

CLAIMING GUIDE

HEAT EXCHANGERS

Important: COD HOUSE ACCOUNTS WILL NOT PAY OUT ANY LABOUR – MUST BE A CUSTOMER ASSIGNED COD ACCOUNT TO QUALIFY FOR ANY LABOUR

WITHIN RANGE & LESS than 20 years from the install date.

OPTION 1 - REPLACING PARTS - BULLETIN SMB090024A APPLIES:

❖ Primary Heat ExchangerPage 3

- ✓ Submit on a STANDARD warranty claim BEFORE the secondary claim is submitted.
- ✓ Standard parts only coverage (no labour).

❖ Secondary Heat Exchanger.....Page 4

- ✓ Claimed on a BULLETIN warranty claim.
- ✓ Include Secondary with the Coupling Box Kit, Cold Spot Baffle, Cell Inlet & Outlet Panels.
- ✓ Parts reimbursement + \$325 labour.
- ✓ The furnace inspection certificate (page 8) must be completed & attached to the claim.

OPTION 2 - REPLACING THE ENTIRE FURNACE - BULLETIN SMB090024B APPLIES:

❖ Furnace Change Out.....Page 7

- Bulletin Claim SMB090024B to receive \$325 labour & \$200 service material credit

***IMPORTANT NOTE: This bulletin SMB090024B claim cannot be used with the DEALER FURNACE TRADE IN PROGRAM – speak to your account manager for more information on the Dealer Furnace Trade in Program.*

OUTSIDE RANGE & LESS than 20 years from the install date

Serial #'s 1908xxxxxx – 5111xxxxxx

- RESIDENTIAL APPLICATIONS – LABOUR COVERAGE FOR ORIGINAL & SUBSEQUENT
- OTHER RESIDENTIAL – LABOUR COVERAGE FOR ORIGINAL HOMEOWNER ONLY
- **COMMERCIAL – NO LABOUR COVERAGE**

REPLACE HEAT EXCHANGER & ASSOCIATED PARTS - COMBINED WARRANTY CLAIM:

❖ Primary & SecondaryPage 5 & 6

- The following are important in order to receive the \$325 labour credit in addition to the parts credit:
 - Secondary Heat Exchanger MUST be marked as the CAUSAL part.
 - The Labour Repair type MUST be changed to “Secondary Heat Exchanger”
 - The furnace inspection certificate (Page 8) must be completed & attached to your claim
 - Enter 4.0 hours in the labour section

OPTION 2 - REPLACING THE ENTIRE FURNACE:

❖ Furnace Change Out.....Page 7

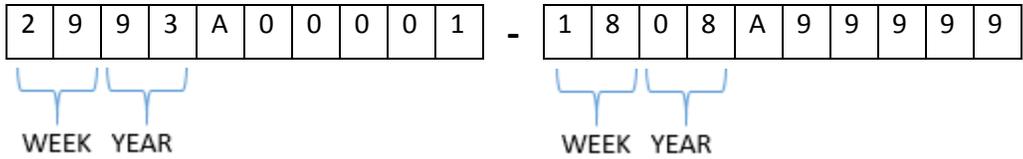
- Bulletin Claim SMB090024B to receive \$325 labour & \$200 service material credit

***IMPORTANT NOTE FOR ALL CARRIER/BRYANT AUTHORIZED DEALERS: This bulletin SMB090024B claim cannot be used with the DEALER FURNACE TRADE IN PROGRAM. If you are a DEALER – speak to your account manager for more information on the Dealer Furnace Trade in Program.*

Furnace Inspection Report.....Page 8

How to attach a claim to the Report.....Page 9

PRIMARY HEAT EXCHANGER within Serial Number Range



CLAIM FOR PRIMARY HEAT EXCHANGER FIRST

HELPFUL TIP: ALWAYS START CLAIMS FROM THE ENTITLEMENT SCREEN.
Enter Serial Number + Search (Model No. will auto-populate)
SELECT 'NEW CLAIM'

