

WARRANTY CLAIM FORM

For **Goodman® Brand Units** mail to:
Goodman Manufacturing Company, L.P.
Warranty Administration
7401 Security Way
Houston, Texas 77040

For **Amana® Brand Units** mail to:
Goodman Company, L.P.
Warranty Administration
1810 Wilson Parkway
Fayetteville, Tennessee 37334

Press Firmly, Bear Down

IMPORTANT!! INFORMATION REQUIRED IN SECTIONS 1 THROUGH 9 MUST BE FILLED OUT COMPLETELY AND ACCURATELY. INCOMPLETE CLAIMS CANNOT BE PROCESSED AND REIMBURSEMENTS WILL BE DELAYED.

Check One: ☐ Product Warranty ☐ Extended Warranty ☐ Part Warranty ☐ Special Labor Allowance

1	MONTH	DAY	YEAR
DATE INSTALLED			
DATE OF SERVICE			
2	MODEL NUMBER		
SERIAL NUMBER			
(OUTDOOR) MODEL NUMBER			
(OUTDOOR) SERIAL NUMBER			
5	DISTRIBUTOR NAME		
NUMBER			

3	SERVICE CONTRACTOR		
ADDRESS			
CITY		STATE	
ZIP			
CONTRACTOR NUMBER			
4	CUSTOMER NAME		
ADDRESS			
CITY		STATE	
ZIP			
AREA CODE		PHONE NUMBER	
6	PROJECT CODE / SPECIAL AUTHORIZATION NO.		**COMPONENT CAUSE CODES
		COMPONENT	CAUSE

7	PARTS AND MATERIALS				
FAILED PART NO.		REPLACEMENT PART NUMBER	DESCRIPTION	QTY.	CREDIT/REPLACE
COMPRESSOR / MOTOR		FAILED SERIAL	NEW SERIAL		
8	REASON FOR FAILURE		9	SERVICE PERFORMED	

10	EXTENDED SERVICE CONTRACT NO.		EXPIRATION DATE		
11	PARTS SOURCE		12	SPECIAL LABOR ALLOWANCE	
* PARTS PURCHASE INVOICE NO.		CREDIT/CHECK AMOUNT			
CREDIT MEMO		UNIT REPLACEMENT AMOUNT			
PRF/DEBIT NO.		MILEAGE/CARTAGE			

13	Factory Use Only

I HEREBY CERTIFY THE SERVICE SHOWN HAS BEEN PERFORMED AND PURCHASE DATE VERIFIED.		
14	SERVICE TECHNICIAN SIGNATURE X	DATE
15	DISTRIBUTOR/BRANCH SIGNATURE X	DATE

* SERVICERS MUST PROVIDE COPY OF PARTS INVOICE

** SEE REVERSE FOR COMPONENT/CAUSE CODES

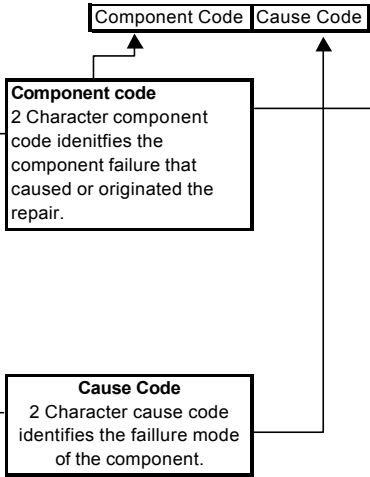
COPY 1 / PART REIMBURSEMENT - SEND TO DISTRIBUTOR/VENDOR WHERE PARTS WERE PURCHASED

COMPONENT CAUSE CODES

Sealed System	
CC	Condenser Coil
EC	Evaporator Coil
CD	Capillary/Distributor
DR	Filter/Dryer
VC	Valve, Check
VE	Valve, Expansion
VR	Valve, Reversing
VS	Valve, Service
RT	Refrigerant Tubing
OR	Other Refrig. Components
AJ	Adjust
BD	Bent/Dented
CM	Condensation/Moisture
CR	Corrosion
OC	Will not Open/Close
OD	Odor
LK	Leak or Broken
RS	Restricted
RV	Rub/Vibration Damage
ST	Stuck/Sticking
SJ	Solder Joint Leak/Crack
SL	Slab Leak
TL	Tubing Leak

