



## Site Visit Request for Carrier/Bryant Equipment

### IMPORTANT:

- Good effort must be made to resolve the problem by the dealer service technician/Service Manager visiting the site and gathering needed /required diagnostic information.
- The dealer's technician must telephone the Customer Assurance Department from the jobsite and describe the problem in detail.
- The service technician must perform the steps that the Distributor Service Representative requests during telephone call.
- If required, the Customer Assurance manager will contact Carrier for additional support
- Only after following these steps should the dealer submit this Site Visit Request form.

CompanyName: \_\_\_\_\_ ACCT# \_\_\_\_\_

Service Manager: Office Phone # \_\_\_\_\_

Cell Phone # \_\_\_\_\_

Customer Name: \_\_\_\_\_

Job Site Address:

\_\_\_\_\_

\_\_\_\_\_

(Enter Model, Serial Number & Install Date of equipment involved)

Outside / Pkg. Unit Model: \_\_\_\_\_

Serial: \_\_\_\_\_

install date: \_\_\_\_\_

Furnace / Air handler Model: \_\_\_\_\_

Serial: \_\_\_\_\_

install date: \_\_\_\_\_

Indoor Coil / Heat Strip Model: \_\_\_\_\_

Serial: \_\_\_\_\_

install date: \_\_\_\_\_

Thermostat Model: \_\_\_\_\_

Serial: \_\_\_\_\_

install date: \_\_\_\_\_

**Zoning System Model:** \_\_\_\_\_

**Serial:** \_\_\_\_\_

**install date:** \_\_\_\_\_

**Has System Analyzer worksheet been completed? Yes**  **No**

**Has your company's Service Manager visited job? Yes**  **No**

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**Description of problem**

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**Attach copies of all service history related to problem, System Analyzer, and any other information concerning problem. Send all information to the appropriate Customer Assurance Manager. They will submit your request for approval.**

- **House and cash accounts do not qualify for site visits\***