

servicebench
BY asurion

www.asurion.com/servicebench

For password resets - Click on forgot password or
call 1-877-472-3624



CE Servicebench Warranty Training

Warranty Types:

Standard Warranty – Manufacturer's standard warranty - Factory (1st year & extended) warranty coverage as defined by the warranty card.

Service Part – The failed part was a FAP replacement part purchased for a unit that is OUT of warranty & the part fails within 2 years of the purchase date.

Unit Exchange – Approved Unit Replacement or Change Out.

- Exchanging a serialized part for another serialized part, except for compressors.
- **Serialized coils and thermostat claims may be entered by the dealer**

Preauthorization – Standard warranty does not apply & Tech Support has given special warranty allowance.

Optional Contract – Extended warranty coverage was purchased on a unit.

Bulletin – Service Manager Bulletin issued by the factory for a specific program. If there is an optional contract, the bulletin overrides the optional coverage purchased.

Standard Product Warranty Exclusions:

The table below details parts/materials that, unless specifically included in a special plan, are excluded from the standard product warranty.

Part	Residential
Belts	X
Brackets	X
Cosmetic Parts	X
Fuses	X
Gaskets	X
Grommets	X
Maintenance items	X
Paint	X
Panels and sheet metal (with the exception of functional or safety related sheet metal parts)	X
Pulleys	X
Refrigerant	X
Screws, nuts and bolts	X

Residential DOA compressor failure/unit change-out option *program used at the discretion of the Distributor CAM*

- If a compressor failure occurs during the first 30 days after the date of installation of a residential split system condensing unit or heat pump, the dealer has the option of replacing the compressor or replacing the entire residential condensing unit or heat pump with a like for like model including duct free equipment. This program applies to Carrier, Bryant and Payne brands. The program does not apply to residential split units used in a commercial application. DOA leaks can occur and do not qualify for unit replacement. Leaks should be temporarily repaired, and new parts ordered.
 - If a dealer replaces a residential split system air conditioner or heat pump which includes duct free units, the dealer must remove the rating plate and the failed compressor from the unit and return both to the CE distributor. The distributor must return all failed compressors to the compressor suppliers.
 - In the case where a dealer chooses to replace only the compressor, the dealer should follow the normal process. A program allowance of \$325.00 will be allowed on a compressor (up to 5 tons) changeout. Labor is not paid on compressor change out in commercial applications.
- 

FAD Claiming

- Dealer must contact the Distributor CAM prior to changing the unit out. The Distributor CAM will provide a case number.
- Dealer enters a claim in ServiceBench® referencing your case Number. A copy of the Homeowner's Registration Form must be filled out and attached to the claim
- Please do not submit the claim, leave claim saved and email the claim number to the distributor cam.

Note:

- FAD Claims for all customer in the **Florida Region** must be sent to the Customer Assurance Dept.

J h w l b j # w d u h g



Logging into Servicebench

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About ServiceBench

Service Provider

Enterprise User

About Us

Sign in

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An unparalleled customer experience

Transform your business with industry leading field service management software. ServiceBench has what you need to connect your entire network, simplify your processes and increase your productivity.

Service provider

Enterprise user



Your business. Connected.

Jhwzqj #wdwhg

Logging into Servicebench

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Sign in

ServiceBench ID

User ID

Password

Sign in

[Forgot password?](#)
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New to Servicebench? [Sign up to join](#)

1. ServiceBench ID is provided to you through your CE Warranty Department.
2. User ID Lower case = user
3. Temporary password = 5- Digit Zip Code.

Servicebench

Home Screen



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ServiceBench Main Menu

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Headline News

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Claim Status Explained

CLAIM STATUS TYPES	WHAT DOES THIS MEAN?
Saved Claim	A saved claim is a claim which has not been submitted yet. Either this claim has an error, or the dealer has entered the information and requires some assistance with the claim.
Submitted Claim	After entering all the information, the dealer submits the claim. Any submitted claim can be approved or rejected.
Approved Claim	A claim has been approved if all details provided are correct.
Review Claim 1 - Distributor Review 2 - Factory Review	A review claim will be reviewed by the distributor and then sent to factory for review. After reviewing the claim, it may be approved or rejected. If everything is correct, the claim may be approved. If something is incorrect in the claim it may be rejected.
Paid Claim	When a claim has been approved, the dealer's account may be credited within 2 business days.
Rejected/Reversed Claim	A claim can be rejected or reversed if wrong or incorrect details have been provided.

