Application must be submitted to your Distributor within 30 days of repair date

Service Credit Application

Warranty Claim Form

Customer #	— Distributor # 1103606
Dealer Name:	

Customer Information

First Name	Last Name	
Street		
City	State	Zip
Phone #	Email address:	

Warranty Type

☐ Stock Unit	☐ Standard	☐ Bulletin	☐ Service Parts
☐ Competitive Equipment	☐ Preauthorization	☐ Unit Exchange	☐ Opt. Contract *(parts only)*

Application Type

☐ Owner Occupied Residential	☐ Other Residential Application	☐ Commercial	Installing Homeowner: ☐ Yes ☐ No

Unit Information

Model #	**Serial #**	
Install Date	Failed Date	Repair Date
Optional Contract Number (Parts Only)	Bulletin / Authorization #	

Causal Part	Carrier Part Number (not vendor #)	Qty	Order/Invoice #	Part SN *(if applicable)*	Install Date
☐	Failed: _____				
	Replaced: _____				
☐	Failed: _____				
	Replaced: _____				
☐	Failed: _____				
	Replaced: _____				
☐	Failed: _____				
	Replaced: _____				
☐	Failed: _____				
	Replaced: _____				

Quality Information

Model Location: ☐Attic ☐Basement ☐Carport/Garage ☐Crawl Space ☐Closet ☐Outdoors ☐Rooftop

Gas Furnace Fuel: ☐Propane ☐Natural Gas | **Furnace Orientation:** ☐Downflow ☐Horizontal ☐Upflow

DOA Labor Repair Type (Labor Allowance is based on the selection of a Labor Repair Type, Refer to table on front of Instruction sheet)**:**

Causal Code (refer to back of instruction sheet)**:**

Service Performed:

New Comment:

Service Provider Signature _____ Date _____

Service Credit Application

Application must be submitted to your Distributor within 30 days of repair date

Service Credit Application
Warranty Claim Form

Customer # 1 — Distributor # 2

Dealer Name:

Customer Information

First Name | Last Name

Street 3

City | State | Zip

Phone # | Email address:

Warranty Type

☐ Stock Unit ☐ Standard 4 ☐ Bulletin ☐ Service Parts
☐ Competitive Equipment ☐ Preauthorization ☐ Unit Exchange ☐ Opt. Contract *(parts only)*

Application Type

☐ Owner Occupied Residential 5 ☐ Other Residential Application ☐ Commercial Installing Homeowner: ☐ Yes ☐ No 6

Unit Information

Model # 7 | Serial #

Install Date 8 | Failed Date 9 | Repair Date 10

Optional Contract Number (Parts Only) 11 | Bulletin / Authorization # 12

Causal Part	Carrier Part Number (not vendor #)	Qty	Order/Invoice #	Part SN *(if applicable)*	Install Date
☐	Failed: 14	15		16	17
	Replaced: 18 19	20	22	21	
☐ 13	Failed:				
	Replaced:				
☐	Failed:				
	Replaced:				
☐	Failed:				
	Replaced:				
☐	Failed:				
	Replaced:				

Quality Information

Model Location 23 ☐Attic ☐Basement ☐Carport/Garage ☐Crawl Space ☐Closet ☐Outdoors ☐Rooftop

Gas Furnace Fuel: ☐Propane 24 ☐Natural Gas Furnace Orientation: 25 ☐Downflow ☐Horizontal ☐Upflow

DOA Labor Repair Type (Labor Allowance is based on the selection 26 bor Repair Type, Refer to table on front of instruction sheet):