SEARCH NEW CLAIM CHANGE SERVICE ADMINISTRATOR

Approval Code * Approval Text

Service Administrator Information section
Warranty Policy Code: CP20 Part Multiplier: .328

Plan ID: Plan Type:

Manufacturer: UTC - United Technologies Corporation
Dealer: Dealer Location:

Distributor: 493879088 - Canada Distribution, Mississauga, LE Distributor Location: 80380 - Canada Distribution, Mississauga, LE

Reference Number: CLAIM239965 Competitive Equipment

Model Number: 58MTA060-F-1-12 Stock Unit

Serial Number: 2405A01177 Startup Date: 08/30/2005

Warranty Type: Standard Warranty

NEW NEW - SAME CUSTOMER

SELECT: STANDARD

DO NOT ENTER ANY BULLETIN NUMBER

Causal Part	Failed Part Quantity	Failed Part Number	Failed Part Serial Number	Failed Part Install Date	Competitor Part	Replaced Part Quantity	Replaced Part Number	Replaced Part Description	Replaced Part Serial Number	Replaced Part Invoice Number	Part Disposition	Unit Price	Part Mark Up	Part Price Extend
<input checked="" type="checkbox"/>	5	320723751				5	320723751	HEAT EXCHANGER KIT		7474766	HOLD FOR 30 DAYS AFTER APPROVAL			

Watch for QTY DO NOT ENTER FAILED PART INSTALL DATE OR SERIAL # Must match failed QTY CHECK CAUSAL PART & ONLY ENTER QTY, PART NUMBER & INVOICE #

QUALITY INFORMATION

Model Location: Furnace Orientation:

Gas Furnace Fuel: Labor Repair Type: NO DOA LABOR MUST BE 'NO DOA LABOUR' Component Code: H300

Diagnosis: Why was the service call made? What was found to be wrong? What was done to repair unit or correct problem?
EXCHANGER PLUGGED, CODE 33, REPLACED HEAT EXCHANGER

ENTER DIAGNOSIS SELECT APPROPRIATE DEFECT CODE

Defect Code: H301 - Corrosion

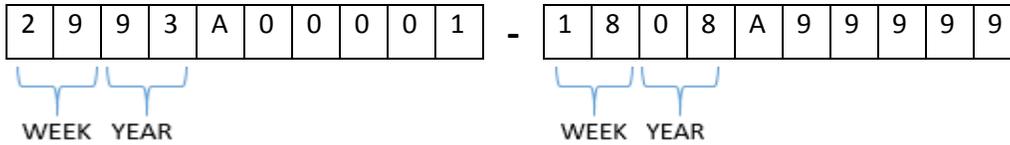
SAVE & SUBMIT

Item	Requested	Approved
Total Parts		
Labor Hours		0.0
Labor Rate		
Labor Amount		
Out of Warranty - Labor		
Freight Amount		

DO NOT ENTER LABOUR

SAVE SUBMIT

SECONDARY within Serial Number Range SMB090024A



SERVICEBENCH Classic UI calt57h Help

HOME CLAIMS CONTRACTS REGISTRATIONS REPORTS ADMIN

Return To List Product History Printer Version Manage Attachments

WARRANTY CLAIM

HELPFUL TIP: ALWAYS START CLAIMS FROM THE ENTITLEMENT SCREEN.
 Enter Serial Number + Search (Model No. will auto-populate)
 SELECT 'NEW CLAIM'

SEARCH NEW CLAIM CHANGE SERVICE ADMINISTRATOR

Claim Number
 Account Number
 Claim Status
 Claim Date
 Claim Submitted Date
 Date Paid
 Payment Type
 Amount Approved
 Date Approved

Approval Code * Approval Text [View Attachments #](#)

Service Administrator Information section
 Warranty Policy Code: CP20 Part Multiplier: 326
 Plan ID:
 Review Items
 04 - Claims for this part require review.
 09 - Mfr review all claims for this bulletin.
 10 - Distributor review all claims for this bulletin.

