



WARRANTY CLAIM FORM

SYSTEM INFORMATION

OUTDOOR UNIT MODEL NUMBER	*OUTDOOR SERIAL NUMBER	OUTDOOR UNIT INSTALLATION DATE (MM/DD/YY)	PART FAILURE DATE (MM/DD/YY)
INDOOR UNIT MODEL NUMBER	*INDOOR SERIAL NUMBER	INDOOR UNIT INSTALLATION DATE (MM/DD/YY)	PART FAILURE DATE (MM/DD/YY)
OUTDOOR UNIT MODEL NUMBER	*OUTDOOR SERIAL NUMBER	INDOOR COIL INSTALLATION DATE (MM/DD/YY)	PART FAILURE DATE (MM/DD/YY)

PART INFORMATION

FAILED PART NUMBER	REPLACEMENT PART NUMBER	*UNIT SERIAL NUMBER	UNIT INSTALLATION DATE (MM/DD/YY)	
FAILED COMPRESSOR SERIAL NUMBER	REPLACEMENT COMPRESSOR SERIAL NUMBER	DEBIT MEMO NO.	COMPONENT CODE	REASON CODE
FIELD SCRAP	SHELF STOCK	FAILURE DETAIL/COMMENTS EE SPECIFIC	(SEE BACK FOR LISTING)	

FACTORY NOTIFIED		DATE NOTIFIED	PERSON CONTACTED
YES	NO		

SALES INFORMATION

DISTRIBUTOR	DEALER	OWNER
NAME Monroe Equipment	NAME	NAME
ADDRESS N50 W13941 Overview Drive		ADDRESS
CITY, STATE, ZIP Menomonee Falls, WI 53051		CITY, STATE, ZIP
PHONE 800-242-9398		PHONE
SUBMITTED BY		DATE

COMPANY USE

WARRANTY MANAGER	
APPROVED	DATE
WARRANTY DEPARTMENT	
APPROVED	DATE

INSTRUCTIONS ON REVERSE SIDE OF FORM

*IF THE SERIAL NUMBER CANNOT BE VALIDATED, A PHOTOGRAPH OR PHOTO COPY OF THE RATING PLACE MAY BE REQUIRED

ATTENTION

Please read the following instructions for completing the warranty form to assure prompt action.

Labor Allowance will be paid in accordance with the published Labor Concession Procedures where applicable. All Claims must be accompanied by supportive documentation such as invoice copies, photographs, etc.

All Claims must be received within 60 days of the date when the corrective work was performed.

A. UNIT DATE

1. Unit Model Number
2. Unit Serial Number*
3. Unit Installation Date
4. Part's Failure Date

B. PART DATE

1. Failed Part Number
2. Replacement Part Number
3. Part Description
4. Failed Compressor Serial Number* (only if it is the failed part)
5. Replacement Compressor Serial Number
6. Component Code (see list)
7. Reason Code (see list)
8. Shelf-Stock Part from Distributor
9. Failure Detail/Comments
10. Describe Work Performed to repair unit/part
11. Was Technical Department notified about the problem?
12. Date Notified
13. Person Contacted in Technical Department
14. Allied Tech Service Case Number

C. SALES DATA

1. Distributor's Name, Address, Telephone
2. Dealer's Name, Address, Telephone
3. Owner's Name, Address
4. Submitted BY – Signed and Dated by Distributors Rep.

COMPANY USE

1. Technical Service Manger's approval required to field scrap
2. Completed by Warranty Department Mgr.

*If Serial Number cannot be validated, a photograph of the Rating Plate may be required.