Electrical Components	
CN	Controls
EL	Elements/Heaters
SL	Switches/Limits
IG	Igniter
TH	Thermostat
MC	Misc. Electrical
VG	Valve, Gas
VL	Valves
WH	Wire Harness
AJ	Adjust
BS	Burnt/Shorted
ET	Electrical Terminals
LK	Leak
LL	Lock Out/Lock up
OC	Will not Open/Close
SF	Seal Failure
ST	Stuck/Sticking

Gas Furnace	
HX	Heat Exchanger
BR	Burner/Pilot
RC	Recoup Coil/Cover
CR	Corrosion/Rust
CS	Cracked
SO	Sooted
LK	Leak
NO	NOx Rods



Compressor/Motors	
CP	Compressor
EM	Evaporator Motor
CM	Condenser Motor
ID	Induced Draft Blower
OM	Other Motors
BS	Burnt/Shorted
ET	Terminals
GS	Green Slime (K1 Scrolls only)
LK	Leak
MW	Motor leads/wire
NS	Noise
ST	Stuck/Sticking (locked rotor)
VB	Vibration
VL	Valves

Non-Electrical	
FB	Fan/Blower
IN	Insulation
MC	Miscellaneous
NM	Non-Metal Parts
SM	Sheet Metal Parts
AJ	Adjust
CR	Corrosion/Rust
LO	Loose/Torn
NS	Noise
CS	Cracked
LK	Leak
ST	Stuck/Sticking
VB	Vibration

Procedures for Completing Warranty Claim Form

- 1 Sections 1 through 9 must be filled out completely and accurately to prevent claim rejection and processing delays.
- 2 Warranty Type Check Boxes
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 - b. Extended Warranty; if the product is covered by a Goodman extended service policy (Asure or Goodcare) check the box and enter the contract number and expiration date in section 10.
 - c. Part Warranty; replacement parts purchased by the customer for product no longer covered by the standard product warranty are covered by a 1 year replacement part warranty. Check this box if replacement part is within the 1 year part warranty. Must provide customer proof of purchase.
 - d. Special Labor Allowance; Check this box for any labor request that does not fall under the normal product warranty or extended service policy as described above. Includes DOA, concessions and special programs offered via Service Bulletins. Subject to policies outlined in Distributor Service Policy book.
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- 5 Section 6, Component/Cause Codes; using the claim coding table on the back of this claim form select the Component & Cause Codes that best describes the root cause of this repair. Enter the two – two character codes in the fields provided.
- 6 Section 7, Parts & Materials; the refrigerant drier must be replaced and the part number listed on all sealed system claims where the system is opened to the atmosphere or refrigerant system parts are replaced. Failure to replace the filter drier will result in rejection of any applicable labor reimbursement.
- 7 Section 10, Extended Service Contract No & Expiration Date; if the product is covered by an Asure or Goodcare extended service policy, servicer must list the contract number and expiration date in the fields provided.
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- 9 Section 12, Special Labor Allowance; distributor, if you are requesting a labor allowance or DOA enter the amount requested (per published DOA guidelines) in the Check/Credit Amount field (requires distributor signature). If replacing a unit, enter the unit amount in the unit Replacement Amount field and enter the replacement Model & Serial numbers in section 7. Amana unit credits will be issued at the distributors cost for the replacement unit. Some products with full warranties provide for a cartage allowance, if applicable enter the cartage allowance in the space provided.
- 10 Section 13, Factory Use Only; branch or regional service manager use this space to provide authorization and instructions for processing claims outside of standard warranty policy.