Manufacturer [Redacted] Dealer Location: 1299-1-60390 - Total Home Comfort
 Dealer [Redacted] Distributor Location: 60390 - Canada Distribution, Mississauga, LE
 Distributor: 493879088 - Canada Distribution, Mississauga, LE
 Reference Number: CRG4KJ6WVG
 Model Number: S8MSA080-1-12
 Serial Number: 1202A10433
 Warranty Type: **Bulletin** (Warranty type: Bulletin)
 Unit Installed/Startup Date: 05/20/2002

Important Note: Even though the serial number may fall within range, the coverage period for this bulletin only extends 20 years from the date of installation.

CUSTOMER INFORMATION SHOULD AUTOPOPULATE FROM ENTITLEMENT SCREEN. IF UNIT NOT REGISTERED YET – COMPLETE THIS SECTION

FAIL DATE: 03/29/2014 Repair Date: 03/31/2014

Optional Contract Number: [Redacted] Enter Bulletin number: SMB090024A REPAIR DATE: **must be within 90 days of claim

Bulletin/Authorization Number: SMB090024A

Replacement Model Number
 Replacement Invoice Number
 Replacement Disposition
 Replacement Approved Amount

Replacement Serial Number
 Replacement Unit Price
 Replacement Mark Up
 Requested Replacement Amount

Can Claim together: Condensing HEX, Coupling Box Kit, Cold Spot Baffle, Cell Inlet Panel and Cell Outlet Panel

SERVICEBENCH HOME CLAIMS CONTRACTS REGISTRATIONS REPORTS ADMIN

Claim Error NONE

1 330539-753 1 330539-753 COUPLING BOX KIT 7501515 HOLD FOR 30 DAYS AFTER

DO NOT ENTER FAILED PART INSTALL DATE OR SERIAL

ALWAYS CHECK SECONDARY HEAT EXCHANGER AS THE CAUSAL PART & ONLY ENTER QTY, PART NUMBER & INVOICE #. Dates and serial numbers do not get entered here.

Model Location
 Gas Furnace Fuel
 Labor Repair Type * NO DOA LABOR (MUST BE 'NO DOA LABOUR')

Diagnosis: Why was the service call made? What was found to be wrong? What was done to repair unit or correct problem?
 NO HEAT, SECONDARY HEAT EXCHANGER CORRODED, REPLACED SECONDARY HEAT EXCHANGER

Defect Code: H301 - Corrosion (Select defect code)

Answer all 3 questions

Item	Requested	Approved
Total Parts		
Labor Hours	4.00	0.0
Labor Rate		325.00
		0.00
	0	0.00

Enter 4 hours

SAVE & THEN ATTACH FURNACE INSPECTION REPORT. BEFORE YOU SUBMIT

SAVE SUBMIT

How to Attach Document to claim

- Click on **Manage Attachments** (On the top of claim page)
- Click on **Create New** (At the bottom of your claim page)
- Click **Browse** (Select the file from your computer)
- Click **Save** (At the bottom of your claim page)
- Click **Edit Claim** (On the top of claim page)
- Click **Submit** (At the bottom of your claim page)

COMBINED PRIMARY and/or SECONDARY HEAT EXCHANGER OUTSIDE Serial Number Range

SERIAL NUMBERS AFTER:

1 8 0 8 A 9 9 9 9 9



SERVICEBENCH Classic UI calt57h Help

HOME CLAIMS CONTRACTS REGISTRATIONS REPORTS ADMIN

HELPFUL TIP: ALWAYS START CLAIMS FROM THE ENTITLEMENT SCREEN.
 Enter Serial Number + Search (Model No. will auto-populate)
 SELECT 'NEW CLAIM'

