

Dealer Information (Contractor/HVAC Company)					
CE Dealer Account # 1		Distributor # 2			
Dealer Account Name: 3					
Customer Information (End-user/Equipment Owner/Homeowner) 4					
First Name:			Last Name:		
Street:			City:		
State:			Zip:		
Warranty Type 5					
Stock Unit		Standard	Bulletin		Service Parts
Competitive Equipment		Preauthorization	Unit Exchange		Opt. Contract <i>(Parts Only)</i>
Application Type 6					
Owner Occupied Residential		Other Residential Application		Commercial	Installing Homeowner Yes No
Unit Information					
Model # 7			Serial #		
Equipment Install Date: 8		Failed Date: 9		Repair Date: 10	
Optional Contract # <i>(Parts Only)</i> 11			Bulletin/Authorization # 12		
Causal Part	Carrier Part Number (Not Vendor #)	Qty	Order/Invoice #	Part SN (if applicable)	Install Date
	Failed: 14	15		16	17
	Replaced: 18 19	20	21	22	
	Failed:				
	Replaced:				
	Failed:				
	Replaced:				
	Failed:				
	Replaced:				
	Failed:				
	Replaced:				
Quality Information					
DOA Labor Repair Type <i>(Labor Allowance is based on the selection of a Labor Repair Type, Refer to table on page 2 Instruction sheet):</i> 23					
Causal Code (refer to back of instruction sheet): 24					
Diagnosis/Service Performed: 25					
Additional Comments: 26					
Date: 27					
Service Providers Printed Name: 28					
Service Providers Number & Email Address: 29					

1. **CE Dealer Account Number** used for orders at Part Stores
2. **5 – Digit Distributor number** obtained from the Part Stores
3. **CE Dealer Account Name** Associated with account number.
4. **Customer Information** (Equipment Owner/Homeowner): Name, Address
5. **Warranty Type:**

Stock/Inventory – Unit is found to be defective in Dealer/Distributor Inventory and defect is due to poor factory workmanship. Also applies to units repaired in stock under a special program. These units have not been installed yet.

Standard – Manufacturer's Warranty-Factory (1st Year and Extended) warranty coverage as defined by the Warranty Certificate.

Bulletin – SMB (Service Manager's Bulletin) is a factory program see your distributor for details.

Service Part (1 Year Service Part) – Failed part was a specified replacement part purchased from the factory for repair of an out of warranty unit, and date of installation of failed part is less than one year from date of failure.

Competitive Equipment – Select only if base unit is not Carrier Brand Equipment, but failed and replacements are purchased from RCD.

Preauthorization – Check with your local Distributor.

Unit Exchange – Approved Unit Replacement or Change Out. Check with your local Distributor for approval.

Optional Contract – Optional (parts only) coverage was purchased on unit and unit is registered with Warranty Administration. Defective part is covered as defined by optional warranty certificate. A contract has been purchased for this equipment.

6. **Application Type:** Owner Occupied Residential, Other Residential Application, or Commercial
7. **Complete and valid Model/Serial number** from the unit
8. **Unit Installed/Startup Date:** Date unit was powered
9. **Failed Date:** Date unit failed
10. **Repair Date:** Date unit was repaired
11. **Optional Contract Number** (Parts Only)
12. **Bulletin/Authorization Number:** See Warranty Type below
13. **Causal Part:** The part that caused initial failure (only one part applies)
14. **Failed Part Number:** Part number from label on part
15. **Failed Part Quantity:** Number of same part failed
16. **Failed Part Serial Number:** Compressor Only
17. **Failed Part Install Date:** Service Part Only
18. **Competitive Part:** Replacement part if allowed by distributor
19. **Replacement Part Number:** Replaced factory part number
20. **Replacement Part Quantity:** Number of same part replaced
21. **Replacement Part Invoice Number:** For purchased part
22. **Replacement Part Serial Number:** Compressor Only
23. **DOA Labor Repair Type:** See Below
24. **Causal Code:** See Below
25. **Diagnosis/Service Performed:** Detailed description of failure/repair, for leak, list location of leak and how it was repaired.
26. **Additional Comments**
27. **Date:** Date form was submitted
28. **Service Providers Printed Name:** or point of contact for Warranty information: Must be printed and legible
29. **Service Providers Number & Email Address:** contact for claim issues or completion

