

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: **6**
 Yes No

Unit Information

Model # **7** Serial # **8**

Install Date **8** Failed Date **9** 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: **25** Downflow Horizontal Upflow

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

Causal Code (refer to back of instruction sheet): **27**

Service Performed: **28**

New Comment: **29**

Service Provider Signature _____ Date _____

WAG00001-SCA Rev 01/11

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 Rattling Restricted Stuck	Coil Related Damage Leak - Braze Joint Leak - Corrosion Leak - Crack Leak - Fin Pack Leak - Puncture Restricted Collector Box Leak Plugged	Check Valve C201 Rattling C202 Restricted C203 Stuck C301 Damage C302 Leak - Braze Joint C303 Leak - Corrosion C304 Leak - Crack C305 Leak - Fin Pack C306 Leak - Puncture C307 Restricted C401 Collector Box Leak C402 Plugged	No pressure switch output Not communicating Not pulling in contactor Not staging properly Shorted term strip Water damage Control Valve Not loading Not unloading Crankcase heater Grounded Open Shorted Temp switch failure Coupling Box	C128 Broken C129 Open C130 Shorted C131 Inducer Assembly Hall effect sensor C132 Leak C133 Leak C141 Motor failure C142 Mounting issue Noise Vibration C151 Wheel failure C152 Inducer Wheel Bent C153 Broken C154 Corrosion C161 Labor Only Compressor C162 Motor C163 Leak D101 Unit change out D102 Inspection D103 Minor component D104 Concession Limit switch Stuck closed E101 Stuck open E102 Stuck open E103 Missing shield E104 Motor Bearing issues Grounded Incorrect speed F101 Noise F102 Open F103 Prop failure / seized to shaft F104 Shorted Thermal tripping Vibration G101 Won't Start G201 Muffler Leak G202 Orifice / Capillary Leak G203 Corrosion G204 Corrosion	J102 Leak J103 Wiring J104 Wrong location PTAC plug Incorrect plug Plug issue Pulley Corrosion Cracked Loose Pump Float stuck Leak Sleazed Will not pump Relay Burnt Chattering Open Shorted Relief Valve Leak Remote Control Not communicating Reversing Valve Leak Noise Pilot Tube Leak Slow shift Solenoid failure Won't shift Service valve Adapter connection issue Leak Seized stem Stripped stem Stuck / broken valve core Solenoid Chattering Leak Open Shorted	P402 Leak P403 Def Sensor Open P404 Temperature/Pressure Gauge Out of calibration Leak P501 Temperature Switch Out of range P502 Stuck closed P601 Stuck open P602 Stuck open P603 Thermistor Cracked P701 Resistance out of range P702 Wiring issue P703 Thermocouple No output P704 Isstat. Aquastat. Freezestat. SAMod	D203 Def sensor-Not sensing D204 Def Sensor Open T101 Out of calibration T102 Leak T201 Out of range T202 Stuck closed T203 Stuck open T401 Thermistor Cracked T402 Resistance out of range T403 Wiring issue T501 Thermocouple No output Isstat. Aquastat. Freezestat. SAMod
Actuator	A201 Gears stripped A202 Stuck A203 Will not run Blower Assembly Motor failure - grounded Motor failure - open Motor failure - shorted Motor failure - noise / vibration Motor failure - thermal tripping Motor failure - won't start	Check Valve 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 Condensate Pan Broken bottom fitting Horizontal pan broken Leak Missing/deformed fitting Vertical pan broken Condensate Trap Leak C601 Leak C602 Burnt C603 Chattering C604 Open C605 Shorted C606 Terminal Damage C Bd. Cntl Bd/Term str. Mtr cntr. Inv cnt VFD Motor will not shut off Burnt / open traces Compressor not operating Defrost cycle issue Failed relays Motor not operating Fault code incorrect / won't clear Improper unit recognition Inducer will not shut off	Generator parts Oil leak Won't Start Won't transfer Won't produce power Won't charge Noise Corrosion Primary/Secondary Heat Exch Corrosion C111 Oil leak C112 Won't Start C113 Won't transfer C114 Won't produce power C115 Won't charge C116 Noise C117 Corrosion C118 Primary/Secondary Heat Exch Corrosion C119 Inducer will not shut off C120 Cracked C121 Flue cover panel C122 Hole / void C123 Hot water coil Leak C124 Leak C125 Restricted C126 Ignitor Alignment issue C127	G101 Won't Start G201 Muffler Leak G202 Orifice / Capillary Leak G203 Corrosion G204 Corrosion G301 Wrong size installed G302 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 Smoke Detector Defective Internal short Not sensing Repeated fault alarm Switch Mechanical Will not close Will not open Sensors. Def. Hall. Enthalpy. Hall Inducer mtr failure Hall No feedback to IGC board Enth No 2nd stage cool/g Enthalpy- Not switching Enthalpy- Will not energize Def sensor-No call for heat	P201 Restricted P202 Hall Inducer mtr failure P203 Hall No feedback to IGC board Enth No 2nd stage cool/g P301 Enthalpy- Not switching P302 Enthalpy- Will not energize Def sensor-No call for heat P401 Def sensor-Not energizing fan relay	R101 Blinking display R102 Broken digital R103 No back light R104 Open R201 Not controlling property Not staging correctly Won't power up S501 Won't power up S502 SAM fail communicate S503 SAM Won't power up F301 Freezestat Faulty F302 Freezestat Malfunction F303 Freezestat Stuck open A401 Aquastat HI limit-stuck closed A402 Aquastat HI limit-stuck open A403 Aquastat HI limit-stuck open A404 Aquastat No relay output Transformer Noise Odor / Hot Open Shorted Tubing Leak - corrosion Leak - puncture Leak - rub TXV Cap tube broken Equalizer tube broken	T701 Noise T702 Odor / Hot T703 Open T704 Shorted T801 Leak - corrosion T802 Leak - puncture T803 Leak - rub T901 Cap tube broken T902 Equalizer tube broken T903 No Control T904 Restricted U100 Unit Change Out Compressor Concession Damage Leak - Braze Joint Leak - Corrosion Leak - Crack Leak - Puncture U108 Restricted Water Pressure regulator Will not regulate Zone Controller No output to damper Won't communicate Won't power up	U108 Restricted W201 Water Pressure regulator Will not regulate Z101 Zone Controller No output to damper Z102 Won't communicate Z103 Won't power up UNIT Finished Goods