SEARCH NEW CLAIM CHANGE SERVICE ADMINISTRATOR

Claim Number [redacted]
 Account Number [redacted]
 Claim Status Paid
 Claim Date 04/04/2014
 Claim Submitted Date 04/04/2014
 Date Paid 04/11/2014
 Payment Type [redacted]
 Amount Approved [redacted]
 Date Approved 04/04/2014

Approval Code * Approval Text

Service Administrator Information section
 Warranty Policy Code: CP20 Part Multiplier: .328
 Plan ID: ***** Plan Type:

Manufacturer: UTC - United Technologies Corporation
 Dealer: [redacted] Dealer Location: [redacted]
 Distributor: 493879088 - Canada Distribution, Mississauga, LE
 Distributor Location: 60380 - Canada Distribution, Mississauga, LE
 Reference Number: CLAIM239985
 Model Number: 58MTA060-F-1-12 Competitive Equipment
 Serial Number: 2405A01177 Stock Unit
 Warranty Type: Standard Warranty Startup Date: 08/30/2005

NEW NEW - SAME CUSTOMER

SELECT: STANDARD

CUSTOMER INFORMATION SHOULD AUTOPOPULATE FROM ENTITELMENT SCREEN. IF UNIT NOT REGISTERED YET – COMPLETE THIS SECTION

SERVICE DETAIL INFORMATION

Fail Date: 02/03/2016 Repair Date: 02/03/2016

Optional Contract Number
 Bulletin/Authorization Number
 Credit Card Payment

**** If the unit has been replaced fill in the New Model and Serial fields
 Replacement Model Number
 Replacement Invoice Number

FAIL & REPAIR DATES
 **REPAIR must be within 90 days of claim

DO NOT ENTER ANY BULLETIN NUMBER

Can Claim together: Primary HEX, Secondary Condensing HEX, Cold Spot Baffle, Cell Inlet Panel and Cell Outlet Panel

IMPORTANT: The coupling box is no longer a warrantied item for serial numbers "outside range" unless there is remaining parts warranty on the furnace.

Causal Part	Failed Part Quantity	Failed Part Number	Failed Part Serial Number	Failed Part Install Date	Competitor Part	Repl Part Qu	DESCRIPTION	INVOICE #	INVOICE #
<input type="checkbox"/>	3	320723-751			<input type="checkbox"/>	3	HEAT EXCHANGER KIT		8553456-00
Claim Error: NONE									
<input type="checkbox"/>	1	330539-752			<input type="checkbox"/>	1	COUPLING BOX KIT		8553456-00
Claim Error: NONE									
<input type="checkbox"/>	1	320720-753			<input type="checkbox"/>	1	CELL PANEL KIT(INLET)		8553456-00
Claim Error: NONE									
<input type="checkbox"/>	1	330541-752			<input type="checkbox"/>	1	CELL PANEL KIT		8553456-00
Claim Error: NONE									
<input checked="" type="checkbox"/>	1	334357-751			<input type="checkbox"/>	1	COND HEAT EXCH		8553456-00
Claim Error: NONE									

ENTER QTY, PART NUMBER & INVOICE #.
 DO NOT ENTER FAILED PART INSTALL DATE OR SERIAL

...continued from previous page

QUALITY INFORMATION

Model Location Furnace Orientation

Gas Furnace Fuel

Labor Repair Type * **MUST BE 'SECONDARY HEAT EXCHANGER'**

Component Code H310

Diagnosis
Why was the service call made?
What was found to be wrong?
What was done to repair unit or correct problem?
no heat - SECONDARY ON OLD HEAT EXCHANGER CORRODED INTERNALLY CAUSING

ENTER DIAGNOSIS

Defect Code **SELECT APPROPRIATE DEFECT CODE**

In order to get the labor allowance, the secondary heat exchanger must be marked as the causal part and the labor repair type must be "Secondary Heat Exchanger".