- Search by Claim ID
- Claims Main
- Saved Claims
- Submitted Claims
- Rejected Claims
- Approved Claims
- Export External Claims
- Input
 - Entitlement/Check Warranty**
- Returns
 - Return Request Qualification
 - Return Request Search
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- Processing
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News
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Always begin your claim with "Entitlement"
Choose **Claims** then **Entitlement/Check Warranty**

Headline News

[Click here for the full article](#)

Entitlement Search

Service Administrator	Carrier Corporation
Serial Number*	2215c09182
Model Number	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Phone	<input type="text"/>
Service Contract Number	<input type="text"/>

Check Entitlement

Install Date	<input type="text"/>
Application Type	Select Application Type <input type="button" value="v"/>

Enter only the **Serial Number** of the unit.

Then click **Search Entitlement** at the bottom left of the screen.

- If the **Serial Number** entered is valid. The correct **Model Number** will display.
- If the **Model Number** does not display, the **Serial Number** is either **invalid** or **not loaded**. If you have verified the serial number, you are entering is correct and are still having issues you will need to contact the warranty department for future assistance.
- If the **Owners Name** or **Address** do not appear, you will need to enter the **Install Date** of the unit and the **Application Type** to view the **Warranty Coverage**.

Entitlement Search

Service Administrator	Carrier Corporation
Serial Number*	2215C09182
 Model Number	577CNWB30060--TP
→ First Name	
→ Last Name	
☰ Phone	
☰ Service Contract Number	

If the serial number for the unit was registered or has had any warranty claims processed the information below will display.

****Warranty coverage is specific to install date and application type.****

Check Entitlement

☰ Install Date	
☰ Application Type	Select Application Type ▼

Registration Id:	<u>R234752287</u>
Product Name:	YAC 14 SEER R410A Mid-Tier G-Chassis
Model Number:	577CNWB30060--TP
Discrete Model Number:	
Serial Number:	2215C09182
Owners:	
Address:	
Phone:	
Manufactured Date:	05/28/2015
Shipped Date:	06/08/2015
Date Installed:	07/02/2015
Registration Date:	07/02/2015
Date Transferred:	

Registration Id:	R234752287
Product Name:	YAC 14 SEER R410A Mid-Tier G-Chassis
Model Number:	577CNWB30060--TP
Discrete Model Number:	
Serial Number:	2215C09182
Owner:	
Address:	
Phone:	
Manufactured Date:	05/28/2015
Shipped Date:	06/08/2015
Date Installed:	07/02/2015
Registration Date:	07/02/2015
Date Transferred:	
Warranty Policy Code:	CP128
Warranty Policy Description:	FOR SPECIFIC COVERAGE ON NON-REGISTERED UNITS INSTALLED IN OWNER OCCUPIED, (CERTIFICATE
Mark As:	
Sold to Distributor Name:	South East Distribution, Charlotte, LE
Sold to Distributor Number:	22134
Sold to Distributor City:	Charlotte
Sold to Distributor State:	NC
Replacement Of Model(s):	
Replacement Of Serial Number(s):	

Below you will see the warranty information and coverage listed for this unit.

Subsequent Owner – is other than the original owner.

Original Owner – is the original owner of the home at the time of the equipment registration.

WARRANTY

*****Warranty Claims Must Be Submitted Within 90 Days of the Repair Date***** Claims submitted beyond 90 days from the date of repair may be automatically rejected.

Warranty Information

Brand	Application Type	Original Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
ALL	Owner Occupied Residential	Subsequent	SPP Heat Exch Aluminized	15 years	01/01/2009	07/02/2015	07/02/2030
			SPP Heat Exch Stainless Steel	20 years			07/02/2035
			Exchange Product Warranty	30 days			08/01/2015
			Standard Parts Warranty	5 years			07/02/2020
Brand	Application Type	Original Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
ALL	Owner Occupied Residential	Original	SPP Heat Exch Aluminized	20 years	01/01/2009	07/02/2015	07/02/2035
			SPP Heat Exch Stainless Steel	40 years			07/02/2055
			Enhanced Parts Warranty	10 years			07/02/2025
			Exchange Product Warranty	30 days			08/01/2015

[Product History](#)

Entitlement Search

Service Administrator	Carrier Corporation
Serial Number*	<input type="text" value="2215C09182"/>
 Model Number	<input type="text" value="577CNWB30060--TP"/>
 First Name	<input type="text"/>
 Last Name	<input type="text"/>
 Phone	<input type="text"/>
 Service Contract Number	<input type="text"/>

Check Entitlement

 Install Date	<input type="text"/>
 Application Type	<input type="text" value="Select Application Type"/> 

If entitlement screen displays homeowner name, you can also check product history to see any previous claims have been filed against the unit serial.