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Dealer Name: _____					
Customer Information					
First Name _____			Last Name _____		
Street _____					
City _____				State _____	Zip _____
Phone # _____			Email address: _____		
Warranty Type					
<input type="checkbox"/> Stock Unit	<input type="checkbox"/> Standard	<input type="checkbox"/> Bulletin	<input type="checkbox"/> Service Parts		
<input type="checkbox"/> Competitive Equipment	<input type="checkbox"/> Preauthorization	<input type="checkbox"/> Unit Exchange	<input type="checkbox"/> Opt. Contract (<i>parts only</i>)		
Application Type					
<input type="checkbox"/> Owner Occupied Residential	<input type="checkbox"/> Other Residential Application	<input type="checkbox"/> Commercial	Installing Homeowner: <input type="checkbox"/> Yes <input type="checkbox"/> 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 (if applicable)	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: <input type="checkbox"/> Attic <input type="checkbox"/> Basement <input type="checkbox"/> Carport/Garage <input type="checkbox"/> Crawl Space <input type="checkbox"/> Closet <input type="checkbox"/> Outdoors <input type="checkbox"/> Rooftop					
Gas Furnace Fuel: <input type="checkbox"/> Propane <input type="checkbox"/> Natural Gas			Furnace Orientation: <input type="checkbox"/> Downflow <input type="checkbox"/> Horizontal <input type="checkbox"/> 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:					

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Phone # _____		Email address: _____			
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Application Type					
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