS?

Please contact Scott Bogden, Warranty Administrator at 800.228.4822 x1134.