Accumulator		Check Valve		No pressure switch output	C128
Contamination	A101	Rattling	C201	Not communicating	C129
Leak	A102	Restricted	C202	Not pulling in contactor	C130
Restricted	A103	Stuck	C203	Not staging properly	C131
Actuator		Coil Related		Shorted term strip	C132
Gears stripped	A201	Damage	C301	Water damage	C133
Stuck	A202	Leak - Braze Joint	C302	Control Valve	
Will not run	A203	Leak - Corrosion	C303	Not loading	C141
Blower Assembly		Leak - Crack	C304	Not unloading	C142
Motor failure - grounded	B201	Leak - Fin Pack	C305	Crankcase heater	
Motor failure - open	B202	Leak - Puncture	C306	Grounded	C151
Motor failure - shorted	B203	Restricted	C307	Open	C152
Motor failure - noise / vibration	B204	Collector Box		Shorted	C153
Motor failure - thermal tripping	B205	Leak	C401	Temp switch failure	C154
Motor failure - won't start	B206	Plugged	C402	Coupling Box	
Motor failure - incorrect speed	B207	Compressor		Cold spot baffle - leak	C161
Mounting issue	B208	Excess cycling	C501	Cold spot baffle - missing	C162
Noise	B209	Leak	C502	Cold spot baffle - whistling	C163
Vibration	B210	Noise	C503	Damper	
Wheel failure - separation	B211	Wiring plug - burnt	C504	Bad switch	D101
Wheel failure - noise / vibration	B212	Wiring plug - change out	C505	Harness miswired	D102
		Wiring plug - open circuit	C506	Will not close	D103
Blower Housing		Wiring plug - open circuit	C507	Will not open	D104
Corrosion	B301	Wiring plug - rub	C508	Electric Heat	
Damaged	B302	Won't pump	C509	Burnt connectors	E101
Blower Shaft/Bearing		Won't shift	C510	Burnt wires	E102
Grind shaft	B401	Won't start	C511	Element open	E103
Loose locking collar	B402	Wrong capacity	C512	Element shorted	E104
Vibration	B403	Wrong voltage			
Blower Wheel		Condensate Pan		Enhancement Module	
Separation	B501	Broken bottom fitting	C601	Plastic damage/crack	E201
Noise	B502	Horizontal pan broken	C602	Filter Drier	
Vibration	B503	Leak	C603	Compressor replacement	F101
Wrong rotation	B504	Missing/deformed fitting	C604	Leak repair	F102
Breaker		Vertical pan broken	C605	Restricted	F103
Shorted	B601	Condensate Trap		System Repair	F104
Won't reset	B602	Leak	C701	Gas Baffle	
Wrong size	B603	Contactors		Soot	G101
Burner, Assy, Pilot		Burnt	C901	Gas Valve	
Cracked	B701	Chattering	C902	Leak	G201
Flame retainer issue	B702	Open	C903	Shorted	G202
No Ignition	B703	Shorted	C904	Will not close	G203
Soot	B704	Terminal Damage	C905	Will not open	G204
		C Bd, Cntl Bd/Term str, Mtr cntr.			
Ass'y Flame roll out	B801	Inv cnt VFD		Generator parts	
Ass'y Poor Combustion	B802	Motor will not shut off	C111	Oil leak	G301
Ass'y Soot	B803	Burnt / open traces	C112	Won't Start	G302
Pilot Dirty orifice	B901	Compressor not operating	C113	Won't transfer	G303
Pilot No Ignition	B902	Defrost cycle issue	C114	Won't produce power	G304
Pilot No thermocouple output	B903	Failed relays	C115	Won't charge	G305
Pilot Not sensing	B904	Motor not operating	C116	Noise	G306
Capacitor/Hard Start		Fault code incorrect / won't clear	C117	Corrosion	G307
Burnt	C101	Improper unit recognition	C118	Primary/Secondary Heat Exch	
Closed	C102	Inducer will not shut off	C119	Corrosion	H301
Open	C103	Mis-wired	C120	Cracked	H302
Ruptured	C104	No accessory output	C121	Flue cover panel	H303
Swelled	C105	No cooling blower	C122	Hole / void	H304
Wrong size	C106	No flame sensor	C123	Hot water coil	
HS Capacitor	H201	No gas valve output	C124	Leak	H501
HS PTC Failure	H202	No heating blower	C125	Restricted	H502
HS Relay Failure	H203	No HSI output	C126	Ignitor	
HS Wiring	H204	No Inducer output	C127	Alignment Issue	J101