To view **Product History** – Click **Product History**

Registration Id:	<u>R234752287</u>
Product Name:	YAC 14 SEER R410A Mid-Tier G-Chassis
Model Number:	577CNWB30060--TP
Discrete Model Number:	
Serial Number:	2215C09182

Product History View

If the unit serial has had any previous claims, the information will display.

If you are not the dealer that filed the claim, you will not see any further information.

* Click view entitlement to return to the entitlement page*

[View Entitlement](#)

Product History

Product Number: 577CNWB30060--TP Serial Number: 2215C09182 Service Administrator: CARRIER - Carrier Corporation

Claim History

	Service Provider Location	Claim Number	Reference Number	Claim Type	Status	Date Submitted	Amount Submitted	Date Approved	Am
	Griles Heating and Air Conditioning - 130352-22134	CRQ264XL6	CRQ264XL6	Warranty	Paid	02/18/2022		02/18/2022	
	Griles Heating and Air Conditioning - 130352-22134	CRN80G9CJ	CRN80G9CJ	Warranty	Paid	08/04/2020		08/04/2020	

Service History

Service Date	Claim Number	Customer Complaint	Service Explanation	Part Number	Part Quantity	Part Name
02/17/2022	CRQ264XL6		Removed and replaced faulty main control board	LH33WP009#RCD	1	CONTROL BOARD, IGNITER
06/04/2020	CRN80G9CJ		Replaced failed motor	HC 33GE 241#RCD P291-4054RS#RCD	1 1	MOTOR RUN CAP RND5 440V 40/5 MFD

Returns/Exchange History

Address:	1225 Ravenwood Drive Graham, NC 27253
Phone:	336-226-5146
Manufactured Date:	05/28/2015
Shipped Date:	06/08/2015
Date Installed:	07/02/2015
Registration Date:	07/02/2015
Date Transferred:	
Warranty Policy Code:	CP128
Warranty Policy Description:	FOR SPECIFIC COVERAGE ON NON-REGISTERED UNITS INSTALLED IN OWNER OCCUPIED, NON-OWNER OCCUPIED A CERTIFICATE
Mark As:	
Sold to Distributor Name:	South East Distribution, Charlotte, LE
Sold to Distributor Number:	22134
Sold to Distributor City:	Charlotte
Sold to Distributor State:	NC
Replacement Of Model(s):	
Replacement Of Serial Number(s):	

Validate the unit is in warranty, by viewing the coverage under **Original** or **Subsequent** equipment owner description.

If unit is under warranty, Click on **Start New Claim**.

This will bring over all the information from entitlement into the claim for you.

Warranty Claims Must Be Submitted Within 90 Days of the Repair Date Claims submitted beyond 90 days from the date of repair may be automatically rejected.

Warranty Information

Brand	Application Type	Original Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
ALL	Owner Occupied Residential	Subsequent	SPP Heat Exch Aluminized	15 years	01/01/2009	07/02/2015	07/02/2030
			SPP Heat Exch Stainless Steel	20 years			07/02/2035
			Exchange Product Warranty	30 days			08/01/2015
			Standard Parts Warranty	5 years			07/02/2020
Brand	Application Type	Original Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
ALL	Owner Occupied Residential	Original	SPP Heat Exch Aluminized	20 years	01/01/2009	07/02/2015	07/02/2035
			SPP Heat Exch Stainless Steel	40 years			07/02/2055
			Enhanced Parts Warranty	10 years			07/02/2025
			Exchange Product Warranty	30 days			08/01/2015



[Search Entitlement](#)
[Start New Claim](#)
[Change Service Administrator](#)

Reference Number – PO # or Job Name or Invoice # - Something unique to alleviate duplicate reference #s, You can also leave blank, and the system will default with the claim number. Information entered in the reference number box displays on your CE credit invoice.

