WELCOME TO CARRIER ENTERPRISE CANADA LT

Service Bench Warranty Types and Claims - Presentation

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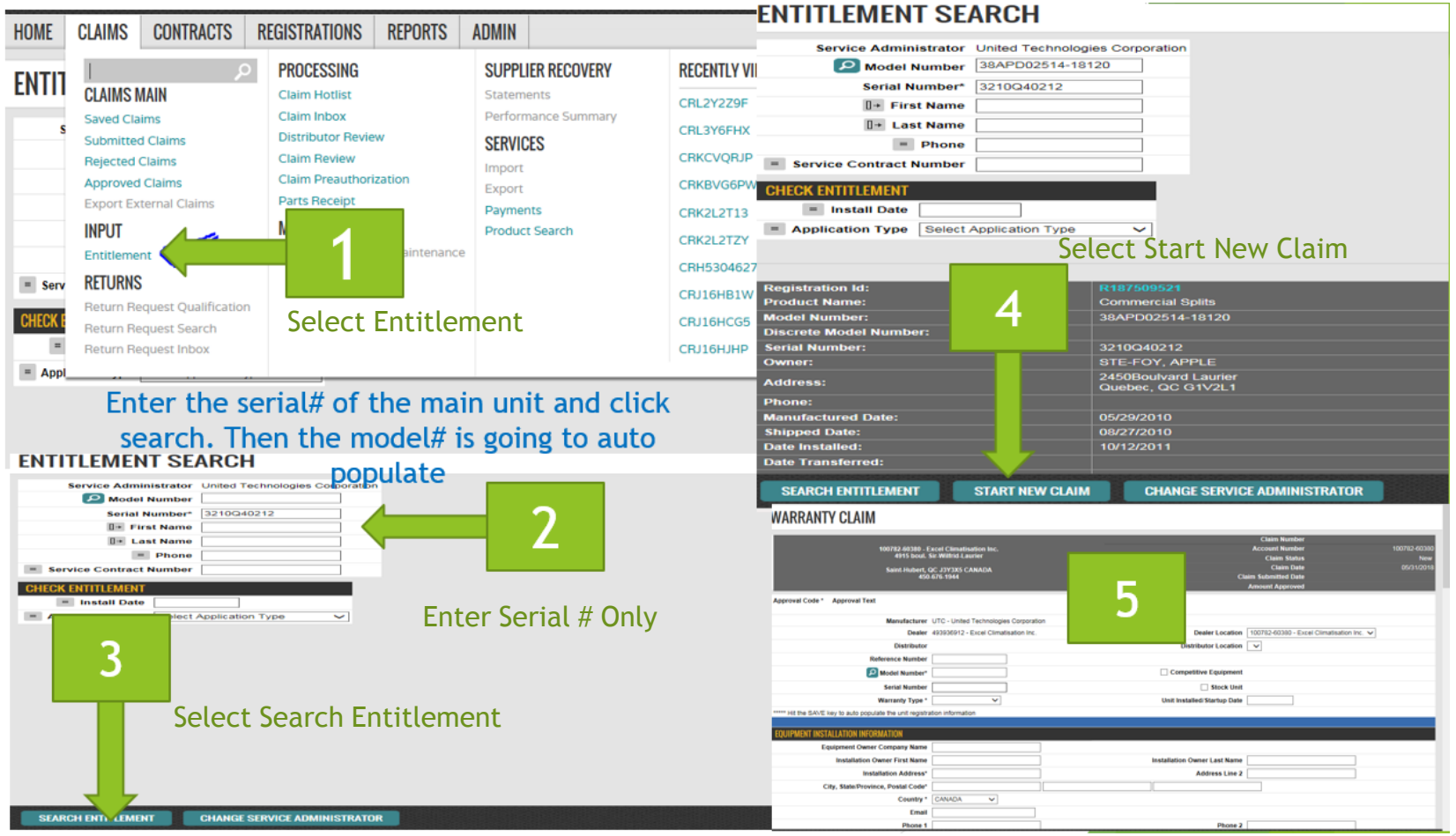
Warranty Types:

- Standard Warranty – Manufacturers warranty (1st year & extended) as defined by the warranty card.
- Preauthorization – When standard warranty does not apply & Tech Support has given special warranty allowance.
- Service Part – The failed part was a replacement part purchased for a unit that is OUT of warranty & the part fails within 1 year of the purchase date.
- Optional Contract – Extended warranty coverage was purchased on a unit.
- Bulletin – Service Manager Bulletin issued by the factory for a specific program. If there is an optional contract, the bulletin overrides the optional coverage purchased.
- Unit Exchange – Authorized unit replacement or change out per policy, program or preauthorization.

