

CAUTION - WRITE FIRMLY - USE BALL POINT PEN ONLY

CLAIM FORM - <u>claims must be submitted within 30 days of repair</u>						URI Branch #		OE #		
Dealer Information										
Dealer Name*		acct #*	Dealer Address		Dealer City, State/Province, Postal Code			Dealer Phone Number *		
Model # *		Serial Number*			Unit Install Date*		Competitive Equipment? (4) YES NO	Warranty Type* (Circle One) 1. Standard Warranty 2. Preauthorization 3. Bulletin 4. FAST Parts 5. Unit Change Out (No Hassle) 6. In Stock		
Customer Information										
commercial applications - Company name * (5)				Home Owner - First Name* Last name *						Application Type* (Circle One) 1. Owner Occupied Residential 2. Other Residential 3. Commercial
Address*				City,State/Province,Postal Code*			Country*			
Phone # *				E-mail			Original / Installing Homeowner? Yes No			
Service Detail Information ***** If the unit is being replaced fill in the New Model and Serial Number *****										
Fail Date*	Repair Date*	Replacement Model (7)		Replacement Serial Number		Operating Letter		Bulletin / Authorization Number		
Parts Detail*										
Causal Part? √ one	Part Qty	Part Number *(9)		Part Serial (if applicable)		Failed Part Install Date (for Service Part claim)	Competitor Part? √ (11)			
<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 (Circle one) (12)			Furnace Orientation (Circle One) (12)		Service Performed (Description)					
Attic	Basement	Carport/Garage	Downflow	Horizontal						
Closet	Crawl Space	Outdoors	Upflow							
Component Code* (13) (see back Ex. C500)		Gas Furnace Fuel (Circle One) (12)								
Defect Code* (13) (see back Ex. C501)		Natural Propane								



*** Required fields / See notes below**

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| <ol style="list-style-type: none"> 1. For labor reimbursements the dealer must be registered 3. FAST OEM purchased parts warranty available only after original equipment warranty has expired. 5. Company name is only required for commercial application. 7. For unit replacements such as coils, heaters and No Hassle , fill in ICP model and serial for replacement unit. 9. A compressor replacement, enter Model and Serial exactly as listed on the compressor label. 10. For evaporator coils, indicate which unit's serial number is no longer in service by checking scrap indicator 12. Model location, Furnace orientation and fuel type are required for Gas Furnace claims | <ol style="list-style-type: none"> 2. Service Parts (FAST OEM) claims must include the valid model and serial of the unit being serviced. 4. If a service part is replaced on non ICP product enter the competitor's model/serial and circle Yes in the competitive equipment field. 6. Confirm if homeowner is the original purchaser of the unit. 8. Check this box if this part caused the failure. 9b. Replacements not purchased from ICP may result in warranty credit denials, reductions or chargebacks. 11. If a replacement part is not a FAST OEM part enter √ beside the part number and enter the dealer invoice price in the unit price field. 13. Component and Defect Code values should be selected from the list of valid codes on the back of the form and transferred to the front |
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Warranty Defect Codes

