



HVAC Warranty Claim Form

Parts Only

Send completed forms to:
Email: warranty@stylecrest.net
Fax: 419-333-5820

Mail: Style Crest Warranty Team
2450 Enterprise St. | Fremont, Ohio 43420

Email / Fax/ Mail claim submissions are assessed a \$25 PROCESSING FEE!

It is free to file an online warranty claim. Please contact the Style Crest Warranty Team for details on how to file online claims.

Before performing a service not shown in the Service Rate Schedule section of the Warranty Service Policy Guide, **Advanced Approval MUST** be authorized by Style Crest, Inc. (SCI or Company). Please contact Style Crest Technical Services at 800-228-7896 to obtain **Advanced Approval** and an applicable **Tech Reference Number**.

Service Requested By:

Style Crest Homeowner OEM/Retailer

Service Company: _____

SCI Account #: _____

Address: _____

City, State Zip: _____

Best Phone: _____

Tax ID or SS#: _____

Homeowner: _____

Address: _____

City, State Zip: _____

Best Phone: _____

ALL CLAIMS MUST BE SUBMITTED TO STYLE CREST WITHIN 30 DAYS FROM THE DATE OF SERVICE!

Detailed Failure & Service Descriptions: _____

Labor \$ _____ Trip Mileage _____ New Refrigerant (LBS) _____ Reclaimed Refrigerant? Total \$ _____

Qty	Installed Part #	Description	Invoice Price	Invoice #	Failed Part#
1					
1					
1					
1					

OLD Compr./Unit Serial#: _____ NEW Compr./Unit Serial#: _____

If you purchase your repair parts through a Style Crest Distributor, you should return both your part(s) and claim(s) together, to the Style Crest Distributor. Retain ALL old parts for at least 30-Days after claim has been processed, for audit purposes.

Assign Repair Part(s) Credit to: Style Crest Account Credit Card

➤ I certify my equipment has been serviced and is operating satisfactorily X _____
(Homeowner's Signature)

➤ I certify I have properly serviced the Homeowner's HVAC equipment X _____
(Servicer's Signature)

-----To be completed by the Style Crest Distributor (If applicable)-----

Distributor Name: _____ Distributor Address: _____ Distributor Reference #: _____

Date Claim Received: _____ Distrib. City, State Zip: _____

Claim #: _____ (Servicer-use only)

Purchase/Install Date: _____

Service Date: _____

Tech Reference #: _____

Furnace / Air Handler Unit

Serial Number: _____

Model Number: _____

Packaged Unit

Serial Number: _____

Model Number: _____

Outdoor (Condenser) Unit

Serial Number: _____

Model Number: _____

Indoor (Evaporator) Coil Unit

Serial Number: _____

Model Number: _____

Important: Both Condenser & Indoor (evaporator) Coil unit-data are required to submit a warranty claim for EITHER unit.

In-Warranty Service Summary

1. Taking the Service Call

Prior to arriving at a service call, the Servicer should secure all possible information from the customer:

- a. Customer's name, address and telephone number.
- b. Type of equipment (electric/gas/oil furnace, outdoor condenser, indoor coil, or packaged unit), model number, and serial number.
- c. Date customer purchased/installed equipment and/or date of home-purchase if equipment was installed by the home-manufacturer (OEM).
- d. Get a description of the problem as best as the customer can describe it. This is helpful in determining the necessary repair parts or estimated time for repair.
- e. Set a definite appointment for the "time of service".
- f. Advise the customer that he/she must show the servicer their proof of purchase to validate warranty. If the homeowner will not be at home during the service visit, advise the customer to leave the proof of purchase (or a copy) in a predetermined place for review by the servicer.
- g. It is extremely important to advise the customer that he/she is obligated for services not covered by warranty.

2. During the Service Visit

- a. Complete all requirements of the claim form, confirming information initially provided by the Customer matches.
- b. Determine the cause of failure. If the failure can be handled under warranty, proceed under the warranty guidelines. If it is not a warranty problem, the customer should be advised of the fact that he/she is obligated for all charges.
- c. If the problem is a direct result of a defect in material or workmanship, Style Crest will handle per the terms set forth in the certificate or warranty supplied with the equipment and the flat rate schedule and service policy.
- d. Be sure to record any pressures and/or, temperatures, and any other operating conditions, as those may be required to accurately make a diagnosis and authorize any applicable warranty credit. Consult Style Crest Technical Services for a sample form.
- e. Complete all warranty repairs and check for proper operation.
- f. Record, in detail, defects found and corrections required.
- g. Upon completion of the required service(s), the Service Technician and the Customer/Homeowner must sign the claim form in the spaces provided on the claim form.
- h. Handle parts carefully to prevent damage. Return parts received with excessive physical damage may not receive full or any return credit.
- i. Remember to obtain a copy of the original equipment invoice/receipt and start-up documentation to validate warranty status.

IMPORTANT: If the problem is a result of improper installation, setup, sizing, normal maintenance, normal wear and tear; Style Crest is NOT responsible for any costs related to such work, and must not be billed to SCI or filed under warranty. In cases where the SCI is NOT liable for the service work, the responsible party (homeowner, property owner, etc.) should be contacted for payment.

3. Warranty Claim Necessities

- a. In order to receive reimbursement from SCI for approved, in-warranty claims; it is imperative that the claim form be filled in entirely and correctly. Failure to provide correct and all necessary information will require additional communication, resulting in processing and payment delays.
- b. Homeowner's Full Name, Address and Phone # (E-mail optional).
- c. Service Company Name, Address, Phone #, SCI Account #, and Tax ID/Social Security Number.
- d. Model and serial numbers of HVAC equipment and components serviced. Both Indoor & Outdoor unit information is required for any Split System warranty claims.
- e. Purchase date of the home or HVAC equipment. A physical copy or the purchase invoice or occupancy certificate may be required to validate warranty status.
- f. Date, Time, and Person that performed service(s).
- g. Description(s) of failures and service work performed.
- h. New and old compressor serial numbers or new-unit serial number(s).
- i. Homeowner's and Servicer's signatures.
- j. Labor allowance, refrigerant charge reclaimed & additional trip-mileage and replacement-part details.
- k. All claims must be submitted to SCI within 30-Days of the Service date to be considered for any reimbursement.

IMPORTANT: If a part was purchased through a Style Crest Distributor, return the claim and part to the Style Crest Distributor.