COMPONENT

ELECTRICAL

110	BLOCKED FLUE SWITCH	540	CHECK VALVE
120	BLOWER DOOR SWITCH	550	DRIER OR STRAINER
125	BLOWER CONTROL BOARDS	560	EXPANSIVE VALVE
130	CAPACITOR	570	FIELD SERVICE VALVE
140	CIRCUIT BREAKER	580	FIELD REFRIGERANT COIL
150	COMBUSTION AIR PROVE SWITCH	590	LIQUID LINE
160	COMBUSTION BLOWER RELAY	600	MUFFLER
170	COMPRESSOR	610	OUTDOOR REFRIG. COIL
180	CONTACTOR	620	PROCESS TUBE
190	CRANKCASE HEATER	630	REVERSING VALVE
200	CRANKCASE HEATER SWITCH	640	SUCTION LINE
210	DE-ICE CONTROL	650	COOLING CHASSIS
220	FAN AND/OR LIMIT SWITCH	699	OTHER-Provide Detailed Desc.
255	CONTROL-BLOWER CONTROL		
230	FAN RELAY		
235	TIME DELAY RELAY		
240	FLAME DETECTOR		
250	FLAME SWITCH		
260	HEAT ELEMENT		
270	IMPEDANCE RELAY		
280	MOTOR		
290	MOTOR SWITCHING RELAY		
300	OIL BURNER TRANSFORMER		
310	PRESSURE SWITCH RELAY		
320	PROTECTOR RELAY		
330	PURGE RELAY		
340	REVERSING VALVE RELAY		
350	REVERSING VALVE SOLENOID		
360	SAIL SWITCH		
370	SENSOR		
380	SEQUENCER		
390	SPARK IGNITION CONTROL		
400	SUB-BASE		
410	TERMINAL BLOCK OR BOARD		
420	TERMINAL LINK/MICRO DEVICE		
430	THERMOSTAT		
440	THERMOSTAT TUBE		
450	TRANSFORMER		
460	TRANSFORMER RELAY		
470	DRAFT BLOWER PANELS		
490	IGNITER – HOT SURFACE		
495	DRAIN ASSY		

HERMETIC

500	ACCUMULATOR
510	AERO QUIP COUPLING
520	CAPILLARY TUBES
530	CHECK VALVE

REASON CODE

AA	BLOWN TERMINALS	AX	SHORTED OR BURNT
AB	BURNOUT	AY	SPLIT SEAM
AC	CRACK	AZ	STUCK
AE	DOES NOT PUMP	BA	VIBRATION
AF	FLAME LIFTING	BB	WILL NOT OPERATE
AG	GROUNDED	BC	WILL NOT REGULATE
AH	ICING	BD	WILL NOT REVERSE
AI	INCORRECT	BE	WILL NOT SPARK
AJ	KICKS OUT	BF	WEAK SPARK
AK	LEAK AIR	BG	WILL NOT SHUT OFF
AL	LEAK FREON	BH	WINDING OPEN
AM	LEAK OIL	BI	WRONG SETTING
AN	LEAK WATER	BJ	WRONG SIZE
AO	LOCK ROTOR	BM	LEAKS GAS
AP	MIS-ALIGNMENT	BN	OVERHEAT
AQ	MIS-WIRED	BS	BAD BEARING
AR	NOISY RESTRICTION	BT	LOCKS OUT
AS	OPEN WELD	BU	WILL NOT CLOSE
AT	SHORTED OR BURNT	IN	INSPECTION
AU	OUT OF BALANCE	ZZ	OTHER – Provide Detail Desc.
AV	PILOT INOPERATIVE		
AW	RUST/CORROSION		

MECHANICAL

700	BEARING
710	BELT
720	BLAST TUBE
730	BLOWER PULLEY
740	BLOWER WHEEL
750	BURNER ORIFICE
760	CONDENSATE DRAIN PAN
765	CARTON PACK
770	END CONE
780	EXPANSION VALVE DIST.
790	FAN BLADE
800	FLUE DAMPER
810	FLUE PIPE
820	FUEL PUMP
830	GAS BURNER
840	GAS VALVE
850	HEAT EXCHANGER
860	LIGHTER TUBE
870	LIGHTER TUBE ORIFICE
880	MANIFOLD
890	MOTOR PULLEY
900	NOZZLE
910	OIL BURNER
920	OIL BURNER ELECTRODE
930	PILOT ASSEMBLY
940	PILOT ELECTRODE
950	PILOT ORIFICE
960	PUMP COUPLING
970	SHAFT
980	THERMOCOUPLE
990	COMBUSTION CHAMBER
990	BULLETIN NOTICE (BUILT #)