Causal Code (refer to back of instruction sheet) 27

Service Performed: 28

New Comment: 29

Service Provider Signature | Date

WAG00001-SCA Rev 01/11

SCA Descriptions

1. Customer number used for orders at Parts Store
2. 5-Digit distributor number obtained from the Parts Store
3. Customer Information: Name, Address, E-mail, Phone
4. Warranty Type: See below
5. Application Type: Owner Occupied Residential, Other Residential Application, or Commercial
6. Installing Homeowner: Original purchasing homeowner
7. Complete and valid Model/Serial number from the unit
8. Unit Installed/Startup Date: Date unit was powered
9. Failed Date: Date the unit failed
10. Repair Date: Date unit was repaired
11. Optional Contract Number (Parts Only)
12. Bulletin/Authorization Number: See Warranty Type below
13. Causal Part: The part that caused initial failure
14. Failed Part Number: Part number from label on part
15. Failed Part Quantity: Number of same part failed
16. Failed Part Serial Number: Compressor only
17. Failed Part Install Date: Service part only
18. Competitive Part: Replacement part if allowed by Distributor
19. Replacement Part Number: Replaced factory part number
20. Replacement Part Quantity: Number of same part replaced
21. Replacement Part Serial Number: Compressor Only
22. Replacement part Invoice Number: For purchased part
23. Model Location: Furnace only
24. Gas Furnace Fuel: Furnace only
25. Furnace Orientation: Select appropriate box for orientation
26. DOA Labor Repair Type: See Below
27. Causal Code: See back of this instruction sheet
28. Service Performed: Detailed description of failure/repair, for leak, list location of leak and how repaired
29. New Comment.

Warranty Type

Stock/Inventory – Unit is found to be defective in Dealer/Distributor Inventory and defect is due to poor factory workmanship. Also applies to units repaired in stock under a special program. These units have not been installed yet.

Standard – Manufacturer's Warranty-Factory (1st Year and Extended) warranty coverage as defined by the Warranty Certificate.

Bulletin – SMB (Service Manager's Bulletin) is a factory program see your distributor for details.

Service Part (1 Year Service Part) – Failed part was a specified replacement part purchased from the factory for repair of an out of warranty unit, and date of installation of failed part is less than one year from date of failure.

Competitive Equipment – Select only if base unit is not Carrier Brand Equipment, but failed and replacements are purchased from RCD.

Preauthorization – Check with your local Distributor.

Unit Exchange – Approved Unit Replacement or Change Out. Check with your local Distributor for approval.

Optional Contract – Optional (parts only) coverage was purchased on unit and unit is registered with Warranty Administration. Defective part is covered as defined by optional warranty certificate. A contract has been purchased for this equipment.

DOA Labor Repair Type

LRT1 — No DOA Labor
LRT2 — DOA Minor Component Labor
LRT3 — DOA Compressor Labor AC, HP, SPP 1 – 5 Tons
LRT4 — DOA Compressor Labor Small & Medium Rooftop 1 - 5 Tons
LRT5 — DOA Compressor Labor Small & Medium Rooftop 6 - 9 Tons
LRT6 — DOA Compressor Labor Small & Medium Rooftop 10 - 19 Tons
LRT7 — DOA Compressor Labor Small & Medium Rooftop 20+ Tons
LRT8 — DOA Primary Heat Exchanger
LRT9 — DOA Secondary Heat Exchanger
LRT10 — SPP Heat Exchanger Aluminized Steel
LRT11 — SPP Heat Exchanger Stainless Steel
LRT12 — DOA Leak Repair Tubing
LRT13 — DOA Leak Repair Valves
LRT14 — DOA Leak Repair Coil 1 - 5 Tons
LRT15 — DOA Leak Repair Coil 6 – 9 Tons
LRT16 — DOA Leak Repair Coil 10 - 19 Tons
LRT17 — DOA Leak Repair Coil 20+ Tons
LRT18 — PTAC H/C Cycle Coil Compressor
LRT19 — PTAC HP Cycle Coil Compressor Reversing Valve
LRT20 — PTAC Motor Repair
LRT21 — PTAC Leak Repair
LRT22 — PTAC Misc Component Repair