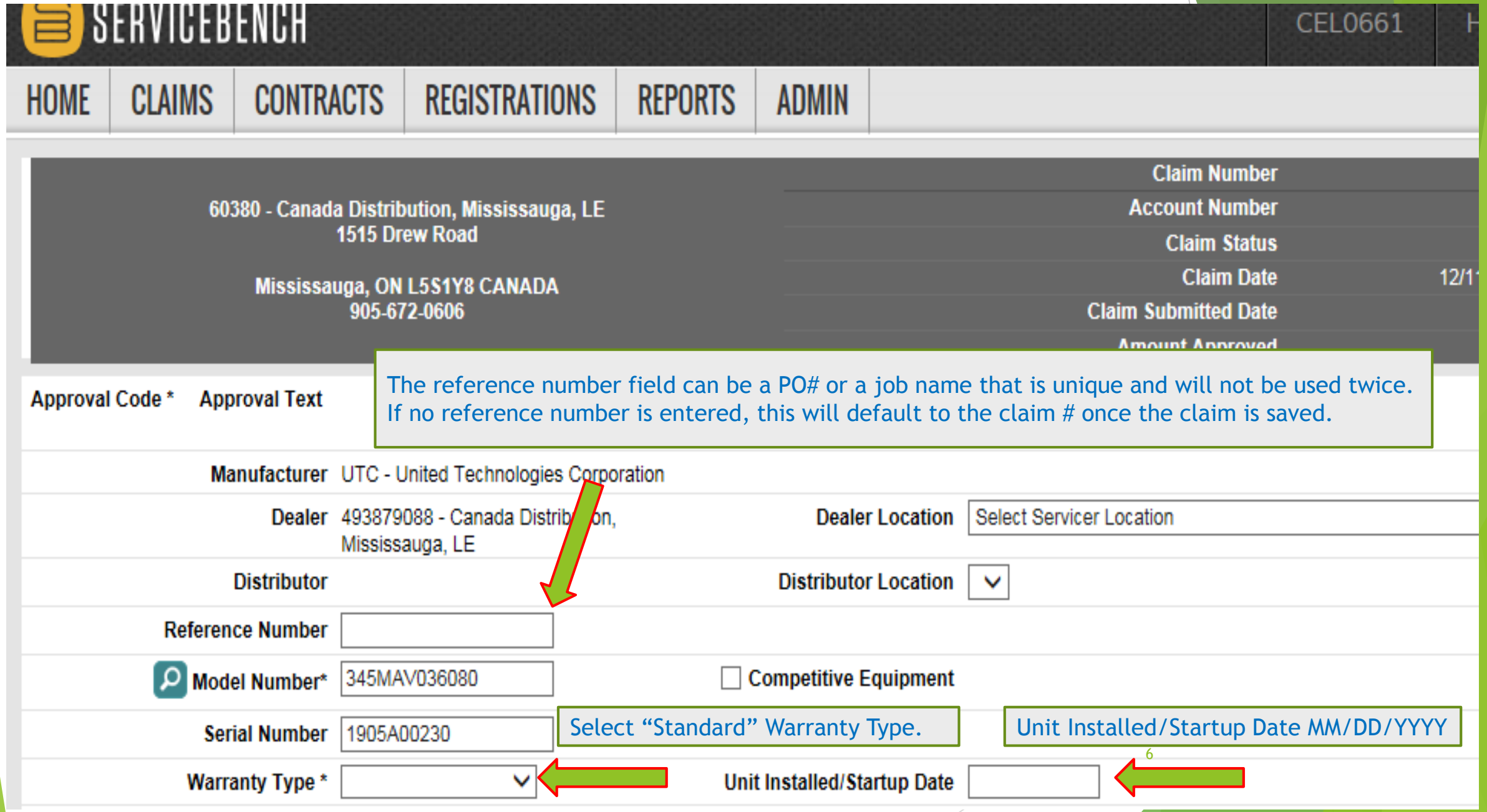
Entitlement Search

Always start from ENTITLEMENT for Carrier, Bryant or Payne units.



Standard Claim

- Manufacturer's warranty – Factory (1st year and extended) warranty coverage as defined by the warranty certificate.


SERVICEBENCH
CEL0661
HOME
CLAIMS
CONTRACTS
REGISTRATIONS
REPORTS
ADMIN
60380 - Canada Distribution, Mississauga, LE
1515 Drew Road
Mississauga, ON L5S1Y8 CANADA
905-672-0606
Claim Number
Account Number
Claim Status
Claim Date
Claim Submitted Date
Approval Code *
Approval Text
The reference number field can be a PO# or a job name that is unique and will not be used twice.
If no reference number is entered, this will default to the claim # once the claim is saved.
Manufacturer
UTC - United Technologies Corporation
Dealer
493879088 - Canada Distribution,
Mississauga, LE
Dealer Location
Select Servicer Location
Distributor
Distributor Location
Reference Number
Model Number*
345MAV036080
Competitive Equipment
Serial Number
1905A00230
Select "Standard" Warranty Type.
Unit Installed/Startup Date MM/DD/YYYY
Warranty Type *
Unit Installed/Startup Date

CUSTOMER INFORMATION

Company Name

First Name

Last Name

Address Line 1*

Address Line 2

City, State/Province, Postal Code*

Country * CANADA

IMPORTANT: Only enter the 2 letter province code. NEVER 3 letters or full province

Email

Phone 1

Phone 2

Application Type

Original Equipment Owner

SERVICE DETAIL INFORMATION

Fail date and repair date are essential on ALL Service Bench claims.
Claim MUST be submitted within 90 days of the Repair Date.

Fail Date* MM/DD/YYYY Repair Date *

IMPORTANT: For CASH SALE accounts that require the claim to be credited to their CREDIT CARD, the Credit Card Payment MUST be selected. Otherwise, the credit will appear on their account.

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 Serial Number

Number of Part Lines 4

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
☐					☐					
☐					☐					
☐					☐					

Select main component that was replaced as the casual part. (1) line only can be checked for causal part.
Complete only fields indicated above: Failed Qty/Failed Part #, Replaced Qty/Replaced Part #/Replacement Invoice #.

QUALITY INFORMATION

Model Location

Furnace Orientation

Gas Furnace Fuel

Labor Repair Type * NO DOA LABOR

Component Code

Standard claims default to the correct Labour Repair Type which is 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?

Defect Code

Answer all (3) diagnosis questions in the field provided. Once this has been completed, select SAVE (before you select DEFECT CODE).
Once the claim is saved, select the down box on the defect code field and select the correct failure code.
Once complete, SAVE & then SUBMIT to get your claim approved.

Unit Exchange Claim

-Accessory exchange can be approved by your Distributor- You should contact your local distributor for pre-authorization or advice if the unit can be replaced or changed.

- Accessory exchange like coils, thermostats can be done by the dealer.

Reference Number	CRJAGK9WW		
Model Number*	CNPVU3617ACA	☐ Competitive Equipment	
Serial Number	1110X36931	☐ Stock Unit	
Warranty Type *	Unit Exchange	Unit Installed/Startup Date	06/24/2010

MM/DD/YYYY

***** Hit the SAVE key to auto populate the unit registration information

CUSTOMER INFORMATION

Company Name			
First Name			
Address Line 1*			
City, State/Province, Postal Code*			
Country *			
Email			
Phone 1			
Application Type	Owner Occupied Residential	Original Equipment Owner	Yes

Complete the customer information section (commercial Jobs only use the Company Name Field), application type and original equipment owner drop down boxes.

IMPORTANT: Only enter the 2 letter province code. NEVER 3 letters or full province.
Example for Ontario: ON

SERVICE DETAIL INFORMATION

Fail Date*	09/29/2016	Repair Date *	10/01/2016
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	CNPVU3617ALA	Replacement Serial Number	2416X06872
Replacement Invoice Number	9180416	Replacement Unit Price	
Replacement Disposition	Hold for 30 days	Replacement Mark Up	
Replacement Approved Amount		Requested Replacement Amount	

QUALITY INFORMATION

Model Location | **Furnace Orientation**

Gas Furnace Fuel

Labor Repair Type * NO DOA LABOR | **Component Code** U100

Diagnosis
Why was the service call made?
What was found to be wrong?
What was done to repair unit or correct problem?