IMPORTANT: Do not add the 4.0 hours labour to the claim...as long as the secondary heat exchanger is marked as the causal part and the labour repair type is "Secondary Heat Exchanger" the factory will add 4.0 labour hours automatically.

Item	Requested	Approved
Total Parts		
Labor Hours	<input type="text"/>	
Labor Rate		
Labor Amount		
Freight Amount	<input type="text"/>	
Lbs. Refrigerant	<input type="text"/>	
Refrigerant Price per lb.		
Refrigerant Amount		
Service Materials Amount	<input type="text"/>	
Drive-Up Time	<input type="text"/>	
Drive-Up Amount		
Diagnostic Hours	<input type="text"/>	
Diagnostic Amount		
Admin Allowance Amount		
Handling Fee	<input type="text"/>	

DO NOT ENTER LABOUR HRS

SAVE & THEN ATTACH FURNACE INSPECTION REPORT.

How to Attach Document to claim
Click on **Manage Attachments** (On the top of claim page)
Click on **Create New** (At the bottom of your claim page)
Click **Browse** (Select the file from your computer)
Click **Save** (At the bottom of your claim page)
Click **Edit Claim** (On the top of claim page)
Click **Submit** (At the bottom of your claim page)

SMB090024B – FURNACE CHANGE OUT SMB090024B

WARRANTY CLAIM

HELPFUL TIP: ALWAYS START CLAIMS FROM THE ENTITLEMENT SCREEN.
Enter Serial Number + Search (Model No. will auto-populate)
SELECT 'NEW CLAIM'

SEARCH NEW CLAIM CHANGE SERVICE ADMINISTRATOR

Claim Number 114646-00380
 Account Number Saved
 Claim Status 03/23/2016
 Claim Date
 Claim Submitted Date
 Amount Approved

Manufacturer UTC - United Technologies Corporation
 Dealer [Redacted]
 Distributor [Redacted]
 Dealer Location [Redacted]
 Distributor Location 60380 - Canada Distribution, Mississauga, LE
 Reference Number CRJ38DXRK
 Model Number 355MAV042080F
 Serial Number 2901A10814
 Warranty Type * Bulletin
 Competitive Equipment
 Stock Unit
 Unit Installed/Startup Date 09/01/2001

BULLETIN

FURNACE INSTALL DATE

CUSTOMER INFORMATION

Company Name [Redacted]
 First Name Lori Last Name McQuarrie
 Address Line 1* 232 Nottingham Road NW Address Line 2
 City, State/Province, Postal Code* Calgary AB T2K5N5
 Country * CANADA
 Email
 Phone 1 5873490255 Phone 2
 Application Type Owner Occupied Residential Original Equipment Owner YES

THIS SECTION SHOULD AUTO-POPULATE FROM ENTITLEMENT SCREEN. IF UNIT NOT REGISTERED YET – COMPLETE THIS SECTION.

SERVICE DETAIL INFORMATION

Fail Date* 01/10/2016 Repair Date* 01/11/2016
 Optional Contract Number
 Bulletin/Authorization Number SMB090024B
 Replacement Model Number
 Replacement Invoice Number
 Replacement Disposition
 Replacement Approved Amount

FAIL & REPAIR DATES
 **REPAIR must be within 90 days of claim

SMB090024B

Causal Part	Failed Part Quantity	Failed Part Number	Failed Part Serial Number	Failed Part Install Date	Competitor Part	Replaced Part Quantity	Replaced Part Number	Replaced Part Description	Replaced Part Serial Number	Replaced Part Invoice Number	Part Disposition	Unit Price	Part Mark Up	Part Price Extended

NOTHING ENTERED IN THIS SECTION.