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Check One: ☐ Product Warranty ☐ Extended Warranty ☐ Part Warranty ☐ Special Labor Allowance				
1 MONTH DAY YEAR		3 SERVICE CONTRACTOR		
DATE INSTALLED		ADDRESS		
DATE OF SERVICE		CITY STATE ZIP		
2 MODEL NUMBER		CONTRACTOR NUMBER		
SERIAL NUMBER		4 CUSTOMER NAME		
(OUTDOOR) MODEL NUMBER		ADDRESS		
(OUTDOOR) SERIAL NUMBER		CITY STATE ZIP		
5 DISTRIBUTOR NAME		AREA CODE PHONE NUMBER		
NUMBER		6 PROJECT CODE / SPECIAL AUTHORIZATION NO.		
		**COMPONENT CAUSE CODES		
		COMPONENT		CAUSE
7 PARTS AND MATERIALS				
FAILED PART NO.		REPLACEMENT PART NUMBER	DESCRIPTION	QTY.
COMPRESSOR / MOTOR		FAILED SERIAL	NEW SERIAL	
8 REASON FOR FAILURE		9 SERVICE PERFORMED		
10 EXTENDED SERVICE CONTRACT NO. EXPIRATION DATE				
11 PARTS SOURCE		12 TOTAL CHARGES		
* PARTS PURCHASE INVOICE NO.		CREDIT/CHECK AMOUNT		
CREDIT MEMO		UNIT REPLACEMENT AMOUNT		
PRF/DEBIT NO.		MILEAGE/CARTAGE		
13 Factory Use Only				
14 SERVICE TECHNICIAN SIGNATURE X DATE				
15 DISTRIBUTOR/BRANCH SIGNATURE X DATE				

* SERVICERS MUST PROVIDE COPY OF PARTS INVOICE

** SEE REVERSE FOR COMPONENT/CAUSE CODES

COPY 2 / LABOR REIMBURSEMENT - SEND TO GOODMAN/AMANA

COMPONENT CAUSE CODES

The diagram illustrates the relationship between various HVAC components and their corresponding codes. It is organized into several sections:

- Sealed System**: A list of components and their codes.

CC	Condenser Coil
EC	Evaporator Coil
CD	Capillary/Distributor
DR	Filter/Dryer
VC	Valve, Check
VE	Valve, Expansion
VR	Valve, Reversing
VS	Valve, Service
RT	Refrigerant Tubing
OR	Other Refrig. Components
AJ	Adjust
BD	Bent/Dented
CM	Condensation/Moisture
CR	Corrosion
OC	Will not Open/Close
OD	Odor
LK	Leak or Broken
RS	Restricted
RV	Rub/Vibration Damage
ST	Stuck/Sticking
SJ	Solder Joint Leak/Crack
SL	Slab Leak
TL	Tubing Leak
- Electrical Components**: A list of components and their codes.

CN	Controls
EL	Elements/Heaters
SL	Switches/Limits
IG	Igniter
TH	Thermostat
MC	Misc. Electrical
VG	Valve, Gas
VL	Valves
WH	Wire Harness
AJ	Adjust
BS	Burnt/Shorted
ET	Electrical Terminals
LK	Leak
LL	Lock Out/Lock up
OC	Will not Open/Close
SF	Seal Failure
ST	Stuck/Sticking
- Gas Furnace**: A list of components and their codes.

HX	Heat Exchanger
BR	Burner/Pilot
RC	Recoup Coil/Cover
CR	Corrosion/Rust
CS	Cracked
SO	Sooted
LK	Leak
NO	NOx Rods
- Component Code**: A box explaining the code structure.

Component code
2 Character component code identifies the component failure that caused or originated the repair.
- Cause Code**: A box explaining the code structure.

Cause Code
2 Character cause code identifies the failure mode of the component.
- Compressor/Motors**: A list of components and their codes.

CP	Compressor
EM	Evaporator Motor
CM	Condenser Motor
ID	Induced Draft Blower
OM	Other Motors
BS	Burnt/Shorted
ET	Terminals
GS	Green Slime (K1 Scrolls only)
LK	Leak
MW	Motor leads/wire
NS	Noise
ST	Stuck/Sticking (locked rotor)
VB	Vibration
VL	Valves
- Non-Electrical**: A list of components and their codes.

FB	Fan/Blower
IN	Insulation
MC	Miscellaneous
NM	Non-Metal Parts
SM	Sheet Metal Parts
AJ	Adjust
CR	Corrosion/Rust
LO	Loose/Torn
NS	Noise
CS	Cracked
LK	Leak
ST	Stuck/Sticking
VB	Vibration

Arrows indicate the flow of information: From the **Component Code** box to the **Component Code** and **Cause Code** boxes. From the **Cause Code** box to the **Cause Code** and **Compressor/Motors** tables. From the **Compressor/Motors** table to the **Non-Electrical** table.

