

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

Service Credit Application

Warranty Claim Form

Customer # _____ — Distributor # **10014**

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 (<i>if applicable</i>)	Install Date
<input type="checkbox"/>	Failed: _____				
	Replaced: _____				
<input type="checkbox"/>	Failed: _____				
	Replaced: _____				
<input type="checkbox"/>	Failed: _____				
	Replaced: _____				
<input type="checkbox"/>	Failed: _____				
	Replaced: _____				
<input type="checkbox"/>	Failed: _____				
	Replaced: _____				

Quality Information

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

Gas 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

SCA Descriptions

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 Bulletin Service Parts

Competitive Equipment Preauthorization **4** Unit Exchange Opt. Contract (parts only)

Application Type

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

Unit Information

Model # _____ Serial # _____

Install Date _____ Failed Date _____ 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
<input type="checkbox"/> Failed: 14	15	16	17	18	19
<input type="checkbox"/> Replaced: 18, 19	20	21	22	23	24
<input type="checkbox"/> Failed: 13					
<input type="checkbox"/> Replaced:					
<input type="checkbox"/> Failed:					
<input type="checkbox"/> Replaced:					
<input type="checkbox"/> Failed:					
<input type="checkbox"/> Replaced:					
<input type="checkbox"/> Failed:					
<input type="checkbox"/> Replaced:					

Quality Information

Model Location **23** Attic Basement Carport/Garage Crawlspace Closet Outdoors Rooftop

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

DOA Labor Repair Type (Labor Allowance is based on the selected **26** Labor Repair Type. Refer to table on front of instruction sheet): _____ **27**

