



HVAC WARRANTY PART PROCEDURE



All manufacturers of split air conditioners, heat pumps, air handlers, coils, and furnaces handle warranties in much the same way. When a warranted piece of equipment fails during the warranty period, the manufacturers replace only the part that failed.

There is no labor coverage for repairing equipment that fails during the warranty period. The manufacturers rarely, if ever, replace the entire unit, even if it fails upon startup.

This policy is true for **Goodman, GMC, DuroGuard, Payne, Frigidaire (Ductless), and Trane** equipment. Simply stated: if the equipment fails during the warranty period, the manufacturer will replace the defective part that caused the unit to fail. It is the installer's responsibility to identify the defective part, remove it, and replace it with a new, original manufacturer-approved replacement warranty part.

This form does not apply to SmartComfort by Carrier unit exchanges covered by the 2-year easy assurance limited replacement warranty. Please contact the HD Supply warranty solutions team at 1.800.782.4154 for assistance.

FOLLOW THE STEPS BELOW if you experience equipment failure during the warranty period. As a service to our customers, HD Supply Facilities Maintenance helps to facilitate the acquisition of the necessary replacement part(s) from Goodman, GMC, DuroGuard, Payne, Frigidaire, Smart Comfort by Carrier and Trane.

1. Validate purchase and installation dates. Most manufacturers warrant systems for a period between 1 and 10 years.
2. Identify the defective part and order the correct replacement part. For assistance, contact the Product Support Team at **1.800.431.3302**.
3. When the warranty part arrives, complete the warranty claim form below and then install the replacement part. Retain the defective part until requested by the Warranty Department.
4. Fax the COMPLETED warranty claim form to HD Supply Warranty Solutions Team at **1.844.312.2172**, or email **fmwarrantysolutions@hdsupply.com**.
5. A Warranty Solutions agent will verify the warranty claim and assist you in obtaining credit for the defective part. **We cannot process incomplete forms.**
6. Claim forms for replacement parts must be submitted within 30 days of their invoice date.
7. Credits are issued after factory authorization (30-90 days).

HVAC WARRANTY CLAIM PART FORM (This Is Not An Order Form For New Or Replacement Parts)

Customer Information	Defective Product Information		
Claim #	Equipment Containing The Defective Part	Model #	Install Date
HD Supply Account Number		Serial #	Failure Date
Property Name	Defective Part Or Component	Model #	
Contact Name		Serial #	
Street Address	Circumstances Surrounding Component Failure:		
City, State, ZIP			
Phone Number	Replacement Part	Model #	Invoice/Order #
Email		Serial #	Repair Date

Photocopy this page and complete the form. Incomplete forms will not be processed.
Additional forms can be obtained by visiting **hdsupplysolutions.com** and searching **HVAC Warranty**.