Warranty Type – Choose Warranty Type from drop down menu

Enter Install Date – If unknown, use the day after the ship date or a date within 3 months after the ship date. Date cannot be changed once entered. If corrections are needed contact your local warranty department.

Warranty Claim

<p>130352-22134 - Griles Heating and Air Conditioning 107 North 7th Street Mebane, NC 27302 UNITED STATES 919-563-2786</p>		Claim Number	
		Account Number	130352-22134
		Created By	System
		Claim Status	New
		Claim Date	09/28/2022
		Claim Submitted Date	
		Amount Approved	
Approval Code *	Approval Text		
Manufacturer	CARRIER - Carrier Corporation		
Dealer	493903258 - Griles Heating and Air Conditioning	Dealer Location	[REDACTED]
Distributor		Distributor Location	▼
Reference Number	INV3788063	Additional Reference Number	
Model Number*	577CNWB30060--TP	<input type="checkbox"/> Competitive Equipment	
Serial Number	2215C09182	<input type="checkbox"/> Stock Unit	
Warranty Type *	Standard Warranty ▼	Unit Installed/Startup Date	07/02/2015
**** Hit the SAVE key to auto populate the unit registration information			

Equipment Installation Information will pre-populate if the unit has been registered or a previous claim has been filed.
If unit is not registered or ever had a warranty claim, you will need to enter in the installation information.
If the Owner of the equipment is not a company, **Leave the Company Name Blank.**
Equipment information installation - **IS NOT** the dealer's information, it is where the equipment is installed

Enter **Homeowner's** First name – Last name
Enter **Homeowner's** Street Address (not a PO Box)
Enter City, State and Zip Code

Application Type – select from drop down menu
Original Equipment Owner – select **YES** from the drop-down menu
(Selecting **NO** means **subsequent owner** which can change the warranty coverage, causing your claim to reject)

EQUIPMENT INSTALLATION INFORMATION			
Equipment Owner Company Name	<input type="text"/>		
Installation Owner First Name	<input type="text"/>	Installation Owner Last Name	<input type="text"/>
Installation Address*	<input type="text"/>	Address Line 2	<input type="text"/>
City, State/Province, Postal Code*	<input type="text"/>		
Country *	<input type="text"/>		
Email	<input type="text"/>		
Phone 1	<input type="text"/>	Phone 2	<input type="text"/>
Application Type	Owner Occupied Residential	Original Equipment Owner	YES ▾

Repair Date must be **within 60 days** of the **Failed Date**

Claim Date must be within **90** days of the **Repair Date**

Ideally it is best to submit claims no greater than 30 days from the repair date to allow time for any corrections.

Claims submitted over 90 days will automatically reject for late time frame submission and will not be approved.

Standard & Service Part Claims require **Failed** and **Repair Dates** only in the **Service Detail Section**.

**** Note credit card payment, only select if you paid for the part with a credit card and are requesting the credit back to your card, rather than your CE account. ****

Unit Exchange Claims require :

Failed and Repair Dates (service Detail Section)
Replacement **Model, Serial, and Invoice Number**

Service Detail Information			
Fail Date*	9/19/22	Repair Date *	9/22/22
Optional Contract Number			
Bulletin/Authorization Number		<input type="checkbox"/> Credit Card Payment	
***** If the unit has been replaced fill in the New Model and Serial fields			
Replacement Model Number		Replacement Serial Number	
Replacement Invoice Number		Replacement Unit Price	
Replacement Disposition		Replacement Mark Up	
Replacement Approved Amount		Requested Replacement Amount	
Number of Part Lines	1		

Parts Lines:

1. Causal Part – check the part that “caused” the repair to be needed, if more than one part is being claimed, selection of the causal part should be checked only once for the more labor- intensive part to change out.
2. Enter the Failed Part quantity
3. Enter the Failed Part number
4. Enter the Failed Part serial – only for serialized products – format must be correct (example compressors require failed and replaced serial numbers)
5. Enter the Failed Part install date – *only applies to service part warranty type claim
6. Enter the Replaced Part quantity
7. Enter the Replaced Part number – retrieve from your CE invoice/order, you may also use the magnifying glass to look up the part number – choose the part number with #RCD. Part number entered must be same as part billed
8. Enter the Replacement Part serial number – only serialized products – format must be correct
9. Enter the Replaced Part invoice number – numbers before the dash