QUALITY INFORMATION

Model Location Basement Furnace Orientation Upflow
 Gas Furnace Fuel Natural gas
 Labor Repair Type * NO DOA LABOR
 Component Code L100
 Diagnosis
 Why was the service call made?
 What was found to be wrong?
 What was done to repair unit or correct problem?
 Furnace would not continue to run
 Heat Exchangers were broken
 Replaced furnace
 Defect Code L105 - Inspection

NO DOA LABOUR

ENTER DIAGNOSIS

SELECT DEFECT CODE

Item Total Parts Requested 50.00
 4.0 HOURS 4.00
 New Comment
 Add comment with:
 Replacement Model:
 Replacement Serial Number
 Replacement Invoice #
 SAVE
 Diagnostic Hours
 Diagnostic Amount
 Admin Allowance Amt
 Handling Fee

IMPORTANT
 Add comment with:
 Replacement Model:
 Replacement Serial Number
 Replacement Invoice #
 SAVE

4.0 HOURS 4.00

How to Attach Document to claim
 Click on **Manage Attachments** (On the top of claim page)
 Click on **Create New** (At the bottom of your claim page)
 Click **Browse** (Select the file from your computer)
 Click **Save** (At the bottom of your claim page)
 Click **Edit Claim** (On the top of claim page)
 Click **Submit** (At the bottom of your claim page)

SAVE & THEN ATTACH
 FURNACE INSPECTION REPORT.
BEFORE YOU SUBMIT

NEW NEW - SAME CUSTOMER SAVE DELETE CLAIM SUBMIT PRINT

90% Furnace Secondary Heat Exchanger Inspection Certificate

Attach to Warranty Claim. [SMB090024A – Heat Exchanger Replacement](#). [SMB090024B – Furnace Replacement](#).

**Claim #			
**Customer Name			
**Customer Address			
**Customer Phone #			
**Model Number		**Serial Number	

Combustion Test Checklist

**CO reading – Required if furnace is operational		ppm
Excess air level		%

Installation Checklist – check all areas examined per SMB09-0022

Venting	Condensate Drain	Pressure Switch Hoses	
Start-up	Propane Conversion	Thermostat Set Up	
Safety Control Check	Accessories	Propane Conversion	

Maintenance Items – check all items cleaned or examined per SMB09-0022

Air Filter(s)	Blower Motor/Wheel	Burners/Igniter	
Primary Heat Exchanger	Secondary Heat Exchanger	Electrical Connections	
Other Tubing/Hoses			

After installation and maintenance items corrected - Combustion retest

CO reading (2 nd) test		ppm
Excess air level (2 nd) test		%

Visual Inspection of Secondary Heat Exchanger

****Observations from visual inspection of heat exchanger**

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****If furnace is replaced provide replacement model and serial number**

**Model Number		**Serial Number	
**Dealer Name/ Dealer Number			
**Technician Name (Print)			
**Technician Signature			
<p>I certify that the secondary heat exchanger in this unit failed or that failure was deemed imminent based on observations documented in this inspection certificate.</p>			
** Denotes Required Field			

How to Attach a Document to Claim

1. While in claim click on **Manage Attachments**
(On the top of claim page)
2. Click on **Create New**
(At the bottom of your claim page)
3. Click **Choose File**
(Select the file from your computer)
4. Click **Save**
(At the bottom of your claim page)
5. Click **Edit Claim**
(On the top of claim page)
6. Click **Submit**
(At the bottom of your claim page)

KEY THINGS TO REMEMBER:

- File claim within 90 days of the repair date
- Check entitlement to see the warranty coverage and the time parameters
- **ALWAYS** start your claim from the ENTITLEMENT screen
- Have all of the required information available when entering a claim (ie. invoice for replacement parts)
- Follow Up on Service Bench AFTER a claim is processed to confirm the status of your claim has been approved.
- COD accounts must check the CREDIT CARD PAYMENT BOX in the claim in order to receive the warranty credit reimbursed to a credit card.
- For questions CALL the WARRANTY HOTLINE (Canada) 1-855-304-1895