

FURNACE HEAT EXCHANGER CLAIM OPTIONS & GUIDE

For serials that fall within:

SERIAL NOMENCLATURE – Deciphering Date of Manufacture

2	9	9	3	A	0	0	0	1	-	5	1	1	1	X	X	X	X	X	X	X
WEEK	YEAR									WEEK	YEAR									

QUALIFYING FURNACE MODELS:

Bryant: 340A, 340M, 345M, 350A, 350M, 351D, 352A, 352M, 353A, 353B, 353M, 355A, 355B, 355C, 355M

Carrier: 58 series MCA, MCB, MEC, MSA, MTA, MTB, MVB, MVC, MVP, MXA, MXB, UVB

Payne: 490A, PG9M, PG9UAA

Heat Exchanger Option Chart (all programs).....Page 1

REPLACE HEAT EXCHANGERS – CLAIMING INSTRUCTIONS

Bulletin Claim SMB090024A (within 20 years of install, Serials **2003 – Week 18, 2008**) - Secondary and all other components (primaries claimed separate).....Page 2

Primary heat exchangers claimed on a standard warranty claim.....Page 3

Standard Warranty Claim (within 20 years of install, Serials **Week 19, 2008 – Week 51, 2011**).....Pages 4 & 5

REPLACE FURNACE – CLAIMING INSTRUCTIONS

Bulletin Claim SMB090024B (within 20 years of install, Serials **2003 – Week 51, 2011**).....Page 6

Bulletin Claim DSB19-0022 (within 15 years of install, Serials **2008 – Week 51, 2011**).....Page 7

Dealer Furnace Trade in Program (within 20 years of install, Serials **2003 – Week 51, 2011**).....Page 8

OTHER INFORMATION

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For more detailed information, please refer to each bulletin above that is posted on HVAC Partners or contact our CE Canada Warranty Hotline 1-855-304-1895.

Heat Exchanger Options

The programs below are only for units within 20 years maximum of the installation date.

For units installed more than 20 years, no labour programs apply.

WITHIN 20 YEARS OF INSTALL

A serial prior to 2003 would most likely NOT qualify, because the 20- year rule applies. Example: A furnace installed December 5, 2003, would qualify up to December 5, 2023.

WITHIN 15 YEARS OF INSTALL

- A serial prior to 2008 would most likely NOT qualify, because the 15- year rule applies. Example: A furnace installed December 5, 2008, would qualify up to December 5, 2023.

