



HVAC & Hydronics Wholesale Distributor | abrwholesalers.com

Helping you succeed in HVAC

Rochester - Main Branch

510 N. Goodman Street
Rochester, NY 14609

(585) 482-3601 Main
(585) 288-6955 Counter Fax
(585) 482-6698 Office Fax

Buffalo

94 Benbro Drive
Buffalo, NY 14225

(716) 681-6360 Main
(716) 681-3956 Fax

Syracuse | Albany

1 General Motors Drive # 11
Syracuse, NY 13206

(315) 422-8064 Main
(315) 478-1798 Fax

WARRANTY CLAIM FORM

*This completed form and the return of the part must be submitted to us within **30 days** for prompt issuance of a warranty credit. **Please see the back of this form for additional information and form instructions.***

1. Manufacturer:_____

2. Equipment Model #:_____

3. Serial Number of Unit:_____

4. Old Comp/Coil Serial #:_____ New Comp/Coil Serial #:_____

5. Unit Install Date:_____ 6. Date Work Done:_____

7. ABR Invoice # (the part was purchased on):_____

8. Defective Part Number:_____

9. Description of Failure: **(Reason for failure must be detailed as required by the manufacturer.)**

10. Replacement Part Number:_____

11. Contractor Name:_____

12. Owner Information:

Name:_____

Street Address:_____

City:_____ Zip Code:_____

OFFICE USE ONLY

Credit Invoice #:_____

Initials_____ Date:_____

CONTRACTORS ARE RESPONSIBLE FOR PAYMENT OF PARTS AS PER TERMS OF THE ACCOUNT. ABR WHOLESALERS RESERVES THE RIGHT TO APPLY WARRANTY CREDITS TO THE RELATED OPEN WARRANTY INVOICE CHARGES.

To ensure your warranty claim is processed in a timely manner, all areas of the form must be completed and submitted with the part within 30 days of the work being performed. Please follow the instructions below on how to complete this claim form.

1. **Manufacturer:** List the manufacturer of the part being returned, (i.e., Rheem, Protech, etc.)
2. **Equipment Model #:** Required, even if over-the-counter parts or other parts were previously changed in a unit.
3. **Serial # of unit:** Required, even if over-the-counter parts or other parts were previously changed in a unit.
4. **Old Comp/Coil Serial #:** Old & New compressor serial number if applicable.
5. **Unit Install Date:** This is required in determining the warranty period.
6. **Date Work Done:** Warranty parts must be submitted within 30 days of the work being performed. Your claim may be denied if this is beyond the 30-day period.
7. **ABR Invoice #:** This is the invoice number that the part was originally purchased on. If it is unknown, please list the PO number. This is required so that the correct credit amount can be processed.
8. **Defective Part Number:** Part number of the item being returned.
9. **Description of Failure:** Reason for failure is required by the manufacturer. The description must be in detail. The manufacturer will not allow simple descriptions such as BROKEN, DAMANGED, BAD, NO GOOD. They require a detailed reason.
10. **Replacement Part Number:** Part number of the new part.
11. **Contractor Name:** Name of your business.
12. **Owner Information:** Name, Address and Zip Code of your customer.

TERMS AND CONDITIONS ON WARRANTY CLAIMS

1. Contractors are responsible for payment of parts as per the terms of their account (credit terms or COD). Warranty credits will be issued and applied to your ABR account upon vendor approval.
2. The completed form and part must be returned within 30 days of the work being performed.
3. Incomplete or missing information on the warranty claim form will result in it being returned to the contractor.
4. Some parts such as heat exchangers, compressors and larger components older than 2 years do not necessarily need to be returned. However, ABR Wholesalers should be called to confirm if a unit can be returned or not.
5. If a compressor needs to be returned, it must be reclaimed, capped off or sealed to prevent oil leaking if the manufacturer requires it to be sent back for testing.
6. Over-the-counter parts or parts that have been previously changed in any unit, has a 1 year warranty from the install date.
7. ABR Wholesalers is not responsible for any labor charges incurred, even if part is under warranty. Each manufacturer has different labor policies. Please refer to the manufacturer's warranty information or call us for a copy.
8. Contractor/Consumer is responsible for all freight charges for non-stock warranty parts. This includes direct shipments from factory or UPS charges to/from ABR Wholesalers.
9. The part must be purchased from ABR Wholesalers to receive a warranty credit.
10. If a part was paid for and is DOA (dead on arrival), the replacement part must also be purchased.

ABR Wholesalers appreciates your understanding of these policies and procedures.

Please call the Warranty Department at 585-482-3601 for any questions or concerns you may have. We also can provide assistance in the event issues arise or situations where special attention is required.