Accumulator	A100	Collector Box	C400	Will not open	D104	Grounded	M102	Smoke Detector	S300
Contamination	A101	Leak	C401	Defrost Sensor	D200	Incorrect speed	M103	Defective	S301
Leak	A102	Plugged	C402	No call for heat	D201	Noise	M104	Internal short	S302
Restricted	A103	Compressor	C500	Not energizing fan relay	D202	Open	M105	Not sensing	S303
Actuator	A200	Excess cycling	C501	Not sensing	D203	Prop failure / seized to shaft	M106	Repeated fault alarm	S304
Gears stripped	A201	Leak	C502	Open	D204	Shorted	M107	Solenoid	S200
Stuck	A202	Noise	C503	Enthalpy Sensor	E300	Thermal tripping	M108	Chattering	S201
Will not run	A203	Wiring plug - burnt	C504	No 2nd stage cooling	E301	Vibration	M109	Leak	S202
Aquastat	A400	Wiring plug - change out	C505	Not switching	E302	Won't Start	M110	Open	S203
High limit - stuck closed	A402	curcuit	C506	Will not energize	E303	Motor controller	M200	Shorted	S204
High limit - stuck open	A403	Wiring plug - rub	C507	Expansion Tank	E400	Burnt/shorted	M201	Valve stuck closed	S205
No relay output	A404	Won't pump	C508	Diaphragm rupture	E401	Motor burnt	M202	Valve stuck open	S206
Blower Assembly	B200	Won't shift	C509	Leak	E402	Will not run	M203	Power Supply	P300
Motor failure - grounded	B201	Won't start	C510	Filter Drier	F100	Will not turn off	M204	No power	P301
Motor failure - open	B202	Wrong capacity	C511	Compressor replacement	F101	Muffler	M300	Intermittent power/light	P302
Motor failure - shorted	B203	Wrong voltage	C512	Leak repair	F102	Leak	M301	Pressure Switch	P400
Motor failure - noise / vibration	B204	Grounded	C513	Restricted	F103	Corrosion	K101	Failed stuck open	P401
Motor failure - thermal tripping	B205	Condensate Pan	C600	System Repair	F104	Wrong size installed	K102	Switch Mechanical	S400
Motor failure - won't start	B206	Broken bottom fitting	C601	Fitting	F200	Restricted	K103	Will not close	S401
Motor failure - incorrect speed	B207	Horizontal pan broken	C602	Missing	F201	Outdoor Fan	K200	Will not open	S402
Mounting issue	B208	Leak	C603	Stripped	F202	Blade cracks	K201	Temperature/Pressure Gauge	T100
Noise	B209	Missing/deformed fitting	C604	Freezestat	F300	Blade imbalance	K202	Out of calibration	T101
Vibration	B210	Vertical pan broken	C605	Faulty	F301	Hub loose	K203	Leak	T102
Wheel failure - separation	B211	Condensate Trap	C700	Malfunction	F302	Motor fail/seized to shaft	K204	Temperature Switch	T200
Wheel failure - noise / vibration	B212	Leak	C701	Stuck open	F303	Noise	K205	Out of range	T201
Blower Housing	B300	Condensing HX	C800	Gas Baffle	G100	Vibration	K206	Stuck closed	T202
Corrosion	B301	Damaged	C801	Soot	G101	Pipe	P100	Stuck open	T203
Damaged	B302	Leak	C802	Gas Valve	G200	Cracked	P101	Terminal Board	T300
Blower Shaft/Bearing	B400	Plugged	C803	Leak	G201	Stripped	P102	Shorted	T301
Grind shaft	B401	Contact	C900	Shorted	G202	Missing	P103	Thermistor	T400
Loose locking collar	B402	Burnt	C901	Will not close	G203	Piston	P200	Cracked	T401
Vibration	B403	Chattering	C902	Will not open	G204	Incorrect size	P201	Resistance out of range	T402
Blower Wheel	B500	Open	C903	Hall Effect Sensor	H100	Missing	P202	Wiring issue	T403
Separation	B501	Shorted	C904	Inducer motor failure	H101	Plugged	P203	No output	T501
Noise	B502	Terminal Damage	C905	No feedback to IGC board	H102	Hi - flow Valve	H400	Thermostat	T600
Vibration	B503	Control Board	C110	Hard Start	H200	Leak	H401	Blinking display	T601
Wrong rotation	B504	Motor will not shut off	C111	Capacitor	H201	Hot water coil	H500	Broken pigtail	T602