Unit was icing
Coil is bad
Replaced Coil

Defect Code U109 - UNITCH

Item	Requested	Approved
Total Parts	$0.00	$0.00
Labor Hours		0.0
Labor Rate		
Labor Amount		
Out of Warranty - Labor		
Replacement Unit Price		189.95
Freight Amount		
Lbs. Refrigerant		
Refrigerant Price per lb.		
Refrigerant Amount		
Service Materials Amount		
Drive-Up Time		
Drive-Up Amount		
Diagnostic Hours		

Heat Exchanger Bulletin Claim

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

SECONDARY HEAT EXCHANGER CHEAT SHEET
(20 years from installation – original owner)

SMB090024 A=PARTS ONLY B=FURNACE REPLACEMENT
4 HRS LABOR ON ALL CLAIMS ($325 Flat Rate) $200.00 TOWARDS NEW FURNACE
SERIAL NUMBER RANGE: 2993A00001 - 1808A99999

340A	58MCA	490A	PG9M
340M	58MCB		
345M	58MXA		
350A	58MXB	Condensing HEX, Coupling Box Kit,	
350M	58MSA	Cold Spot Baffle, Cell Inlet Panel and	
351D	58UVB	Cell Outlet Panel	
352A	58MVP		
352M	58MVB		
355A	58MVC		
355B	58MTA		
355C	58MTB		
355M			

SERIAL NUMBER: FROM 1908A000001 (NOT UNDER THE BULLETIN)

PRIMARY AND SECONDARY (AND ITS PARTS) WILL BE DONE UNDER 'STANDARD WARRANTY'
LABOUR REPAIR TYPE SHOULD BE 'SECONDARY HEAT EXCHANGER' ($325 Flat Rate)

PAGE 1 OF 1 106 WORDS ENGLISH (UNITED STATES) 77%

Reference Number: CRJCHP74V

Model Number*: 355AAV042080 — Competitive Equipment

Serial Number: 5005A01050 — Stock Unit

Warranty Type *: Bulletin — Unit Installed/Startup Date: 04/22/2006

***** Hit the SAVE key to auto populate the unit registration information

CUSTOMER INFORMATION

Company Name

First Name — Last Name: Coon

Address Line 1* — Address Line 2

City, State/Province, Postal Code*

Country *

Email

Phone 1 — Phone 2

Application Type: Owner Occupied Residential — Original Equipment Owner: Yes

Complete the customer information section (commercial Jobs only use the Company Name Field), application type and original equipment owner drop down boxes.

IMPORTANT: For the province, enter only the 2 letter abbreviation. Example for Ontario: ON

SERVICE DETAIL INFORMATION

Fail Date*: 11/29/2016 — Repair Date *: 12/05/2016

Optional Contract Number

Bulletin/Authorization Number: SMB090024A — Credit Card Payment

***** If the unit has been replaced fill in the New Model and Serial fi

Replacement Model Number — ement Serial Number

Replacement Invoice Number — eplacement Unit Price

Replacement Disposition — Replacement Mark Up

Replacement Approved Amount — Requested Replacement Amount

Enter Bulletin #
SMB090024A - Parts Only
SMB090024B - Unit Replacement

IMPORTANT: For CASH SALE accounts that require the claim to be credited to their CREDIT CARD, the Credit Card Payment MUST be selected. Otherwise, the credit will appear on their account.

Number of Part Lines: 4

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 Exten
☑	1	334357-755			☐	1	334357-755	COND HEAT EXCH		9294930-00	HOLD FOR 30 DAYS AFTER APPROVAL	383.25	$0.00	
	Claim Error: NONE													
☐	1	330539-753			☐	1	330539-753	COUPLING BOX		9294930-00	HOLD FOR 30 DAYS AFTER APPROVAL	25.71	$0.00	
	Claim Error: NONE													
☐	1	330541-753								9294930-00	HOLD FOR 30 DAYS AFTER APPROVAL	28.11	$0.00	
	Claim Error: NONE													
☐	1	320720-760			☐	1	320720-760	PANEL KIT		9294930-01	HOLD FOR 30 DAYS AFTER APPROVAL	48.23	$0.00	
	Claim Error: NONE													

Secondary Heat Exchangers should always be selected as the causal part.

If any of the listed items below were replaced, these should be submitted with this secondary heat exchanger claim:

- coupling box kit
- cold spot baffle
- cell inlet/outlet panel kits

QUALITY INFORMATION

Model Location Basement

Gas Furnace Fuel Propane (LP)

Labor Repair Type * NO DOA LABOR

Must be NO DOA LABOUR

Furnace Orientation Horizontal

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.
Heat Exchanger plugged.
Replaced heat exchanger.

Defect Code H301 - Corrosion

Answer all (3) diagnosis questions in the field provided. Once this has been completed, select SAVE (before you select DEFECT CODE). Once the claim is saved, select the down box on the defect code field and select the correct failure code.
Once complete, SAVE & then SUBMIT to get your claim approved.

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.

SAVE SUBMIT

Item	Requested	Approved
Total Parts	$485.30	$485.30
Labor Hours	4.0	0.0
Labor Rate		
Labor Amount		325.00
Freight Amount		0.00
Lbs. Refrigerant		0
Refrigerant Price per lb.	0	
Refrigerant Amount		0.00
Service Materials Amount		0.00
Drive-Up Time		
Drive-Up Amount		0.00
Diagnostic Hours		
Diagnostic Amount		

Enter 4.0 HRS Labour

Service Parts Claim

- A failed part is a specified replacement part purchased from the factory for a repair of an out of warranty unit, if date of installation of failed part is less than one year from the date of purchase of that part.

1. Start claim from entitlement screen (see page 4)
2. Select warranty type = Service Part
3. Enter install date
4. Complete customer information section (including phone number)
5. Select application type (always Other Application for Commercial)
6. Select installing homeowner Y/N (always NO for Commercial)
7. Enter failed date and repair date
8. Enter failed part and replacement part information. Magnifying glass look-up tool available. Serial numbers required for compressors
9. A failed part install date is required for a service part claim
10. Indicate the causal part
11. Leave Labor Repair Type set to No DOA Labor
12. Provide a complete description of service performed. This is critical information necessary to process the claim.
13. Hit SAVE – to enable system to auto-populate the appropriate Component Code
14. Select the appropriate defect code
15. Do not enter any miscellaneous amounts in this section of the claim for service part claims.
16. Submit

Warranty Claim

21195-20080 - Conley Sheet Metal 2925 HARRIS RD WAYCROSS, GA 31503-8740 UNITED STATES 912-283-2100	Claim Number	CRD9WVSQN
	Account Number	21195-20080
	Claim Status	Saved
	Claim Date	09/28/2012
	Claim Submitted Date	
	Amount Approved	

Manufacturer	UTC - United Technologies Corporation		
Dealer	494531296 - Conley Sheet Metal	Dealer Location	21195-20080 - Conley Sheet Metal
Distributor	493878319 - Mingledorffs Inc., Norcross, LE	Distributor Location	20080 - Mingledorffs Inc., Norcross, LE
Reference Number	TRAINING5		
Model Number*	38ARZ008---5	☐ Competitive Equipment	
Serial Number	0706G40136	☐ Stock Unit	
Warranty Type *	Service Parts	Unit Installed/Startup Date	03/24/2006

