



WARRANTY CLAIM REQUEST

Reference no.

Date: _____ (dd/mm/yyyy)

Contractor	Account no.
Contact person or return requested by	
Address	
City	Province
Postal code	Office Phone

Returned products shipped to:
(specify branch)

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Master Contact

1st PART *

RMRT # :

Owner	Address	City
Province	Postal code	Phone
INFORMATION ABOUT UNIT		
Model no.	Serial no.	Start-up date
		Original invoice # **
INFORMATION ABOUT RETURNED PART		
Defective part no.	Serial no. and/or date code	Defect date
		Replac. date
Purchase invoice no. (replacement)	Defective product serial no.	
Replacement product serial no.	Explanation of defect	

2nd PART *

RMRT # :

Owner	Address	City
Province	Postal code	Phone
INFORMATION ABOUT UNIT		
Model no.	Serial no.	Start-up date
		Original invoice # **
INFORMATION ABOUT RETURNED PART		
Defective part no.	Serial no. and/or date code	Defect date
		Replac. date
Purchase invoice no. (replacement)	Defective product serial no.	
Replacement product serial no.	Explanation of defect	

RETURN OF UNUSED MERCHANDISE AND EMPTY CYLINDERS

OTHER	Qty	Product no.	Description	Invoice No.	Date purchased	Reason for return

* Each part under warranty must be returned within 90 days, with the exception of WaterFurnace, for which the delay is 30 days.

** Without an invoice, you must supply proof of start-up.

IMPORTANT: No returns allowed for new electronic parts if they are not in the original packaging.

SEE CONDITIONS AND DEFECT REASONS ON BACK

If you need additional copies, contact your branch

CONDITIONS

IMPORTANT:

A credit will be issued under specific conditions that the manufacturer accepts the return of the defective parts, under the terms of his warranty.

All electronic service parts such as module, control, etc, will not be accepted as a non-required return.

CHARGES:

- All non-required parts and equipment must be returned for credit in a maximum delay of 30 days after purchase.
Items may be subject to a return fee of 20 % if returned more than 30 days after purchase.
- All parts under warranty must be returned for credit no later than 90 days after the expedition of its replacement,
with the exception of WaterFurnace whose warranty delay is 30 days.
- All returns must be accompanied with the return form duly completed, if not followed, a 50\$ administration fee will be charged
for retrieving the original invoice and this will cause a delay in issuing the credit.

DEFECT REASONS

Electrical Components

- | | |
|----------------------|-------------------|
| • Open circuit | • Shorted circuit |
| • Grounded circuit | • Locked Rotor |
| • No pump | • Noisy |
| • High AMP draws | • Hard start |
| • Low voltage/Spike | • Miss wired |
| • Not connected | • Seized bearing |
| • Out of calibration | • Loose |
| • Odor | |

Mechanical Components

- | | |
|--------------|---------------|
| • Noisy | • Loose |
| • Misaligned | • Water noise |
| • Water leak | • Air noise |
| • Odor | |

Hermetic Components

- | | |
|--------------------|--------------------|
| • Refrigerant leak | • Restriction |
| • Crimped/Pinched | • Excess vibration |