Accumulator		**Check Valve**		No pressure switch output	C128	Broken	J102	Leak	P402	Def sensor-Not sensing	D203
Contamination	A101	Rattling	C201	Not communicating	C129	Open	J103	Wiring	P403	Def Sensor Open	D204
Leak	A102	Restricted	C202	Not pulling in contactor	C130	Shorted	J104	Wrong location	P404	**Temperature/Pressure Gauge**	
Restricted	A103	Stuck	C203	Not staging properly	C131	**Inducer Assembly**		**PTAC plug**		Out of calibration	T101
Actuator		**Coil Related**		Shorted term strip	C132	Hall effect sensor	J201	Incorrect plug	P501	Leak	T102
Gears stripped	A201	Damage	C301	Water damage	C133	Leak	J202	Plug issue	P502	**Temperature Switch**	
Stuck	A202	Leak - Braze Joint	C302	**Control Valve**		Motor failure	J203	**Pulley**		Out of range	T201
Will not run	A203	Leak - Corrosion	C303	Not loading	C141	Mounting issue	J204	Corrosion	P601	Stuck closed	T202
Blower Assembly		Leak - Crack	C304	Not unloading	C142	Noise	J205	Cracked	P602	Stuck open	T203
Motor failure - grounded	B201	Leak - Fin Pack	C305	**Crankcase heater**		Vibration	J206	Loose	P603	**Thermistor**	
Motor failure - open	B202	Leak - Puncture	C306	Grounded	C151	Wheel failure	J207	**Pump**		Cracked	T401
Motor failure - shorted	B203	Restricted	C307	Open	C152	**Inducer Wheel**		Float stuck	P701	Resistance out of range	T402
Motor failure - noise / vibration	B204	**Collector Box**		Shorted	C153	Bent	J301	Leak	P702	Wiring issue	T403
Motor failure - thermal tripping	B205	Leak	C401	Temp switch failure	C154	Broken	J302	Siezed	P703	**Thermocouple**	
Motor failure - won't start	B206	Plugged	C402	**Coupling Box**		Corrosion	J303	Will not pump	P704	No output	T501
Motor failure - incorrect speed	B207	**Compressor**		Cold spot baffle - leak	C161	**Labor Only**		**Relay**		**Tstat, Aquastat, Freezestat, SAMod**	
Mounting issue	B208	Excess cycling	C501	Cold spot baffle - missing	C162	Compressor	L101	Burnt	R101	Blinking display	T601
Noise	B209	Leak	C502	Cold spot baffle - whistling	C163	Motor	L102	Chattering	R102	Broken pigtail	T602
Vibration	B210	Noise	C503	**Damper**		Leak	L103	Open	R103	No back light	T603
Wheel failure - separation	B211	Wiring plug - burnt	C504	Bad switch	D101	Unit change out	L104	Shorted	R104	Not controlling properly	T604
Wheel failure - noise / vibration	B212	Wiring plug - change out	C505	Harness miswired	D102	Inspection	L105	**Relief Valve**		Not staging correctly	T605
Blower Housing		Wiring plug - open curcuit	C506	Will not close	D103	Minor component	L106	Leak	R201	Won't power up	T606
Corrosion	B301	Wiring plug - rub	C507	Will not open	D104	Concession	L107	**Remote Control**		SAM fail communicate	S501
Damaged	B302	Won't pump	C508	**Electric Heat**		**Limit switch**		Not communicating	R301	SAM Won't power up	S502
Blower Shaft/Bearing		Won't shift	C509	Burnt connectors	E101	Stuck closed	L201	**Reversing Valve**		Freezestat Faulty	F301
Grind shaft	B401	Won't start	C510	Burnt wires	E102	Stuck open	L202	Leak	R401	Freezestat Malfunction	F302
Loose locking collar	B402	Wrong capacity	C511	Element open	E103	Missing shield	L203	Noise	R402	Freezestat Stuck open	F303
Vibration	B403	Wrong voltage	C512	Element shorted	E104	**Motor**		Pilot Tube Leak	R403	Aquastat Hi limit-stuck closed	A402
Blower Wheel		**Condensate Pan**		**Enhancement Module**		Bearing issues	M101	Slow shift	R404	Aquastat Hi limit-stuck open	A403
Separation	B501	Broken bottom fitting	C601	Plastic damage/crack	E201	Grounded	M102	Solenoid failure	R405	Aquastat No relay output	A404