Breaker	B600	Burnt / open traces	C112	PTC Failure	H202	Leak	H501	No back light	T603
Shorted	B601	Compressor not operating	C113	Relay Failure	H203	Restricted	H502	Not controlling properly	T604
Won't reset	B602	Defrost cycle issue	C114	Wiring	H204	Leak	P402	Not staging correctly	T605
Wrong size	B603	Failed relays	C115	Primary Heat Exch- Furnace	H300	Wiring	P403	Won't power up	T606
Burner, Pilot & Assy	B700	Motor not operating	C116	Secondary Heat Exch-Furnace	H310	Wrong location	P404	Transformer	T700
Cracked	B701	clear	C117	SPP Heat Exch Aluminized	H320	Pulley	P600	Noise	T701
Flame retainer issue	B702	Improper unit recognition	C118	SPP Heat Exch Stainless Steel	H330	Corrosion	P601	Odor / Hot	T702
No ignition	B703	Inducer will not shut off	C119	Corrosion	H301	Cracked	P602	Open	T703
Soot	B704	Mis-wired	C120	Cracked	H302	Loose	P603	Shorted	T704
Flame roll out	B801	No accessory output	C121	Flue cover panel	H303	Pump	P700	Tubing	T800
Poor Combustion	B802	No cooling blower	C122	Hole / void	H304	Float stuck	P701	Leak - corrosion	T801
Soot	B803	No flame sensor	C123	Electric Heat	E100	Leak	P702	Leak - puncture	T802
Dirty orifice	B901	No gas valve output	C124	Burnt connectors	E101	Siezed	P703	Leak - rub	T803
No ignition	B902	No heating blower	C125	Burnt wires	E102	Will not pump	P704	TXV	T900
No thermocouple output	B903	No HSI output	C126	Element open	E103	Relay	R100	Cap tube broken	T901
Not sensing	B904	No inducer output	C127	Element shorted	E104	Burnt	R101	Equalizer tube broken	T902
Capacitor	C100	No pressure switch output	C128	Ignitor	J100	Chattering	R102	No Control	T903
Burnt	C101	Not communicating	C129	Alignment issue	J101	Open	R103	Restricted	T904
Closed	C102	Not pulling in contactor	C130	Broken	J102	Shorted	R104	Unit Change Out	U100
Open	C103	Not staging properly	C131	Open	J103	Relief Valve	R200	Compressor	U101
Ruptured	C104	Short term strip	C132	Shorted	J104	Leak	R201	Concession	U102
Swelled	C105	Water Damage	C133	Inducer Assembly	J200	Remote Control	R300	Damage	U103
Wrong size	C106	Control Valve	C140	Hall effect sensor	J201	Not communicating	R301	Leak - Braze Joint	U104
Check Valve	C200	Not loading	C141	Leak	J202	Reversing Valve	R400	Leak - Corrosion	U105
Rattling	C201	Not unloading	C142	Motor failure	J203	Leak	R401	Leak - Crack	U106
Restricted	C202	Crankcase heater	C150	Mounting issue	J204	Noise	R402	Leak - Puncture	U107
Stuck	C203	Grounded	C151	Noise	J205	Pilot Tube Leak	R403	Heat Exchanger	U110
Coil	C300	Open	C152	Vibration	J206	Slow shift	R404	Water pressure regulator	W100
Coil -Tin	C310	Shorted	C153	Wheel failure	J207	Solenoid failure	R405	Will not regulate	W101
Damage	C301	Temp switch failure	C154	Bent	J301	Won't shift	R406	Wiring	W200
Leak - Braze Joint	C302	Coupling Box	C160	Broken	J302	Rubber Part	R500	Shorted, will not regulate	W201
Leak - Corrosion	C303	Cold spot baffle - leak	C161	Corrosion	J303	Replacement	R501	Wiring Harness miswired	W202
Leak - Crack	C304	Cold spot baffle - missing	C162	Limit switch	L200	Service valve	S100	Not connecting/plug issue	W203
Leak - Fin Pack	C305	Cold spot baffle - whistling	C163	Stuck closed	L201	Adapter connection issue	S101	Zone Controller	Z100
Leak - Puncture	C306	Damper	D100	Stuck open	L202	Leak	S102	No output to damper	Z101
Restricted	C307	Bad switch	D101	Missing shield	L203	Seized stem	S103	Won't communicate	Z102
		Harness miswired	D102	Motor	M100	Stripped stem	S104	Won't power up	Z103
		Will not close	D103	Bearing issues	M101	Stuck / broken valve core	S105		