INSTALL DATE	OPTIONS	SERIAL/PARAMETERS	RESULT	WARRANTY PROCESSING NOTES
<p>WITHIN 20 YEARS OF INSTALL DATE</p> <p>**Must check entitlement screen for installation date. If the unit is not registered, assume the install date is 6 weeks after the factory ship date (available on the entitlement screen.)</p> <p>DECIPHERING SERIAL #'S</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> 1 8 0 8 4 9 9 9 9 </div> <p>WEEK YEAR</p>	<p>REPLACE THE SECONDARY HEAT EXCHANGER</p> <p>SMB090024A</p>	<p>Serials up to the 18th week of 2008 follow SMB090024A.</p> <p>**Important to qualify, must have been installed in 2001 or later to be within the 20-years.</p> <p>Serials between: 19th week of 2008 to 51st week of 2011</p>	<p>The dealer replaces the secondary heat exchanger and is reimbursed for all associated heat exchanger parts + receives \$438.75 labour credit for the secondary heat exchanger.</p> <p>The dealer replaces the secondary heat exchanger and is reimbursed for all associated heat exchanger parts + receives \$438.75 labour credit for the secondary heat exchanger.</p>	<p>Bulletin claim SMB090024A applies:</p> <ul style="list-style-type: none"> ❖ Primary Heat Exchanger (if replaced) <ul style="list-style-type: none"> ▪ Submit a STANDARD warranty claim BEFORE the secondary claim is submitted. ▪ Standard parts only coverage (no labour). ❖ Secondary Heat Exchanger <ul style="list-style-type: none"> ▪ Claimed on a BULLETIN warranty claim (SMB090024A). ▪ Include Secondary with the Coupling Box Kit, Cold Spot Baffle, Cell Inlet & Outlet Panels. ▪ Parts reimbursement + \$438.75 labour. ▪ The furnace inspection certificate (must be completed & attached to the claim). <p>One Standard warranty claim (Primary & Secondary combined):</p> <p>The following are important changes to be made to your claim to receive the labour credit in addition to the parts credit:</p> <ul style="list-style-type: none"> ▪ 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 must be completed & attached to your claim. ▪ Enter 4.0 hours in the labour section Parts reimbursement + \$438.75 labour.
<p>WITHIN 15 YEARS OF INSTALL DATE</p> <p>**Must check entitlement screen for installation date. If the unit is not registered, assume the install date is 6 weeks after the factory ship date (available on the entitlement screen.)</p>	<p>NEW FURNACE</p> <p>SMB190022</p>	<p>SERIALS UP TO WEEK 51, 2011 FOLLOW SMB090024B</p> <p>DEALER FURNACE TRADE IN - DEALERS ONLY</p> <p>Refer to Dealer Handbook for eligibility dates & deadlines.</p>	<p>The dealer replaces furnace and is credited \$270 towards the new furnace + \$438.75 for labour. (Total \$708.75)</p> <p>This program is available to Carrier & Bryant Dealers only. NEW: Effective October 1, 2022, Carrier will no longer issue pre-paid cards to be sent to the consumer. All Furnace Trade-In allowances should be provided to the homeowner as an instant rebate off invoice.</p> <p>Dealer purchases a qualifying/approved furnace at regular price. Refer to the Matrix in bulletin DSB19-0022. BULLETIN # ON CLAIM: SMB190022</p>	<p>REPLACING THE ENTIRE FURNACE:</p> <ul style="list-style-type: none"> ❖ Furnace Change Out - Done in Service Bench <ul style="list-style-type: none"> ▪ Bulletin Claim SMB090024B to receive \$438.75 labour & \$270.00 service material credit (Total \$708.75). <p>Cannot be combined with the Dealer Furnace Trade in Program.</p> <p>Available to Carrier & Bryant Dealers only. This rebate is not done on Service Bench - these are claimed on the following marketing sites:</p> <ul style="list-style-type: none"> ➢ New Carrier Furnace, claim on: www.carrierincentives.com. ➢ New Bryant Furnace, claim on: www.bryantforoptions.com <p>Dealers will receive monthly reimbursement from CE Canada in accumulated form for all claims submitted in prior month for Trade-In Program.</p> <p>Unit Exchange claim done in Service Bench. Bulletin # SMB190022</p> <p>New unit model/serial/invoice gets entered in Service Details section of claim.</p> <p>Example: An approved furnace is purchased for \$2300. The warranty credit will be \$1500. (\$2300 - \$800 = \$1500)</p> <p>Important: Carrier/Bryant equivalents allowed, change in size allowed, but no equipment upgrades are allowed. Any other upgrade, the Dealer Trade-In Allowance Program can be utilized.</p>

SECONDARY within Serial Number Range SMB090024A

Important Note: If there are primary heat exchangers – these cannot be entered on a bulletin claim. Please claim primaries first, on a separate standard warranty claim (page 3).

WARRANTY CLAIM

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

Approval Code * Approval Text

Service Administrator Information section
Warranty Policy Code: CP20 Part Multiplier: .320
Plan ID: Plan Type:

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: Dealer: Dealer Location: 126601-60380 - Total Home Comfort
Distributor: 493879088 - Canada Distribution, Mississauga, LE Distributor Location: 60380 - Canada Distribution, Mississauga, LE

Reference Number: CRG4KJ6VWG
Model Number: 58MSA080---1--12
Serial Number: 1202A10433
Warranty Type: Bulletin
Unit Installed/Startup Date: 05/20/2002

Warranty type: Bulletin

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

FAIL DATE: 03/26/2014
Repair Date: 03/31/2014

Optional Contract Number
Bulletin/Authorization Number: SMB090024A
Credit Card Payment