Noise	B502	Horizontal pan broken	C602	**Filter Drier**		Incorrect speed	M103	Won't shift	R406	**Transformer**	
Vibration	B503	Leak	C603	Compressor replacement	F101	Noise	M104	**Service valve**		Noise	T701
Wrong rotation	B504	Missing/deformed fitting	C604	Leak repair	F102	Open	M105	Adapter connection issue	S101	Odor / Hot	T702
Breaker		Vertical pan broken	C605	Restricted	F103	Prop failure / seized to shaft	M106	Leak	S102	Open	T703
Shorted	B601	**Condensate Trap**		System Repair	F104	Shorted	M107	Seized stem	S103	Shorted	T704
Won't reset	B602	Leak	C701	**Gas Baffle**		Thermal tripping	M108	Stripped stem	S104	**Tubing**	
Wrong size	B603	**Contactor**		Soot	G101	Vibration	M109	Stuck / broken valve core	S105	Leak - corrosion	T801
Burner, Assy, Pilot		Burnt	C901	**Gas Valve**		Won't Start	M110	**Solenoid**		Leak - puncture	T802
Cracked	B701	Chattering	C902	Leak	G201	**Muffler**		Chattering	S201	Leak - rub	T803
Flame retainer issue	B702	Open	C903	Shorted	G202	Leak	M301	Leak	S202	**TXV**	
No ignition	B703	Shorted	C904	Will not close	G203	**Orifice / Capillary**		Open	S203	Cap tube broken	T901
Soot	B704	Terminal Damage	C905	Will not open	G204	Corrosion	K101	Shorted	S204	Equalizer tube broken	T902
Ass'y Flame roll out	B801	**C Bd, Cntl Bd/Term str, Mtr cntr, Inv cnt VFD**		**Generator parts**		Wrong size installed	K102	Valve stuck closed	S205	No Control	T903
Ass'y Poor Combustion	B802	Motor will not shut off	C111	Oil leak	G301	Restricted	K103	Valve stuck open	S206	Restricted	T904
Ass'y Soot	B803	Burnt / open traces	C112	Won't Start	G302	**Outdoor Fan**		**Smoke Detector**		**Unit Change Out**	**U100**
Pilot Dirty orifice	B901	Compressor not operating	C113	Won't transfer	G303	Blade cracks	K201	Defective	S301	Compressor	U101
Pilot No ignition	B902	Defrost cycle issue	C114	Won't produce power	G304	Blade imbalance	K202	Internal short	S302	Concession	U102
Pilot No thermocouple output	B903	Failed relays	C115	Won't charge	G305	Hub loose	K203	Not sensing	S303	Damage	U103
Pilot Not sensing	B904	Motor not operating	C116	Noise	G306	Motor fail/seized to shaft	K204	Repeated fault alarm	S304	Leak - Braze Joint	U104
Capacitor/Hard Start		Fault code incorrect / won't clear	C117	Corrosion	G307	Noise	K205	**Switch Mechanical**		Leak - Corrosion	U105
Burnt	C101	Improper unit recognition	C118	**Primary/Secondary Heat Exch**		Vibration	K206	Will not close	S401	Leak - Crack	U106
Closed	C102	Inducer will not shut off	C119	Corrosion	H301	**Piston**		Will not open	S402	Leak - Puncture	U107
Open	C103	Mis-wired	C120	Cracked	H302	Incorrect size	P201	**Sensors, Def, Hall, Enthalpy, Flame**	S600	Restricted	U108
Ruptured	C104	No accessory output	C121	Flue cover panel	H303	Missing	P202	Hall Inducer mtr failure	H101	**Water pressure regulator**	
Swelled	C105	No cooling blower	C122	Hole / void	H304	Plugged	P203	Hall No feedback to IGC board	H102	Will not regulate	W201
Wrong size	C106	No flame sensor	C123	**Hot water coil**		**Power Supply**		Enth No 2nd stage cool'g	E301	**Zone Controller**	
HS Capacitor	H201	No gas valve output	C124	Leak	H501	No power	P301	Enthalpy- Not switching	E302	No output to damper	Z101
HS PTC Failure	H202	No heating blower	C125	Restricted	H502	Intermittent power/light	P302	Enthalpy- Will not energize	E303	Won't communicate	Z102
HS Relay Failure	H203	No HSI output	C126	**Ignitor**		**Pressure Switch**		Def sensor-No call for heat	D201	Won't power up	Z103
HS Wiring	H204	No inducer output	C127	Alignment issue	J101	Failed stuck open	P401	Def sensor-Not energizing fan relay	D202	**Finished Goods**	**UNIT**