Causal Code (refer to back of instruction sheet): _____ **28**

Service Performed: _____ **29**

New Comment: _____ **29**

Service Provider Signature _____ Date _____

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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	A101 Contamination A102 Leak A103 Restricted	Check Valve	C201 Rattling C202 Restricted C203 Stuck	No pressure switch output	C128 Broken C129 Open C130 Shorted	J102 Leak J103 Wiring J104 Wrong location	P402 Def sensor-Not sensing P403 Def Sensor Open P404 Temperature/Pressure Gauge Out of calibration	D203 Def sensor-Not sensing D204 Def Sensor Open	
Actuator	A101 Contamination A102 Leak A103 Restricted	Coil Related	C301 Damage C302 Leak - Braze Joint C303 Leak - Corrosion C304 Leak - Crack C305 Leak - Fin Pack C306 Leak - Puncture C307 Restricted	Water damage Control Valve Not loading Not unloading Crankcase heater Grounded Open Shorted Temp switch failure	C131 Hall effect sensor C132 Leak C133 Motor failure C141 Mounting issue C142 Noise C151 Vibration C152 Wheel failure C153 Inducer Wheel Bent C154 Broken C155 Corrosion	J201 Incorrect plug J202 Plug issue J203 Pulley Corrosion J204 Cracked J205 Loose J206 Pump Float stuck J301 Leak J302 Sleazed J303 Will not pump	P501 Temperature Switch Leak P502 Out of range P601 Stuck closed P602 Stuck open P603 Thermistor Cracked P701 Resistance out of range P702 Wiring issue P703 Thermocouple P704 No output	T101 Leak T102 Temperature Switch T201 Out of range T202 Stuck closed T203 Stuck open T401 Cracked T402 Resistance out of range T403 Wiring issue T501 No output	
Blower Assembly	B201 Motor failure - grounded B202 Motor failure - open B203 Motor failure - shorted B204 Motor failure - noise / vibration B205 Motor failure - thermal tripping B206 Motor failure - won't start	Collector Box	C401 Leak C402 Plugged	Open Shorted Temp switch failure	C156 Broken C157 Corrosion	J301 Leak J302 Sleazed J303 Will not pump	P701 Resistance out of range P702 Wiring issue P703 Thermocouple P704 No output	T401 Cracked T402 Resistance out of range T403 Wiring issue T501 No output	
Blower Shaft/Bearing	B207 Motor failure - incorrect speed B208 Mounting issue B209 Noise B210 Vibration B211 Wheel failure - separation B212 Wheel failure - noise / vibration	Compressor	C501 Excess cycling C502 Leak C503 Noise C504 Wiring plug - burnt C505 Wiring plug - change out C506 Wiring plug - open circuit C507 Wiring plug - rub C508 Won't pump C509 Won't shift C510 Won't start C511 Wrong capacity C512 Wrong voltage	Cold spot baffle - leak Cold spot baffle - missing Cold spot baffle - whistling Damper Bad switch Harness miswired Will not close Electric Heat Burnt connectors Burnt wires Element open Element shorted	E101 Labor Only Compressor E102 Motor E103 Leak E104 Unit change out Inspection Minor component Concession Limit switch Stuck closed Stuck open Missing shield Motor Bearing issues Grounded Incorrect speed Noise Open Prop failure / seized to shaft Shorted Thermal tripping Vibration Won't Start Muffler Leak Orifice / Capillary Corrosion	L101 Blinking display L102 Broken digital L103 No back light L104 Open L105 Shorted L106 Not controlling properly L107 Not staging correctly L201 Leak L202 Chattering L203 Open M101 Slow shift M102 Solenoid failure M103 Won't shift M104 Service valve Adapter connection issue Leak Seized stem M107 Stripped stem M108 Stuck / broken valve core M109 Solenoid Leak - corrosion M110 Chattering M301 Leak K101 Shorted	R101 Blinking display R102 Broken digital R103 No back light R104 Open R201 Leak R301 Not communicating R401 Reversing Valve Leak R402 Noise R403 Pilot Tube Leak R404 Slow shift R405 Solenoid failure R406 Won't shift S101 Adapter connection issue S102 Leak S103 Seized stem S104 Stripped stem S105 Stuck / broken valve core S201 Chattering S202 Leak S203 Open S204 Shorted	S501 SAM fail communicate S502 SAM Won't power up F301 Freeze/Faulty F302 Freeze/Faulty F303 Freeze/Faulty A401 Freeze/Faulty A402 Freeze/Faulty A403 Freeze/Faulty A404 Freeze/Faulty T701 Noise T702 Odor / Hot T703 Open T704 Shorted T801 Leak - corrosion T802 Leak - puncture T803 Leak - rub T901 TXV Cap tube broken T902 Equalizer tube broken T903 No Control T904 Restricted U100 Unit Change Out Compressor U101 Compressor U102 Compressor U103 Damage U104 Leak - Braze Joint U105 Leak - Corrosion U106 Leak - Crack U107 Leak - Puncture	S501 SAM fail communicate S502 SAM Won't power up F301 Freeze/Faulty F302 Freeze/Faulty F303 Freeze/Faulty A401 Freeze/Faulty A402 Freeze/Faulty A403 Freeze/Faulty A404 Freeze/Faulty T701 Noise T702 Odor / Hot T703 Open T704 Shorted T801 Leak - corrosion T802 Leak - puncture T803 Leak - rub T901 TXV Cap tube broken T902 Equalizer tube broken T903 No Control T904 Restricted U100 Unit Change Out Compressor U101 Compressor U102 Compressor U103 Damage U104 Leak - Braze Joint U105 Leak - Corrosion U106 Leak - Crack U107 Leak - Puncture