REPAIR DATE
**must be within 90 days of claim

Enter Bulletin number

QUALITY INFORMATION

Model Location: Gas Furnace Fuel: Labor Repair Type: NO DOA LABOR
Furnace Orientation: 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 HEAT EXCHANGER CORRODED. REPLACED SECONDARY HEAT EXCHANGER.
Defect Code: H301 - Corrosion

MUST BE 'NO DOA LABOUR'

Answer all 3 questions

Select defect code

SAVE & THEN ATTACH FURNACE INSPECTION REPORT. BEFORE YOU SUBMIT

SAVE SUBMIT

Item	Requested	Approved
Total Parts		
Labor Hours	4.00	0.0
Labor Rate		
Labor Amount		325.00
Freight Amount		0.00
Lbs. Refrigerant		0
Refrigerant Price per lb.	0	
Refrigerant Amount		0.00

Enter 4 hours

PRIMARY HEAT EXCHANGER

SERVICEBENCH CLAIM FOR PRIMARY HEAT EXCHANGER FIRST

HOME CLAIMS CONTRACTS REGISTRATIONS REPORTS ADMIN

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

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: 60380 - Canada Distribution, Mississauga, LE
 Reference Number: CLAIM239665
 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

SERVICEBENCH Classic UI calt57h Help

HOME CLAIMS CONTRACTS REGISTRATIONS REPORTS ADMIN

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 Extension
<input checked="" type="checkbox"/>	5	320723751				5	320723751	HEAT EXCHANGER KIT		7474765	HOLD FOR 30 DAYS AFTER APPROVAL			

Claim Error: NONE

QUALITY INFORMATION

Model Location: Furnace Orientation:
 Gas Furnace Fuel: Labor Repair Type * NO DOA LABOR MUST BE 'NO DOA LABOR'
 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

Defect Code: H301 - Corrosion SELECT APPROPRIATE DEFECT CODE

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

SAVE & SUBMIT

SAVE SUBMIT

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 #
ENTER DIAGNOSIS
DO NOT ENTER LABOUR

PRIMARY and SECONDARY HEAT EXCHANGER

Serial Number Range Week 19, 2008 – Week 51, 2011

SERVICEBENCH Classic UI calt57h Help

HOME CLAIMS CONTRACTS REGISTRATIONS REPORTS ADMIN

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

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
Distributor

Reference Number: CLAIM239965
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 ENTITLEMENT 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

DO NOT ENTER ANY BULLETIN NUMBER

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

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 warranted 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	Part Description	Number	Number
<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"/>		COND HEAT EXCH		8553456-00

Claim Error: NONE

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

Secondary MUST be marked as causal part or labour will not pay out.

.... continued from previous page.

QUALITY INFORMATION

Model Location

Gas Furnace Fuel

Labor Repair Type *

Furnace Orientation

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

Defect Code

MUST BE 'SECONDARY HEAT EXCHANGER'

ENTER DIAGNOSIS

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		
Labor Rate		
Labor Amount		
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		

SAVE & THEN ATTACH FURNACE INSPECTION REPORT.

SAVE **SUBMIT**

SMB090024B – FURNACE CHANGE OUT

WARRANTY CLAIM

Claim Number
Account Number
Claim Status
Claim Date
Claim Submitted Date
Amount Approved

View Comments

Manufacturer
Dealer
Distributor
Reference Number
Model Number 355MAV042080F
Serial Number 2901A10814
Warranty Type Bulletin

Competitive Equipment
Stock Unit
Unit Installed/Startup Date 09/01/2001

BULLETIN **FURNACE INSTALL DATE**

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

CUSTOMER INFORMATION

Company Name
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

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 Extended
<input type="checkbox"/>					<input type="checkbox"/>									
<input type="checkbox"/>					<input type="checkbox"/>									

NOTHING ENTERED IN THIS SECTION.