****** Hit the SAVE key to auto populate the unit registration information

Customer Information

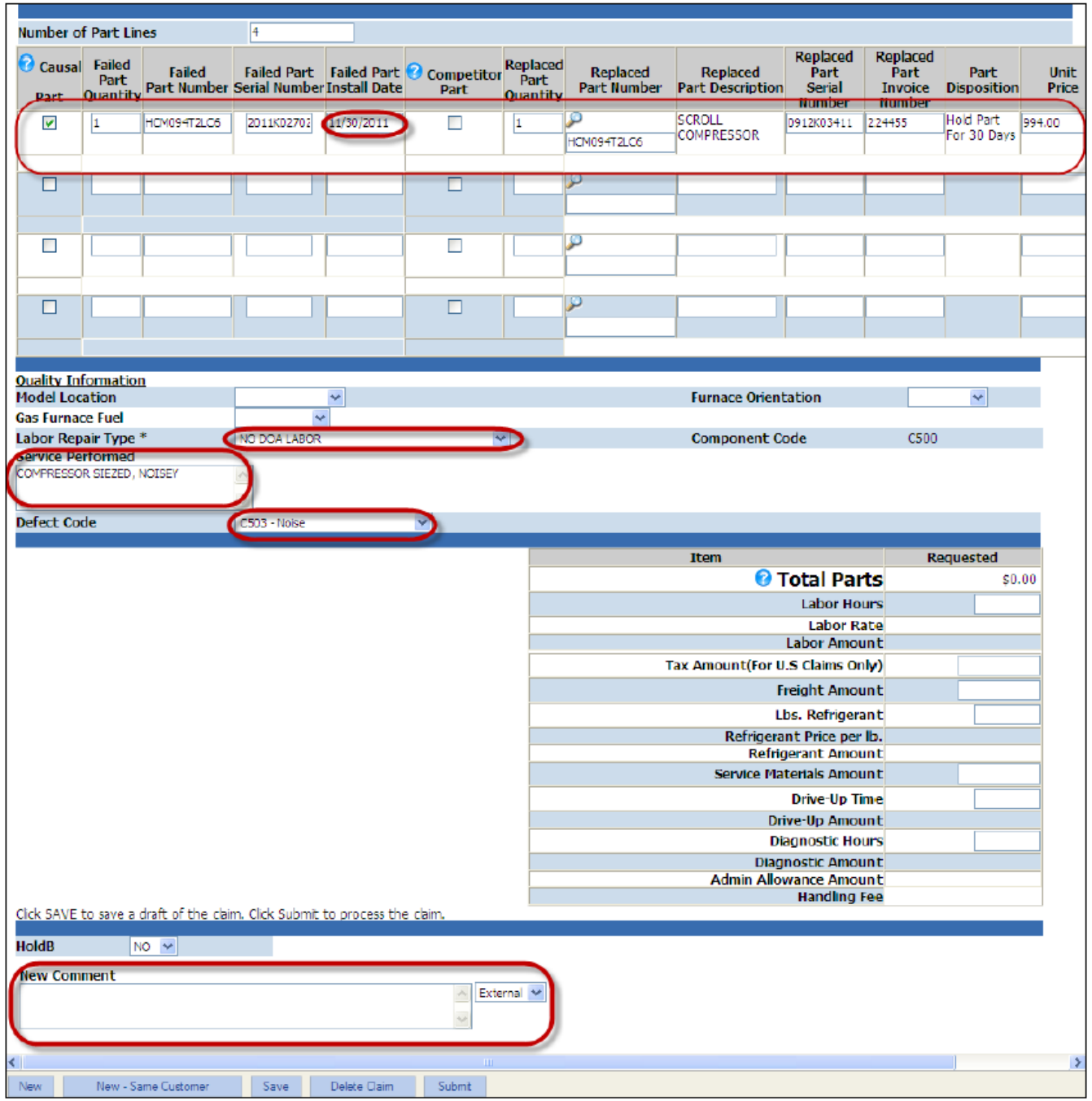
Company Name	GA WAR VETERANS HOME		
First Name	2249 VINSON HWY	Last Name	
Address Line 1*	2249 VINSON HWY SE	Address Line 2	
City, State/Province, Postal Code	MILLEDGEVILLE GA 31061		
Country *	UNITED STATES		
Email			
Phone 1*	4784574149	Phone 2	
Application Type	Other Application (Commercial)	Installing Homeowner	NO

Service Detail Information

Fail Date*	09/03/2012	Repair Date *	09/05/2012
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 Serial Number	
Replacement Invoice Number		Replacement Unit Price	
Replacement Disposition		Replacement Mark Up	
Replacement Approved Amount		Requested Replacement Amount	



Number of Part Lines: 4

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
☑	1	HCM094T2LC6	2011K02702	11/30/2011	☐	1	HCM094T2LC6	SCROLL COMPRESSOR	0912K03411	224455	Hold Part For 30 Days	994.00
☐					☐							
☐					☐							
☐					☐							

Quality Information

Model Location

Gas Furnace Fuel

Labor Repair Type *: NO DOA LABOR

Furnace Orientation

Component Code: C500

Service Performed: COMPRESSOR SIEZED, NOISEY

Defect Code: C503 - Noise

Item	Requested
Total Parts	$0.00
Labor Hours	
Labor Rate	
Labor Amount	
Tax Amount(For U.S Claims Only)	
Freight Amount	
Lbs. Refrigerant	
Refrigerant Price per lb.	
Refrigerant Amount	
Service Materials Amount	
Drive-Up Time	
Drive-Up Amount	
Diagnostic Hours	
Diagnostic Amount	
Admin Allowance Amount	
Handling Fee	

Click SAVE to save a draft of the claim. Click Submit to process the claim.