 Causal Part	Failed Part Quantity	Failed Part Number	Failed Part Serial Number	Failed Part Install Date	 Competitor Part	Replaced Part Quantity	Replaced Part Number	Replaced Part Description	Replaced Part Serial Number	Replaced Part Invoice Number	Part Disposition	Unit Price	Part Mark Up	Part Price Extended
1 <input type="checkbox"/>	<input type="text" value="2"/>	<input type="text" value="3"/>	<input type="text" value="4"/>	<input type="text" value="5"/>	<input type="checkbox"/>	<input type="text" value="6"/>	 <input type="text" value="7"/>	<input type="text" value="8"/>	<input type="text" value="9"/>	<input type="text" value="10"/>				
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	 <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	 <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	 <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				

Diagnosis

This information is mandatory by the factory

Describe the following in the box provided

Why was the service call made? - What was found to be wrong? - What was done to repair the unit?

If multiple repairs on the unit, note the reasons in the **NEW COMMENT** box at the very bottom of the claim.

Click **Save** to enable the system to auto-populate the appropriate Component Code
a pop-up will appear if there are errors, corrections must be made, or claim could reject

Quality Information			
Model Location	<input type="text"/>	Furnace Orientation	<input type="text"/>
Gas Furnace Fuel	<input type="text"/>		
Labor Repair Type *	NO DOA LABOR	Component Code *	
Diagnosis * Why was the service call made? What was found to be wrong? What was done to repair unit or correct problem? Found indoor blower motor would not start replaced motor system operational			

Defect Code – Prior to choosing your Defect Code – Hit Save

This will narrow down the defect codes to choose from based off the causal part selection

Model Location	<input type="text"/>
Gas Furnace Fuel	<input type="text"/>
Labor Repair Type *	NO DOA LABOR <input type="text"/>
Diagnosis * Why was the service call made? What was found to be wrong? What was done to repair unit or correct problem?	<input type="text" value="Found indoor blower motor would not start replaced motor system operational"/>
Defect Code *	<input type="text"/>

Select the proper Defect Code according to the choses offered.

Defect Code * M110 - Won't Start

Item

Total Parts

Labor Hours

Labor Rate

Labor Amount

Tax Amount(For U.S Claims Only)

Freight Amount

Lbs. Refrigerant

Refrigerant Price per lb.

Refrigerant Amount

Service Materials Amount

Drive-Up Time

Drive-Up Amount

Diagnostic Hours

Diagnostic Amount

Admin Allowance Amount

Handling Fee

Click SAVE to save a draft of the claim. Click Submit to process the claim.

HoldB NO

New Comment Internal

New - Same Customer New - Same Repair **Save** Delete Claim Submit Save Comment Print

Click **Save** – this is your final review – claim cannot be edited after submitting

Causal Part	Failed Part Quantity	Failed Part Number	Failed Part Serial Number	Failed Part Install Date	Competitor Part	Replaced Part Quantity	Replaced Part Number	Replaced Part
<input checked="" type="checkbox"/>	1	HD44AR253			<input type="checkbox"/>	1	HD44AR253	MO
<input type="checkbox"/>					<input type="checkbox"/>			

Quality Information

Model Location

Gas Furnace Fuel

Labor Repair Type *

Diagnosis *
Why was the service call made?
What was found to be wrong?
What was done to repair unit or correct problem?

Defect Code *

A box will pop up letting you know if the claim has been **Approved, Rejected, Distributor or Manufacture's Review**

If the claim has been rejected, Service Bench will give the reason for rejection.

Contact the warranty dept. for assistance.

The screenshot shows a web browser window with a Service Bench notification pop-up. The pop-up text reads: "www.servicebench.com says Claim Number: CRQ9C17HY has been approved." with an "OK" button. Below the pop-up, a table displays claim details. A red box highlights the "CLAIM #" column, and another red box highlights the "Approved" status. Below the table, there are form fields for "Plan Type", "Dealer Location", "Distributor Location", and "Additional Reference Number", along with checkboxes for "Competitive Equipment" and "Stock Unit".