QUALITY INFORMATION

Model Location Basement
Gas Furnace Fuel Natural gas
Labor Repair Type NO DOA LABOR
Furnace Orientation Upflow
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

ENTER DIAGNOSIS **NO DOA LABOUR** **SELECT DEFECT CODE**

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

4.0 HOURS **4.00**

New Comment
SAVE

Diagnostic Hours
Diagnostic Amount
Admin Allowance Amount
Handling Fee

NEW NEW - SAME CUSTOMER SAVE DELETE CLAIM SUBMIT PRINT

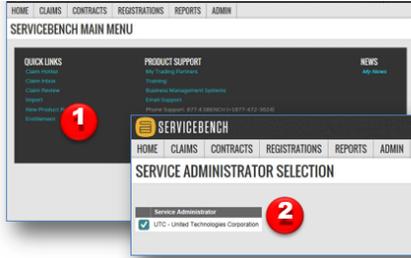
SAVE & THEN ATTACH
FURNACE INSPECTION REPORT.
BEFORE YOU SUBMIT

DSB19-0022 – \$800 Buy in Program

Always Start on the Entitlement Screen
The Distributor must enter the claim into Service Bench®.

In order to confirm warranty coverage you will use **Entitlement**.

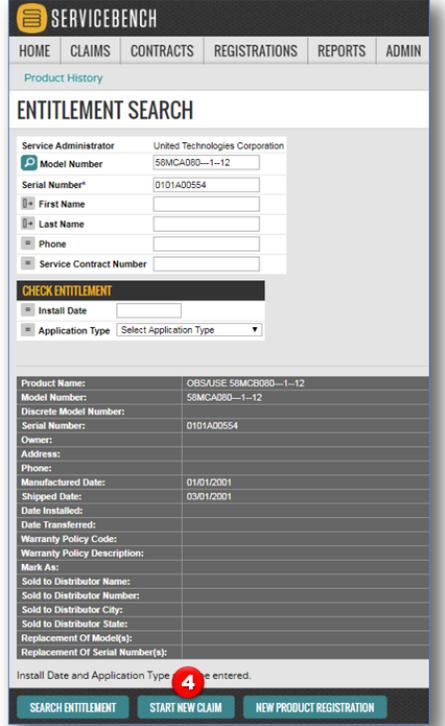
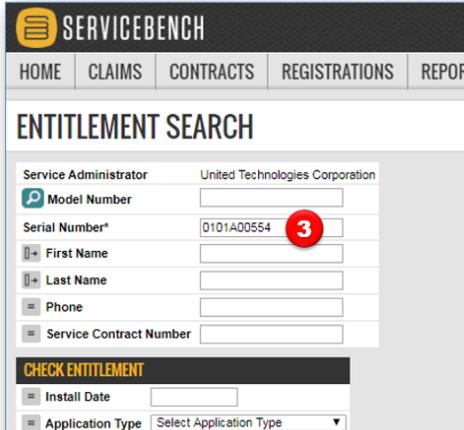
- Whether you are confirming warranty or starting a new claim, ALWAYS start by clicking on the **Entitlement** link on the ServiceBench® Main Menu.
- Click on the Check Mark to select UTC as the manufacturer. Note: In the near future this will be changed to "Carrier Corporation". Clicking on the Check Mark brings you to the Entitlement Search page.
- Enter just the **Serial Number** and hit "enter" or click on the **SEARCH ENTITLEMENT** button (at the bottom of your screen).



Entitlement-Confirming Warranty Coverage

Note: If the serial number is registered, you should check **Product History** to ensure a Claim has not previously been submitted against the Bulletin.

- Click **START NEW CLAIM**.