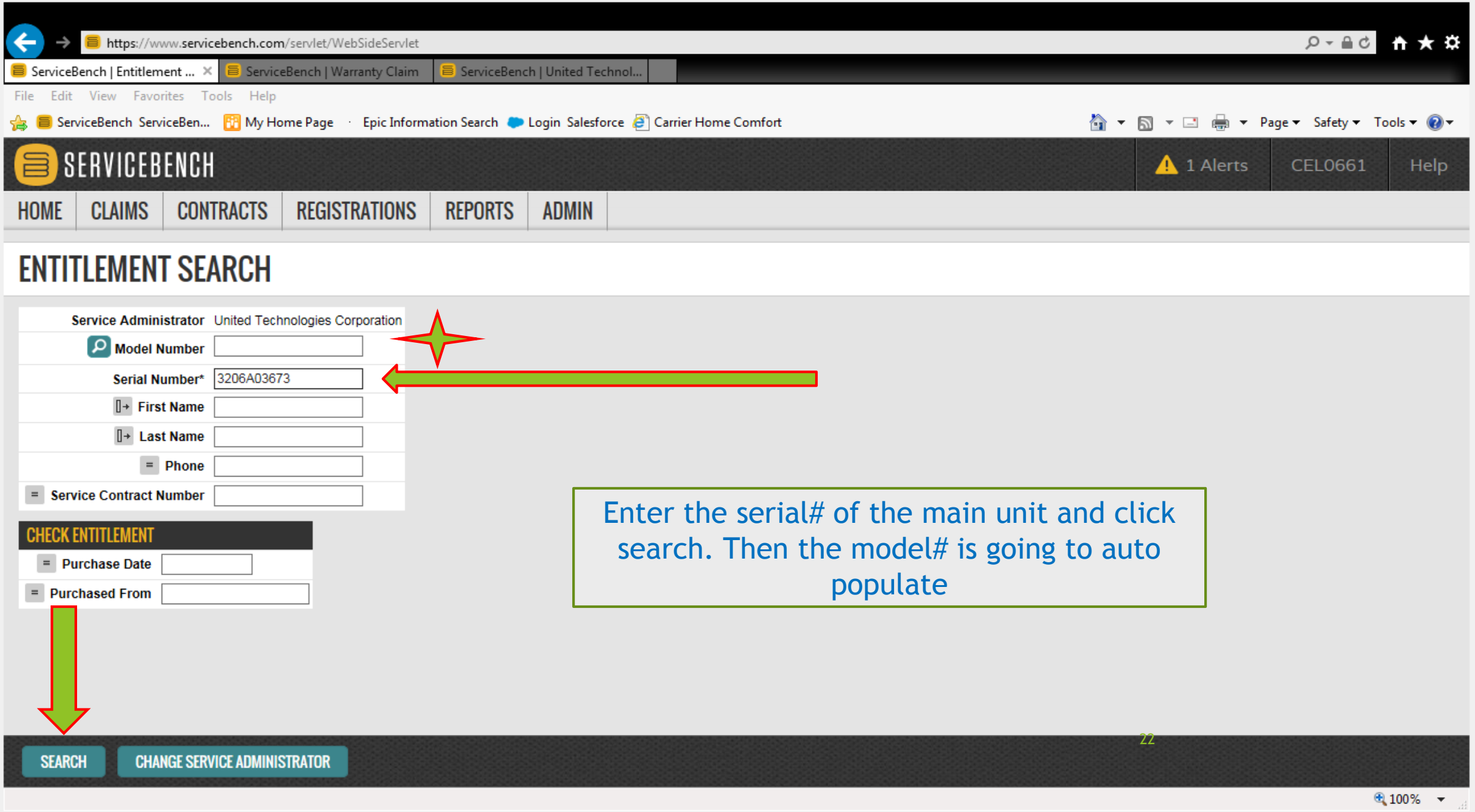
HoldB: NO

New Comment: External

New | New - Same Customer | Save | Delete Claim | Submit

Optional Contract Claim

- Optional coverage was purchased on a unit and the unit is registered with warranty Administration. A defective part and/or parts and labor are covered as defined by optional warranty certificate. A contract has been purchased for this equipment.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REGISTRATIONS
REPORTS
ADMIN
ENTITLEMENT SEARCH
Service Administrator
United Technologies Corporation
Model Number
Serial Number*
3206A03673
First Name
Last Name
Phone
Service Contract Number
CHECK ENTITLEMENT
Purchase Date
Purchased From
Enter the serial# of the main unit and click search. Then the model# is going to auto populate
SEARCH
CHANGE SERVICE ADMINISTRATOR
22
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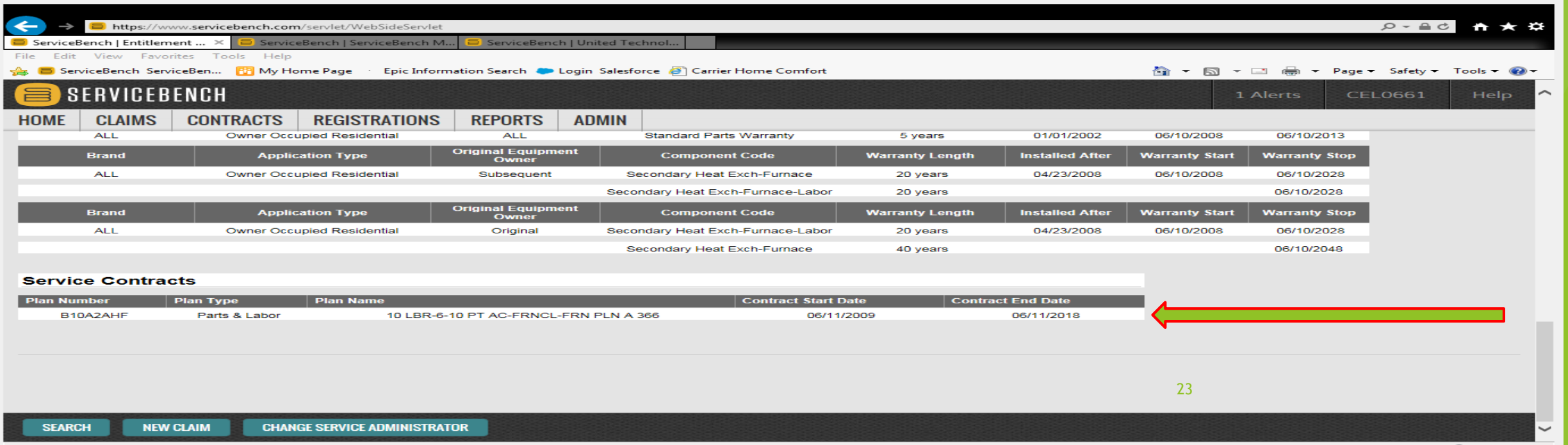
Help
HOME CLAIMS CONTRACTS REGISTRATIONS REPORTS ADMIN
Serial Number: 3206A03673
Owner: FAIRCHILD, JOHN
Address: 6 ROSE BOUGH AVE. QUEENSVILLE, ON L9H5C3
Phone: 905-627-7756
Date Installed: 06/10/2008
Date Transferred:
Warranty Policy Code: CP20
Warranty Policy Description: FOR SPECIFIC COVERAGE ON NON-REGISTERED UNITS INSTALLED IN OWNER OCCUPIED, NON-OWNER OCCUPIED AND COMMERCIAL APPLICATIONS, REFER TO WARRANTY CERTIFICATE
Standard Labor Warranty Expiration Date:
Standard Part Warranty Expiration Date:
Mark As:
Shipped Date: 08/12/2006
Replacement Of Model(s):
Replacement Of Serial Number(s):
Contract Number: ONH232363411
Contract Owner Name: FAIRCHILD, JOHN
Contract Address: 6 ROSE BOUGH AVE. QUEENSVILLE, ON L9H5C3
Contract Phone: 905-627-7756
Contract Service Provider ID: 494055802
Contract Service Provider Name: The Source
Contract#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HOME CLAIMS CONTRACTS REGISTRATIONS REPORTS ADMIN
