



# WARRANTYEASE®

## USA Residential Claims Form

Claims must be submitted within 60 days of equipment repair. Visit [www.HVACCoverageVerification.com](http://www.HVACCoverageVerification.com) to verify coverage.

Claims must be submitted within 60 days of equipment repair and require a copy of the customer work order with customer signature. If claiming *Out of Warranty Parts*, your claim also requires a copy of the receipt for parts. Avoid claims delays by promptly submitting your claim requests and documents. Claims will not be processed until all required information is received.

Claims Submission Date: \_\_\_\_\_ Default \_\_\_\_\_ (Date claim is received by AIG or postmarked via US mail.)

Items in **bold** are required.

### Claim Information

Invoice Date: \_\_\_\_\_ Dealer Invoice #: \_\_\_\_\_ Contract Number: \_\_\_\_\_

Date of Failure: \_\_\_\_\_ Date of Service: \_\_\_\_\_ Date of Most Recent Maintenance: \_\_\_\_\_

Model #: \_\_\_\_\_ Serial #: \_\_\_\_\_

Complaint/Work Performed: \_\_\_\_\_

### Servicer Information

Servicer Name: \_\_\_\_\_ Serving Tech: \_\_\_\_\_

Phone: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

### Customer Information

Equipment Owner: \_\_\_\_\_ Phone: \_\_\_\_\_  
(Company Contact) (First) (Last)

Installation Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

### Reimbursement Schedule

Multiple repair codes: Pays single highest repair cost at 100%, second repair at 75%, and any additional repairs at 50%.  
Companion repairs (part of the same failure): Pays one labor charge and one part allowance.  
Only one part allowance is paid per claim.

| Repair Code | Type of Labor Repair   | Plan 1            | Plan 2   |
|-------------|--|-------------------|----------|
|             |  | Trip/Service Call | \$40.00  |
|             | Part Allowance   | \$25.00           | \$25.00  |
| Repair Code | Type of Labor Repair   | Labor Repair Rate |          |
| A           | Replacement of electrical or mechanical components such as all circuit boards, all relays, water relief valve, thermocouple, thermostat, condenser fan blade, fan limit switch, door switch, control transformer. Water Heater: pressure relief valve, heating element-upper or lower, drain valve (cock), igniter, pilot tube assembly. Tankless Water Heater: P.C. board kit, water flow servo & sensor kit, bypass-servo assembly, surge protector, blower motor, manifold assembly-a (lpg), manifold assembly-a (nat. g), thermistor, electrode kit, flame rod kit. Boiler: flame sensor, aquastat, igniter, flue damper, low water cut-off, safety / pressure / mixing valve. | \$78.75           | \$112.50 |
| B           | Replacement of electrical or mechanical components such as blower motor, blower wheel, condenser fan motor, condenser fan blade & motor, heater package and heat strips, gas valve, fuel pump, burner ignition transformer, oil burner motor. Water Heater: burner assembly, gas valve, heating elements (both) upper and lower, dip tube, anode rod. Tankless Water Heater: gas control assembly kit. Boiler: repairs to items in piping system i.e. burner, gas valve, circulator and gaskets, motor replacements.   | \$122.50          | \$175.00 |
| C           | Replacement of electrical or mechanical components such as shaft and bearings, gas burners, blower motor assembly, variable speed blower motor, variable speed module. Water Heater: (tank) all models and types up to 50 gallons.   | \$157.50          | \$225.00 |
| D           | Minor repairs to sealed system such as TXV, factory joint leaks, refrigeration pressure switch, service valve. (Repair code includes leak search, refrigerant recovery time, refrigerant replacement, and dryer) Water Heater: (tank) all models and types over 50 gallons. Tankless Water Heater: heat exchanger assembly kit, thermal fuse harness. Boiler: major repairs such as heat exchanger or tank replacement.  | \$245.00          | \$350.00 |
| E           | Major repairs to sealed system such as heat exchanger, compressor, reversing valve, condenser/evaporator coil replacement, accumulator or muffler. (Repair code includes leak search, refrigerant recovery time, refrigerant replacement, and dryer).  | \$385.00          | \$550.00 |

Trip/Service Call \$ \_\_\_\_\_

Not applicable for Labor Only → Part Allowance \$ \_\_\_\_\_

A receipt for parts is required if you enter a value in this field → Cost of Parts Out of Warranty \$ \_\_\_\_\_

Single Highest Repair Code \_\_\_\_\_ Repair Rate \$ \_\_\_\_\_ x 100% = \$ \_\_\_\_\_

Second Repair Code \_\_\_\_\_ Repair Rate \$ \_\_\_\_\_ x 75% = \$ \_\_\_\_\_

Additional Repair Code \_\_\_\_\_ Repair Rate \$ \_\_\_\_\_ x 50% = \$ \_\_\_\_\_

If Applicable, Sales Tax at \_\_\_\_\_ % \$ \_\_\_\_\_

Total Due \$

**Please fax this completed form and supporting documentation to AIG at 866-244-0156**

Alternative Submission Options: Mail, fax or email 1) this completed form, 2) customer work order w/ customer signature, and if applicable 3) receipt for parts to AIG Attention HVAC Claims • 650 Missouri Ave • Jeffersonville, IN 47130 • (t) 888-257-0913 • (f) 866-244-0156 • [HVACClaims@sndirect.com](mailto:HVACClaims@sndirect.com)