Claim Number	CRQ9C17HY
Account Number	
Created By	Natasha Taylor
Claim Status	Approved
Claim Date	09/28/2022
Claim Submitted Date	09/28/2022
Amount Approved	
Date Approved	09/28/2022

Plan Type: *****

Dealer Location: [Redacted]

Distributor Location: [Redacted]

Additional Reference Number: [Redacted]

Competitive Equipment

Stock Unit

- Unless specifically included in a special plan, the standard residential product warranty **does not** include the following items:
 - Cosmetic Parts (ex Carrier oval, Grills, wrappers etc.)
 - Refrigerant
 - Fuses
 - Belts
 - Paint
 - Brackets
 - Screws, nuts and bolts
 - Panels and sheet metal (with the exception of functional or safety related sheet metal parts)
 - Gaskets
 - Pulleys
 - Grommets
 - Maintenance items.

The Company also is **NOT** responsible for the following items:

- Normal maintenance as outlined in the installation and servicing instructions or owner's manual.
- Damage or repairs required as a consequence of faulty installation or application.
- Damage or repairs needed as a consequence of shipping.
- Damage or repairs needed as a consequence of improper start up or commissioning process.

Residential Dead on Arrival (DOA)

The DOA Program is a Company sponsored program, not a warranty program. The program is

- Intended to provide relief to the channel and customers in the first 30 days in the event that the failure was caused by a manufacturing defect
- Not intended to cover poor installations or misapplications.
- Not applicable for any unit change out claims.
- Not applicable for any service part claims.
- Not applicable for residential units installed in commercial applications

Eligibility: To be eligible for this program, an original component must fail within 30 days of the initial start-up/installation in the finished goods equipment.

Compensation Allowances:

Compensation will be based on program allowance amounts.

Repair Type Description	CBP Program Allowance
DOA Minor Component	\$ 37.50
DOA Leak Repair Tubing	\$ 325.00
DOA Leak Repair Valves	\$ 325.00
DOA Leak Repair Coil 1 – 5 Tons	\$ 325.00
DOA Compressor A/C HP SPP 1-5 Tons	\$ 325.00
DOA Primary Heat Exchanger	\$ 325.00
DOA Secondary Heat Exchanger	\$ 325.00
DOA SPP Heat Exchanger Aluminized Steel	\$ 325.00
DOA SPP Heat Exchanger Stainless Steel	\$ 325.00

Key Points for Service Part Claim on a Unit out of Warranty

- A base unit model and serial number is always required on service part claims, even if the unit is not Carrier, Bryant or Payne equipment. (selection of competitive equipment will need to be checked in this situation only)
- Service part warranty is 2 years from the purchase date on Factory Authorized parts only. 1 year on compressors, 2 years on semi-hermetic Carlyle compressors only.
- Enter the failed part and replacement part information. The magnifying glass look-up tool is available for assistance. Serial numbers are required for compressors. (you must enter in the failed part install date in the box on the line item)
- **A failed part install date is required for a service part claims only**
- Note – requires entry of your replacement part invoice #
- Indicate the selection of the causal part by putting a check in the box
- **Leave the Labor Repair Type set to No DOA Labor,**
- **DOA labor is not applicable on warranty service part claims**
- Provide a complete description of service performed. This is critical information necessary to process the claim.
- Hit SAVE – to enable the system to auto-populate the appropriate Component Code
- Select the appropriate defect code
- At this point, the system will also identify any problems with your submittal data
- Make any necessary corrections
- HIT SUBMIT

Warranty Assistance

For warranty Assistance Please contact your regional warranty support:

Southeast Region- se.warranty@carrierenterprise.com or 866-542-4822 Option 4

Mid Atlantic Region – ma.warranty@carrierenterprise.com or 866-902-4822 Option 4

Northeast Region – ne.warranty@carrierenterprise.com or 800-973-3345 Option 4

Florida Region – fl.warranty@carrierenterprise.com or 888-827-3352 Option 4 then 2

Mid South Region – ms.warranty@carrierenterprise.com or 800-264-2512 Option 4

South Central Region – sc.warranty@carrierenterprise.com or 800-486-0550 Option 5

South Texas Region – stx.warranty@carrierenterprise.com or 877-574-0172 Option 4

CPD Region – cp.warranty@carrierenterprise.com or 800-779-8299 Option 4