ALL Owner Occupied Residential ALL Standard Parts Warranty 5 years 01/01/2002 06/10/2008 06/10/2013
Brand | Application Type | Original Equipment Owner | Component Code | Warranty Length | Installed After | Warranty Start | Warranty Stop
ALL | Owner Occupied Residential | Subsequent | Secondary Heat Exch-Furnace | 20 years | 04/23/2008 | 06/10/2008 | 06/10/2028
Secondary Heat Exch-Furnace-Labor 20 years 06/10/2028
Brand | Application Type | Original Equipment Owner | Component Code | Warranty Length | Installed After | Warranty Start | Warranty Stop
ALL | Owner Occupied Residential | Original | Secondary Heat Exch-Furnace-Labor | 20 years | 04/23/2008 | 06/10/2008 | 06/10/2028
Secondary Heat Exch-Furnace 40 years 06/10/2048
Service Contracts
Plan Number | Plan Type | Plan Name | Contract Start Date | Contract End Date
B10A2AHF | Parts & Labor | 10 LBR-6-10 PT AC-FRNCL-FRN PLN A 366 | 06/11/2009 | 06/11/2018
SEARCH NEW CLAIM CHANGE SERVICE ADMINISTRATOR
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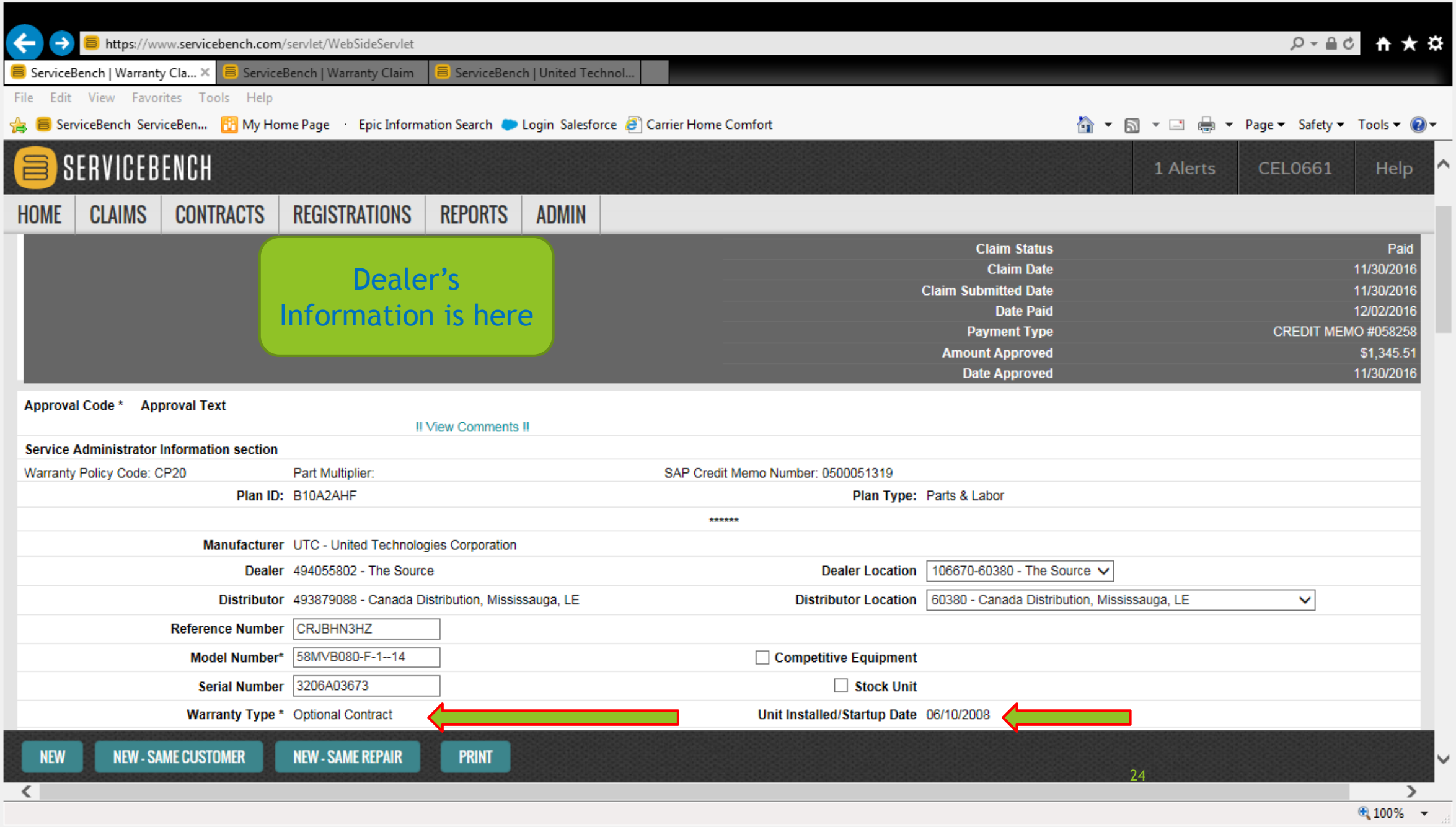
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1 Alerts
CEL0661
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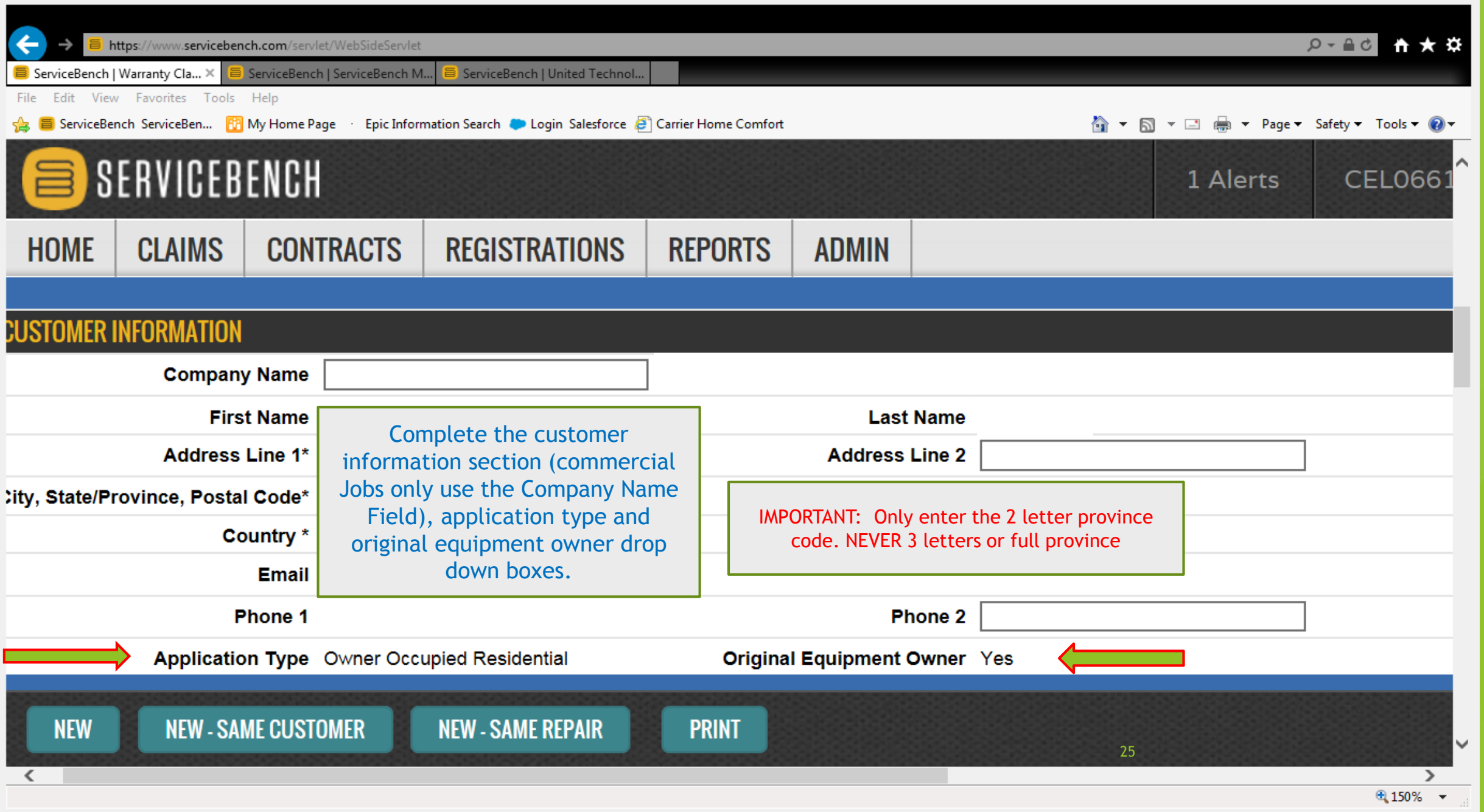
CLAIMS
CONTRACTS
REGISTRATIONS
REPORTS
ADMIN
Dealer's Information is here
Claim Status Paid
Claim Date 11/30/2016
Claim Submitted Date 11/30/2016
Date Paid 12/02/2016
Payment Type CREDIT MEMO #058258
Amount Approved $1,345.51
Date Approved 11/30/2016
Approval Code * Approval Text
!! View Comments !!
Service Administrator Information section
Warranty Policy Code: CP20 Part Multiplier: SAP Credit Memo Number: 0500051319
Plan ID: B10A2AHF Plan Type: Parts & Labor
******
Manufacturer UTC - United Technologies Corporation
Dealer 494055802 - The Source Dealer Location 106670-60380 - The Source
Distributor 493879088 - Canada Distribution, Mississauga, LE Distributor Location 60380 - Canada Distribution, Mississauga, LE