Breaker	B601 Shorted B602 Leak B603 Leak B701 Cracked B702 Open B703 Flame retainer issue B704 No ignition Soot	Condensate Trap	C601 Leak C602 Leak C603 Chattering C604 Open C605 Shorted C606 Terminal Damage C607 Leak	Plastic damage/crack Filter Drier Compressor replacement Leak repair Restricted System Repair Gas Baffle Soot Gas Valve Leak Shorted Will not close Will not open	G101 Soot G201 Leak G202 Shorted G203 Will not close G204 Will not open	M101 Slow shift M102 Solenoid failure M103 Won't shift M104 Service valve Adapter connection issue Leak Seized stem M107 Stripped stem M108 Stuck / broken valve core M109 Solenoid Leak - corrosion M110 Chattering M301 Leak K101 Shorted	R201 Leak R301 Not communicating R401 Reversing Valve Leak R402 Noise R403 Pilot Tube Leak R404 Slow shift R405 Solenoid failure R406 Won't shift S101 Adapter connection issue S102 Leak S103 Seized stem S104 Stripped stem S105 Stuck / broken valve core S201 Chattering S202 Leak S203 Open S204 Shorted	T701 Noise T702 Odor / Hot T703 Open T704 Shorted T801 Leak - corrosion T802 Leak - puncture T803 Leak - rub T901 TXV Cap tube broken T902 Equalizer tube broken T903 No Control T904 Restricted U100 Unit Change Out Compressor U101 Compressor U102 Compressor U103 Damage U104 Leak - Braze Joint U105 Leak - Corrosion U106 Leak - Crack U107 Leak - Puncture	
Burner, Assy, Pilot	B801 Assy Flame roll out B802 Assy Poor Combustion B803 Assy Soot B901 Pilot Dirty office B902 Pilot No ignition B903 Pilot No thermocouple output B904 Pilot Not sensing Capacitor/Hard Start Burnt Closed	Inv cnt VFD	C701 Motor will not shut off C702 Burnt / open traces C703 Compressor not operating C704 Defrost cycle issue C705 Failed relays C706 Motor not operating C707 Fault code incorrect / won't clear C708 Improper unit recognition C709 Inducer will not shut off	Wrong size installed Restricted Outdoor Fan Blade cracks Blade imbalance Hub loose Motor fall/seized to shaft Noise Vibration Piston Incorrect size Missing Plugged Power Supply No power Intermittent power/light Pressure Switch Failed stuck open	K101 Shorted K102 Valve stuck closed K103 Valve stuck open K201 Defective K202 Internal short K203 Not sensing K204 Repeated fault alarm K205 Switch Mechanical Will not close K206 Will not open	P201 Sensors, Def. Hall, Enthalpy. Hall Inducer mtr failure P202 Hall No feedback to IGC board P203 Enth No 2nd stage cool/g P301 Enthalpy- Not switching P302 Enthalpy- Will not energize D201 Def sensor-No call for heat D202 Def sensor-Not energizing fan relay	U101 Compressor U102 Compressor U103 Damage U104 Leak - Braze Joint U105 Leak - Corrosion U106 Leak - Crack U107 Leak - Puncture U108 Restricted W201 Water Pressure regulator Will not regulate E301 Zone Controller No output to damper E302 Won't communicate Z101 Won't power up Z102 Won't power up Z103 Won't power up	UNIT	
Ignitor	I101 Alignment issue	Ignitor	C126 Leak C127 No ignitor output	Leak Ignitor	H301 Corrosion H302 Cracked H303 Flue cover panel H304 Hole / void H501 Leak H502 Restricted C126 No HSI output C127 No inducer output	P201 Sensors, Def. Hall, Enthalpy. Hall Inducer mtr failure P202 Hall No feedback to IGC board P203 Enth No 2nd stage cool/g P301 Enthalpy- Not switching P302 Enthalpy- Will not energize D201 Def sensor-No call for heat D202 Def sensor-Not energizing fan relay	U101 Compressor U102 Compressor U103 Damage U104 Leak - Braze Joint U105 Leak - Corrosion U106 Leak - Crack U107 Leak - Puncture U108 Restricted W201 Water Pressure regulator Will not regulate E301 Zone Controller No output to damper E302 Won't communicate Z101 Won't power up Z102 Won't power up Z103 Won't power up	UNIT	