Procedures for Completing Warranty Claim Form

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1 MONTH DAY YEAR		3 SERVICE CONTRACTOR		
DATE INSTALLED		ADDRESS		
DATE OF SERVICE		CITY STATE ZIP		
2 MODEL NUMBER		CONTRACTOR NUMBER		
SERIAL NUMBER		4 CUSTOMER NAME		
(OUTDOOR) MODEL NUMBER		ADDRESS		
(OUTDOOR) SERIAL NUMBER		CITY STATE ZIP		
5 DISTRIBUTOR NAME		AREA CODE PHONE NUMBER		
NUMBER		6 PROJECT CODE / SPECIAL AUTHORIZATION NO.		
		**COMPONENT CAUSE CODES		
		COMPONENT		CAUSE
7 PARTS AND MATERIALS				
FAILED PART NO.		REPLACEMENT PART NUMBER	DESCRIPTION	QTY.
COMPRESSOR / MOTOR		FAILED SERIAL	NEW SERIAL	
8 REASON FOR FAILURE		9 SERVICE PERFORMED		

10 EXTENDED SERVICE CONTRACT NO.		EXPIRATION DATE	
11 PARTS SOURCE		12 TOTAL CHARGES	
* PARTS PURCHASE INVOICE NO.		CREDIT/CHECK AMOUNT	
CREDIT MEMO		UNIT REPLACEMENT AMOUNT	
PRF/DEBIT NO.		MILEAGE/CARTAGE	

13 Factory Use Only	

I HEREBY CERTIFY THE SERVICE SHOWN HAS BEEN PERFORMED AND PURCHASE DATE VERIFIED.	
14 SERVICE TECHNICIAN SIGNATURE X	DATE
15 DISTRIBUTOR/BRANCH SIGNATURE X	DATE

* SERVICERS MUST PROVIDE COPY OF PARTS INVOICE

** SEE REVERSE FOR COMPONENT/CAUSE CODES

COPY 3 / DISTRIBUTOR COPY

COMPONENT CAUSE CODES

Sealed System		Electrical Components		Component Code	Cause Code	Compressor/Motors	
CC	Condenser Coil	CN	Controls	Component code 2 Character component code identifies the component failure that caused or originated the repair.	Cause Code 2 Character cause code identifies the failure mode of the component.	CP	Compressor
EC	Evaporator Coil	EL	Elements/Heaters			EM	Evaporator Motor
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VS	Valve, Service	VL	Valves			ET	Terminals
RT	Refrigerant Tubing	WH	Wire Harness			GS	Green Slime (K1 Scrolls only)
OR	Other Refrig. Components					LK	Leak
						MW	Motor leads/wire
AJ	Adjust	AJ	Adjust			NS	Noise
BD	Bent/Dented	BS	Burnt/Shorted			ST	Stuck/Sticking (locked rotor)
CM	Condensation/Moisture	ET	Electrical Terminals			VB	Vibration
CR	Corrosion	LK	Leak			VL	Valves
OC	Will not Open/Close	LL	Lock Out/Lock up				
OD	Odor	OC	Will not Open/Close				
LK	Leak or Broken	SF	Seal Failure				
RS	Restricted	ST	Stuck/Sticking				
RV	Rub/Vibration Damage						
ST	Stuck/Sticking						
SJ	Solder Joint Leak/Crack						
SL	Slab Leak						
TL	Tubing Leak						

Gas Furnace		Non-Electrical	
HX	Heat Exchanger	FB	Fan/Blower
BR	Burner/Pilot	IN	Insulation
RC	Recoup Coil/Cover	MC	Miscellaneous
		NM	Non-Metal Parts
		SM	Sheet Metal Parts
CR	Corrosion/Rust	AJ	Adjust
CS	Cracked	CR	Corrosion/Rust
SO	Sooted	LO	Loose/Torn
LK	Leak	NS	Noise
NO	NOx Rods	CS	Cracked
		LK	Leak
		ST	Stuck/Sticking
		VB	Vibration