Reference Number CRJBHN3HZ
Model Number* 58MVB080-F-1--14 Competitive Equipment
Serial Number 3206A03673 Stock Unit
Warranty Type * Optional Contract Unit Installed/Startup Date 06/10/2008
NEW
NEW - SAME CUSTOMER
NEW - SAME REPAIR
PRINT
24
100%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CLAIMS
CONTRACTS
REGISTRATIONS
REPORTS
ADMIN
CUSTOMER INFORMATION
Company Name
First Name
Last Name
Address Line 1*
Address Line 2
City, State/Province, Postal Code*
Country *
Email
Phone 1
Phone 2
Application Type Owner Occupied Residential
Original Equipment Owner Yes
Complete the customer information section (commercial Jobs only use the Company Name Field), application type and original equipment owner drop down boxes.
IMPORTANT: Only enter the 2 letter province code. NEVER 3 letters or full province
NEW
NEW - SAME CUSTOMER
NEW - SAME REPAIR
PRINT
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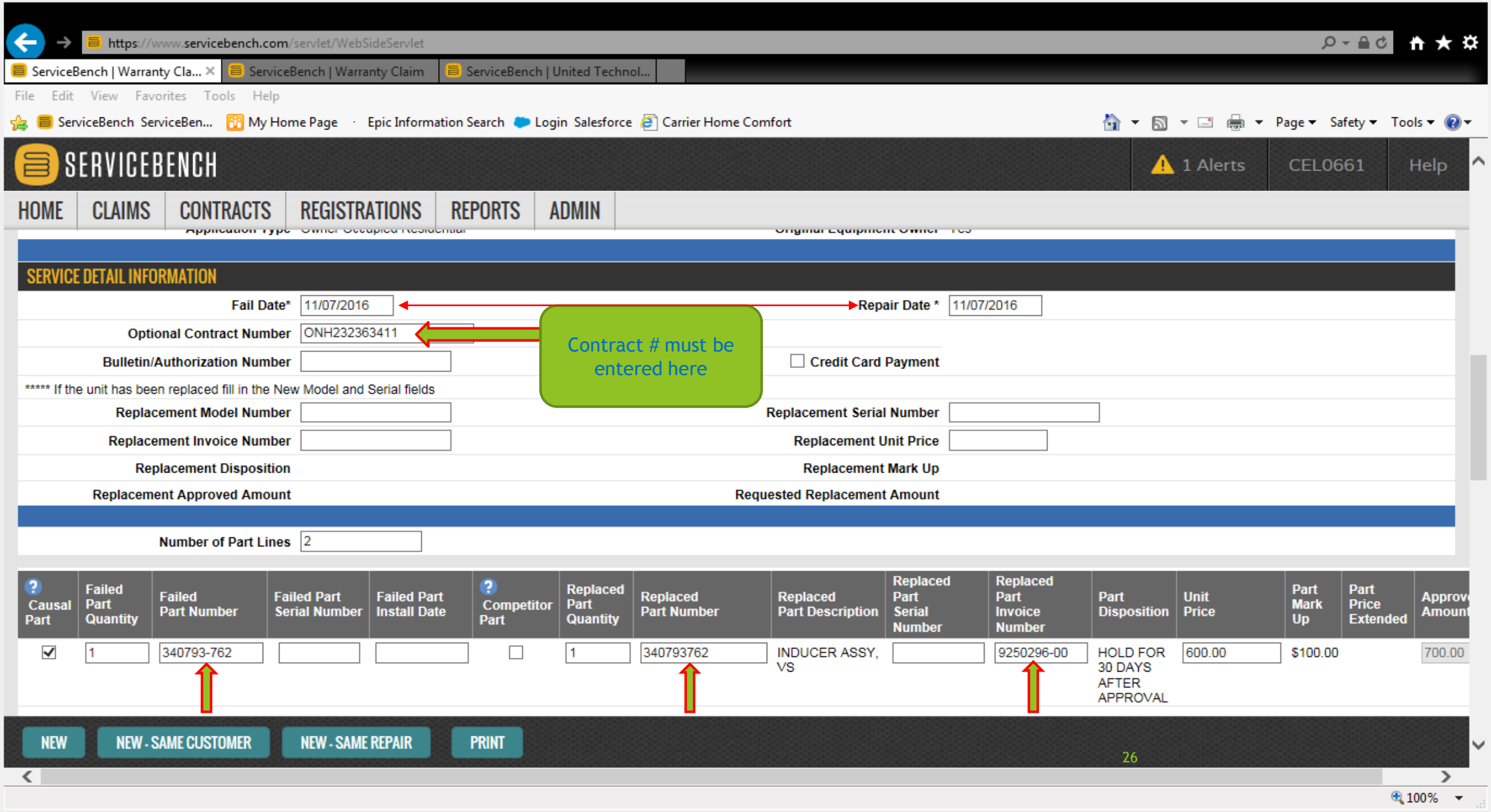
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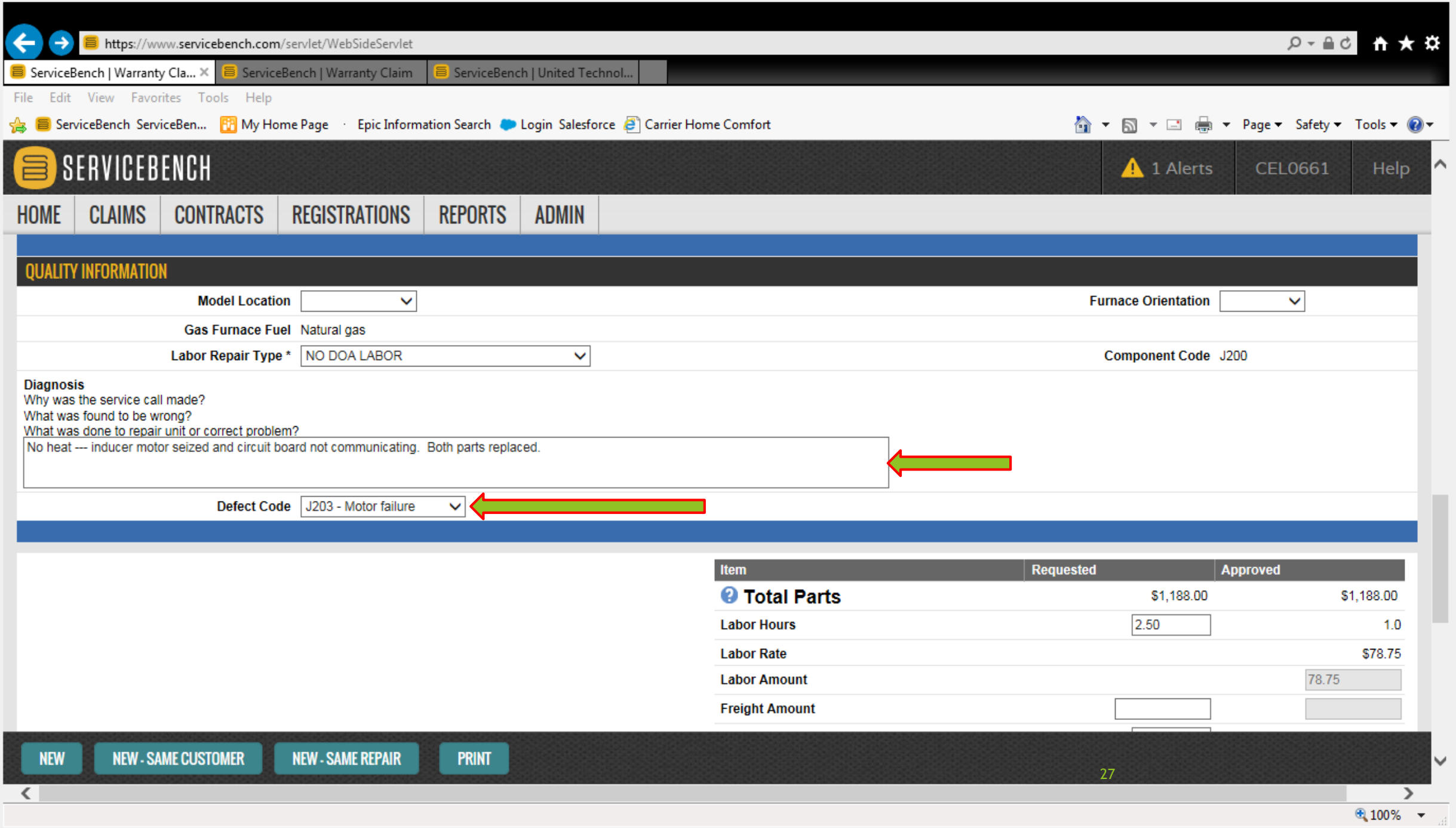
Page Safety Tools
SERVICEBENCH
1 Alerts
CEL0661
Help
HOME CLAIMS CONTRACTS REGISTRATIONS REPORTS ADMIN
SERVICE DETAIL INFORMATION
Fail Date* 11/07/2016
Repair Date * 11/07/2016
Optional Contract Number ONH232363411
Contract # must be entered here
Bulletin/Authorization Number
Credit Card Payment
***** If the unit has been replaced fill in the New Model and Serial fields
Replacement Model Number
Replacement Serial Number
Replacement Invoice Number
Replacement Unit Price
Replacement Disposition
Replacement Mark Up
Replacement Approved Amount
Requested Replacement Amount
Number of Part Lines 2
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
Approv Amount
1
340793-762
1
340793762
INDUCER ASSY, VS
9250296-00
HOLD FOR 30 DAYS AFTER APPROVAL
600.00
$100.00
700.00
NEW
NEW - SAME CUSTOMER
NEW - SAME REPAIR
PRINT
26
100%