Broken	J102	Leak	P402	Def sensor-Not sensing	D203
Open	J103	Wiring	P403	Def Sensor Open	D204
Shorted	J104	Wrong location	P404	Temperature/Pressure Gauge	
Inducer Assembly		PTAC plug		Out of calibration	T101
Hall effect sensor	J201	Incorrect plug	P501	Leak	T102
Leak	J202	Plug issue	P502	Temperature Switch	
Motor failure	J203	Pulley		Out of range	T201
Mounting issue	J204	Corrosion	P601	Stuck closed	T202
Noise	J205	Cracked	P602	Stuck open	T203
Vibration	J206	Loose	P603	Thermistor	
Wheel failure	J207	Pump		Cracked	T401
Inducer Wheel		Float stuck	P701	Resistance out of range	T402
Bent	J301	Leak	P702	Wiring issue	T403
Broken	J302	Seized	P703	Thermocouple	
Corrosion	J303	Will not pump	P704	No output	T501
Labor Only		Relay		Tstat, Aquastat, Freezestat, SAMod	
Compressor	L101	Burnt	R101	Blinking display	T801
Motor	L102	Chattering	R102	Broken pigtail	T802
Leak	L103	Open	R103	No back light	T803
Unit change out	L104	Shorted	R104	Not controlling properly	T804
Inspection	L105	Relief Valve		Not staging correctly	T805
Minor component	L106	Leak	R201	Won't power up	T806
Concession	L107	Remote Control		SAM fail communicate	S501
Limit switch		Not communicating	R301	SAM Won't power up	S502
Stuck closed	L201	Reversing Valve		Freezestat Faulty	F301
Stuck open	L202	Leak	R401	Freezestat Malfunction	F302
Missing shield	L203	Noise	R402	Freezestat Stuck open	F303
Motor		Pilot Tube Leak	R403	Aquastat Hi limit-stuck closed	A402
Bearing Issues	M101	Slow shift	R404	Aquastat Hi limit-stuck open	A403
Grounded	M102	Solenoid failure	R405	Aquastat No relay output	A404
Incorrect speed	M103	Won't shift	R406	Transformer	
Noise	M104	Service valve		Noise	T701
Open	M105	Adapter connection issue	S101	Odor / Hot	T702
Prop failure / seized to shaft	M106	Leak	S102	Open	T703
Shorted	M107	Seized stem	S103	Shorted	T704
Thermal tripping	M108	Stripped stem	S104	Tubing	
Vibration	M109	Stuck / broken valve core	S105	Leak - corrosion	T801
Won't Start	M110	Solenoid		Leak - puncture	T802
Muffler		Chattering	S201	Leak - rub	T803
Leak	M301	Leak	S202	TXV	
Orifice / Capillary		Open	S203	Cap tube broken	T901
Corrosion	K101	Shorted	S204	Equalizer tube broken	T902
Wrong size Installed	K102	Valve stuck closed	S205	No Control	T903
Restricted	K103	Valve stuck open	S206	Restricted	T904
Outdoor Fan		Smoke Detector		Unit Change Out	U100
Blade cracks	K201	Defective	S301	Compressor	U101
Blade imbalance	K202	Internal short	S302	Concession	U102
Hub loose	K203	Not sensing	S303	Damage	U103
Motor fail/seized to shaft	K204	Repeated fault alarm	S304	Leak - Braze Joint	U104
Noise	K205	Switch Mechanical		Leak - Corrosion	U105
Vibration	K206	Will not close	S401	Leak - Crack	U106
Piston		Will not open	S402	Leak - Puncture	U107
Incorrect size	P201	Sensors, Def, Hall, Enthalpy, Flame	S600	Restricted	U108
Missing	P202	Hall Inducer mtr failure	H101	Water pressure regulator	
Plugged	P203	Hall No feedback to IGC board	H102	Will not regulate	W201
Power Supply		Enth No 2nd stage cool'g	E301	Zone Controller	
No power	P301	Enthalpy- Not switching	E302	No output to damper	Z101
Intermittent power/light	P302	Enthalpy- Will not energize	E303	Won't communicate	Z102
Pressure Switch		Def sensor-No call for heat	D201	Won't power up	Z103
Failed stuck open	P401	Def sensor-Not energizing fan relay	D202	Finished Goods	UNIT

DOA Labor Repair Type

- LRT1 — No DOA Labor
- LRT2 — DOA Minor Component Labor
- LRT3 — DOA Compressor Labor AC, HP, SPP 1 – 5 Tons
- LRT4 — DOA Compressor Labor Small & Medium Rooftop 1 - 5 Tons
- LRT5 — DOA Compressor Labor Small & Medium Rooftop 6 - 9 Tons
- LRT6 — DOA Compressor Labor Small & Medium Rooftop 10 - 19 Tons
- LRT7 — DOA Compressor Labor Small & Medium Rooftop 20+ Tons
- LRT8 — DOA Primary Heat Exchanger
- LRT9 — DOA Secondary Heat Exchanger
- LRT10 — SPP Heat Exchanger Aluminized Steel
- LRT11 — SPP Heat Exchanger Stainless Steel
- LRT12 — DOA Leak Repair Tubing
- LRT13 — DOA Leak Repair Valves
- LRT14 — DOA Leak Repair Coil 1 - 5 Tons
- LRT15 — DOA Leak Repair Coil 6 – 9 Tons
- LRT16 — DOA Leak Repair Coil 10 - 19 Tons
- LRT17 — DOA Leak Repair Coil 20+ Tons
- LRT18 — PTAC H/C Cycle Coil Compressor
- LRT19 — PTAC HP Cycle Coil Compressor Reversing Valve
- LRT20 — PTAC Motor Repair
- LRT21 — PTAC Leak Repair
- LRT22 — PTAC Misc Component Repair