Procedures for Completing Warranty Claim Form

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DATE OF SERVICE			
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SERIAL NUMBER			
(OUTDOOR) MODEL NUMBER			
(OUTDOOR) SERIAL NUMBER			
5	DISTRIBUTOR NAME		

3	SERVICE CONTRACTOR
ADDRESS	
CITY	STATE ZIP
CONTRACTOR NUMBER	
4	CUSTOMER NAME
ADDRESS	
CITY	STATE ZIP
AREA CODE	PHONE NUMBER

6	PROJECT CODE / SPECIAL AUTHORIZATION NO.	**COMPONENT CAUSE CODES	
		COMPONENT	CAUSE

7	PARTS AND MATERIALS			
FAILED PART NO.	REPLACEMENT PART NUMBER	DESCRIPTION	QTY.	CREDIT/REPLACE
COMPRESSOR / MOTOR	FAILED SERIAL	NEW SERIAL		
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10	EXTENDED SERVICE CONTRACT NO.	EXPIRATION DATE	
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CREDIT MEMO		UNIT REPLACEMENT AMOUNT	
PRF/DEBIT NO.		MILEAGE/CARTAGE	

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COPY 4 / DEALER COPY

COMPONENT CAUSE CODES

Sealed System	Electrical Components	Component Code	Cause Code	Compressor/Motors
CC Condenser Coil	CN Controls	Component code 2 Character component code identifies the component failure that caused or originated the repair.	Cause Code 2 Character cause code identifies the failure mode of the component.	CP Compressor
EC Evaporator Coil	EL Elements/Heaters			EM Evaporator Motor
CD Capillary/Distributor	SL Switches/Limits			CM Condenser Motor
DR Filter/Dryer	IG Igniter			ID Induced Draft Blower
VC Valve, Check	TH Thermostat			OM Other Motors
VE Valve, Expansion	MC Misc. Electrical			
VR Valve, Reversing	VG Valve, Gas			BS Burnt/Shorted
VS Valve, Service	VL Valves			ET Terminals
RT Refrigerant Tubing	WH Wire Harness			GS Green Slime (K1 Scrolls only)
OR Other Refrig. Components				LK Leak
				MW Motor leads/wire
AJ Adjust	AJ Adjust			NS Noise
BD Bent/Dented	BS Burnt/Shorted			ST Stuck/Sticking (locked rotor)
CM Condensation/Moisture	ET Electrical Terminals			VB Vibration
CR Corrosion	LK Leak			VL Valves
OC Will not Open/Close	LL Lock Out/Lock up			
OD Odor	OC Will not Open/Close			
LK Leak or Broken	SF Seal Failure			
RS Restricted	ST Stuck/Sticking			
RV Rub/Vibration Damage				
ST Stuck/Sticking				
SJ Solder Joint Leak/Crack				
SL Slab Leak				
TL Tubing Leak				

Gas Furnace	Non-Electrical
HX Heat Exchanger	FB Fan/Blower
BR Burner/Pilot	IN Insulation
RC Recoup Coil/Cover	MC Miscellaneous
	NM Non-Metal Parts
	SM Sheet Metal Parts
CR Corrosion/Rust	AJ Adjust
CS Cracked	CR Corrosion/Rust
SO Sooted	LO Loose/Torn
LK Leak	NS Noise
NO NOx Rods	CS Cracked
	LK Leak
	ST Stuck/Sticking
	VB Vibration

