

ONLINE WARRANTY CLAIM SYSTEM

HVAC's new online warranty claim system allows you to enter your vendor warranty claims online for quicker processing times and easier tracking. Check out the instructions below and then flip over for some Frequently Asked Questions!

It's as easy as 1-2-3!

1

Visit HVAC's homepage www.hvacdist.com and click on **Warranty**. Then click on **Start a Warranty Claim** under All Other Vendors. *Please note - If you are placing a claim for any of the Goodman Brands (Amana/Distinctions/EverRest/EnergiAir), please use the link in the equipment category above.*

The screenshot shows the HVAC website's navigation menu with 'WARRANTY' selected. The main content area is titled 'WARRANTY CLAIMS, REGISTRATIONS & CONTRACTS'. Under the 'ALL OTHER VENDORS' section, the link 'Start a Warranty Claim | HVAC Warranty Claim Instructions' is circled in red. Other links include 'Return Material Procedure', 'Warranty Return Procedure', 'Warranty Help-Service Bench Instructions & Videos', 'Goodman Brands Standard Warranty Pricing & Info', and 'Goodman Brands Current Warranty Promotions'. A 'Web Order Entry' button is visible at the bottom left.

2

Choose the category that you'd like to place a claim for. Once you choose your category, you'll agree to the disclaimer to proceed.

The screenshot shows the 'WARRANTY CATEGORIES' page. There are six category buttons: 'ORIGINAL EQUIPMENT PARTS', 'COIL REPLACEMENT', 'COMPRESSOR REPLACEMENT', 'AFTERMARKET PARTS, SUPPLIES OR ACCESSORIES', and 'NOT INSTALLED EQUIPMENT DISCOVERED DAMAGES'. On the right side, there are promotional banners for '\$1000 COOLERS INSTANT REBATE' and 'HVAC Now Carrying Lochinvar Boilers!', along with a 'CHAT WITH US LIVE! ONLINE NOW' button.

3

Fill out the optional and required information, scroll to the bottom and click **Submit!** Once submitted, you'll receive a claim number and an option to print your claim. It's that easy!

The screenshot shows the 'HVAC WARRANTY FORM'. It includes a disclaimer: 'Warranty claims must be made within 30 days of repair. No credit can be issued until all information is provided. Indicate Service Letter or Claim Number below if applicable.' The form is divided into 'OPTIONAL INFORMATION' and 'REQUIRED INFORMATION'. The 'REQUIRED INFORMATION' section is further divided into 'Consumer Information' and 'Dealer Information'. Fields include First Name, Last Name, Address, City, State (dropdown), Zip, and Phone. The 'Equipment Warranty (Base Unit)' section has radio buttons for 'Indoor' and 'Outdoor', and a 'Base Unit Manufacturer' dropdown menu.

ONLINE WARRANTY CLAIM SYSTEM

Frequently Asked Questions

When should I use this warranty claim system?

You should use this online system to process any part or equipment claim for any vendor **other** than Goodman brands. If you have a part or labor claim for a Goodman Brand unit (Amana/EverRest/EnergiAir/Distinctions/Goodman), you should continue to use ServiceBench.

How can I be sure my claim was received?

After clicking submit, you'll receive a confirmation page with a claim number and all of the information you entered. You should print this page for your records.

Can I check the status of an existing claim?

Yes! On HVAC's Warranty page, directly under Start a New Claim, you'll find **Check Status of an Existing HVAC Claim**. You'll need to enter the claim ID # and dealer zip code to view the status information. Once you enter this information, click **Lookup Claim Status** and the Warranty Status screen will appear.

What do these status fields mean?

Claim Status

Received - all claims default to this status. Your claim has been received by HVAC and will be processed as normal.

In Process - HVAC has begun the warranty process for your claim.

Credit Issued - a credit has been issued to your account for your warranty claim.

Part Status

Hold Part - please hold the part your placing a claim for until further instructions.

Field Scrap Part - you may discard the part. HVAC does not need it for your claim.

Customer to Return Part - HVAC will be faxing you a Return Sales Order. Please return the part with this Sales Order on an HVAC truck or drop it off at your closest counter location.

Part Received by HVAC - we have received your part, and a credit should be issued shortly.

Next Action

HVAC/Vendor/Customer - this states who is responsible for the next action in your claim. If it is Customer and you are not sure what your next action is, please contact our warranty division at 800-228-4822 x1138 with your Claim ID #.

I have more questions, who can I contact?

You can contact our warranty department at 800-228-4822 x1138 or email warranty@hvacdistrib.com.

The screenshot shows the HVAC Distributors, Inc. website's Warranty Claim Confirmation page. The page title is "WARRANTY CLAIM CONFIRMATION". It includes a "Print this Page" link circled in red. The main content area displays the claim ID: "YOUR CLAIM ID IS 377." Below this is a "Start Another Claim" button. The page also contains a "WARRANTY CLAIM AGREEMENT" section and an "HVAC WARRANTY FORM" section with fields for Service Letter Number, Replacement Unit, Job PO #, and Customer Reference Number. At the bottom, there are sections for "Consumer Information" and "Dealer Information" with fields for Name, Address, City, State, Zip, and Phone.

The screenshot shows the HVAC Distributors, Inc. website's Warranty Status page. The page title is "WARRANTY STATUS". It includes a "Print this Page" link circled in red. The main content area displays the claim ID: "Claim ID: 377". Below this is a "CLAIM DETAILS" section with fields for Claim Status, Part Status, Next Action, Comments, Last Updated, and Date Submitted. At the bottom, there are sections for "Consumer Information" and "Dealer Information" with fields for Name, Address, City, State, Zip, and Phone. The page also includes a "WARRANTY CLAIM AGREEMENT" section and an "HVAC WARRANTY FORM" section.