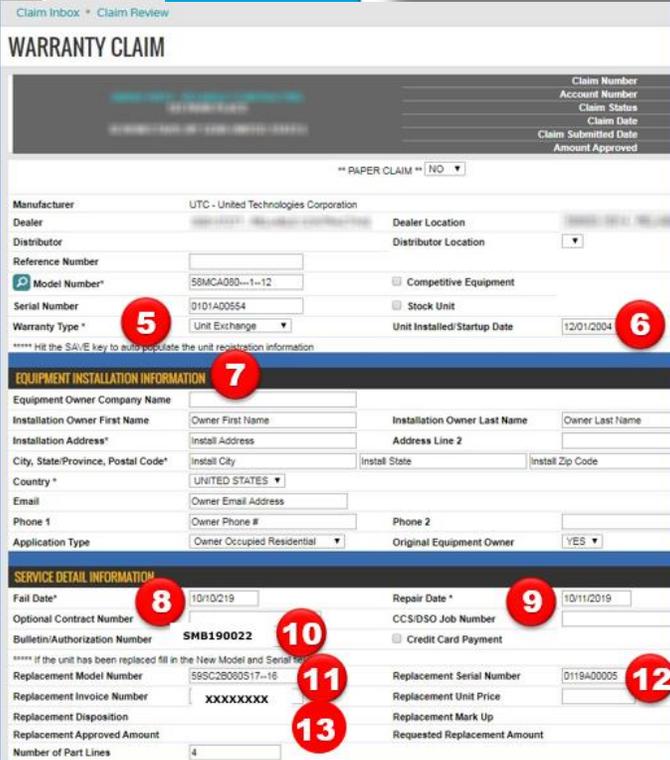
Claim Entry

- Select **Bulletin** for **Warranty Type**. Note: ServiceBench® will automatically change this to **Warranty Type** of "Unit Exchange" once the **Replacement Model Number** and **Serial Number** fields have been filled in.
- Enter the **Unit Installed Startup Date**.
- Complete the **EQUIPMENT INSTALLATION INFORMATION** section if the serial number wasn't registered.
- Enter the **Fail Date**.
- Enter the **Repair Date**.
- Enter the **Bulletin Number SMB190022** (do not include the "-" dash).
- Enter the "approved" replacement model.
- Enter the serial number.
- Enter invoice number.

Note: The furnace inspection certificate must be attached to the Claim in ServiceBench®.

Note:

Dealer must refer to bulletin DSB19-0022 for the chart with equivalent replacement furnace detail. No equipment upgrades are allowed with this program.



NOTE:

❖ Customer pays an \$800 unit replacement "buy-in". (Along with all other negotiated costs this is paid directly to the dealer by the consumer.)

❖ After claim is submitted, the dealer's credit for new unit is adjusted by the Distributor, less \$800 "buy-in" funds.

Dealer Furnace Trade in Program

This is not a warranty program and is not claimed through Service Bench. Please refer to the current Dealer Furnace Trade in Allowance Dealer Handbook available through your account manager or the marketing department.

This program is available to Carrier & Bryant Dealers only. These are claimed on the following marketing sites:

New Carrier Furnace	
Claim on:	claim on: www.carrierincentives.com
Replacement Furnaces:	59TP6.....\$700 CDN 59TN6.....\$800 CDN 59MN7.....\$900 CDN
Carrier Program Support/Resources	Contact your CE Account Manager or Carrier Expert Central at (800) 946-2930

New Bryant Furnace	
Claim on:	www.bryantpromotions.com
Replacement furnaces:	926T....\$700 CDN 986T....\$800 CDN 987M....\$900 CDN
Bryant Program Support/Resources	Contact your CE Account Manager or Bryant Solution Center at (888) 994-7237

90% Furnace Secondary Heat Exchanger Inspection Certificate

90% Furnace Secondary Heat Exchanger Inspection Certificate			
CLAIM # (if applicable)			
**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			
**If furnace is replaced provide replacement model and serial number			
**Model Number		**Serial Number	
**Dealer Name/ Dealer Number			
**Technician Name (Print)			
**Technician Signature			
<small>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.</small>			
			** Denotes Required Field

HOW TO ATTACH A DOCUMENT TO A 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 CLAIMING TIPS TO REMEMBER:

- Claims must be filed within 90 days of the repair date.
- Check entitlement to see the warranty coverage and the time parameters.
- Claims for parts purchased on a COD – BRANCH House Account cannot be entered by the dealer/contractor. These must be entered by the branch or the warranty department.
- No labour can be claimed for parts purchased on a branch COD House account. For labour to be paid, the parts must be purchased from a customer assigned COD account.
- **ALWAYS** start your claim from the ENTITLEMENT screen
- Have all the required information available when entering a claim (i.e., 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 claims "Service Details Section", to receive the warranty credit reimbursed to a credit card.
- For assistance or questions, please CALL the WARRANTY HOTLINE (Canada) 1-855-304-1895.