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 - Extended Warranty**; if the product is covered by a Goodman extended service policy (Asure or Goodcare) check the box and enter the contract number and expiration date in section 10.
 - Part Warranty**; replacement parts purchased by the customer for product no longer covered by the standard product warranty are covered by a 1 year replacement part warranty. Check this box if replacement part is within the 1 year part warranty. Must provide customer proof of purchase.
 - Special Labor Allowance**; Check this box for any labor request that does not fall under the normal product warranty or extended service policy as described above. Includes DOA, concessions and special programs offered via Service Bulletins. Subject to policies outlined in Distributor Service Policy book.
- Section 2, Model & Serial Number**; additional space has been provided for a second Model & Serial number. If servicing an indoor coil or blower cabinet please list the model & serial of the outdoor unit in the space provided. This is necessary as some coil warranties are dependent upon the outdoor unit match.
- Section 6, Project Code/Special Authorization**; if the repair is covered under a Project Code list the project number in the space provided. Special projects and project codes are provided via service bulletins. In some cases a special authorization may be provided by the factory authorizing repairs outside of standard warranty. If provided with a Special Authorization number it is important to list this authorization number in the space provided, the concession number provides warranty administration with the necessary information to properly process the claim.
- Section 6, Component/Cause Codes**; using the claim coding table on the back of this claim form select the Component & Cause Codes that best describes the root cause of this repair. Enter the two – two character codes in the fields provided.
- Section 7, Parts & Materials**; the refrigerant drier must be replaced and the part number listed on all sealed system claims where the system is opened to the atmosphere or refrigerant system parts are replaced. Failure to replace the filter drier will result in rejection of any applicable labor reimbursement.
- Section 10, Extended Service Contract No & Expiration Date**; if the product is covered by an Asure or Goodcare extended service policy, servicer must list the contract number and expiration date in the fields provided.
- Section 11, Parts Source, Parts Purchase Invoice Number, PRF/Debit Memo Number**; list the parts source and invoice number from which the parts were purchased. For customers who file part claims directly with the factory you are required to provide a copy of your parts invoice as proof of purchase (not required for distributors). Distributors, to help in keeping your claim batches together we recommend you list the PRF or Debit Memo number in the space provided.
- Section 12, Special Labor Allowance**; distributor, if you are requesting a labor allowance or DOA enter the amount requested (per published DOA guidelines) in the Check/Credit Amount field (requires distributor signature). If replacing a unit, enter the unit amount in the unit Replacement Amount field and enter the replacement Model & Serial numbers in section 7. Amana unit credits will be issued at the distributors cost for the replacement unit. Some products with full warranties provide for a cartage allowance, if applicable enter the cartage allowance in the space provided.
- Section 13, Factory Use Only**; branch or regional service manager use this space to provide authorization and instructions for processing claims outside of standard warranty policy.

WARRANTY CLAIM FORM

For **Goodman® Brand Units** mail to:
Goodman Manufacturing Company, L.P.
Warranty Administration
7401 Security Way
Houston, Texas 77040

For **Amana® Brand Units** mail to:
Goodman Company, L.P.
Warranty Administration
1810 Wilson Parkway
Fayetteville, Tennessee 37334

Press Firmly, Bear Down

IMPORTANT!! INFORMATION REQUIRED IN SECTIONS 1 THROUGH 9 MUST BE FILLED OUT COMPLETELY AND ACCURATELY. INCOMPLETE CLAIMS CANNOT BE PROCESSED AND REIMBURSEMENTS WILL BE DELAYED.

Check One: ☐ Product Warranty ☐ Extended Warranty ☐ Part Warranty ☐ Special Labor Allowance

1	MONTH	DAY	YEAR
DATE INSTALLED			
DATE OF SERVICE			
2	MODEL NUMBER		
SERIAL NUMBER			
(OUTDOOR) MODEL NUMBER			
(OUTDOOR) SERIAL NUMBER			
5	DISTRIBUTOR NUMBER		
NUMBER			

3	SERVICE CONTRACTOR	
	ADDRESS	
CITY		STATE
ZIP		
4	CONTRACTOR NUMBER	
	CUSTOMER NAME	
ADDRESS		
CITY		STATE
ZIP		
AREA CODE		PHONE NUMBER
6	PROJECT CODE / SPECIAL AUTHORIZATION NO.	
	**COMPONENT CAUSE CODES	
	COMPONENT	CAUSE

7 PARTS AND MATERIALS					
FAILED PART NO.		REPLACEMENT PART NUMBER	DESCRIPTION	QTY.	CREDIT/ REPLACE
COMPRESSOR / MOTOR	FAILED SERIAL	NEW SERIAL			
8 REASON FOR FAILURE		9 SERVICE PERFORMED			

PARTS RETURN FORM - ATTACH TO PART AND RETURN TO FACTORY OR PLACE PURCHASED