https://www.servicebench.com/servlet/WebSideServlet
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Safety
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Help
HOME
CLAIMS
CONTRACTS
REGISTRATIONS
REPORTS
ADMIN
QUALITY INFORMATION
Model Location
Furnace Orientation
Gas Furnace Fuel
Natural gas
Labor Repair Type *
NO DOA LABOR
Component Code
J200
Diagnosis
Why was the service call made?
What was found to be wrong?
What was done to repair unit or correct problem?
No heat --- inducer motor seized and circuit board not communicating. Both parts replaced.
Defect Code
J203 - Motor failure
Item
Requested
Approved
Total Parts
$1,188.00
$1,188.00
Labor Hours
2.50
1.0
Labor Rate
$78.75
Labor Amount
78.75
Freight Amount
NEW
NEW - SAME CUSTOMER
NEW - SAME REPAIR
PRINT
27
100%

Preauthorization Claim

- **Preauthorization:** Check with your local distributor. Call Technical support for preauthorization claims.
- **1-800-237-3005**

CLAIM STATUS TYPES	WHAT DOES THIS MEAN?
Saved Claim	A saved claim is a claim which has not been submitted yet. Either this claim has an error or the dealer has entered the information and requires some assistances with the claim.
Submitted Claim	After entering all of the information, the dealer submits the claim. Any submitted claim can be approved or rejected.
Approved Claim	A claim has been approved if all details provided are correct.
Review Claim 1 - Distributor Review 2 - Factory Review	A reviewed claim will be reviewed by the distributor and then sent to factory for review. After reviewing the claim, It may be approved or rejected. If everything is correct, the claim may be approved. If something is incorrect in the claim may be rejected.
Paid Claim	When a claim has been approved, the dealers account may be credited within 2 business days.
Rejected/Reversed Claim	A claim can be rejected or reversed if wrong or incorrect details have been provided.

Questions?

Please call the Warranty Hotline
1-855-304-1895