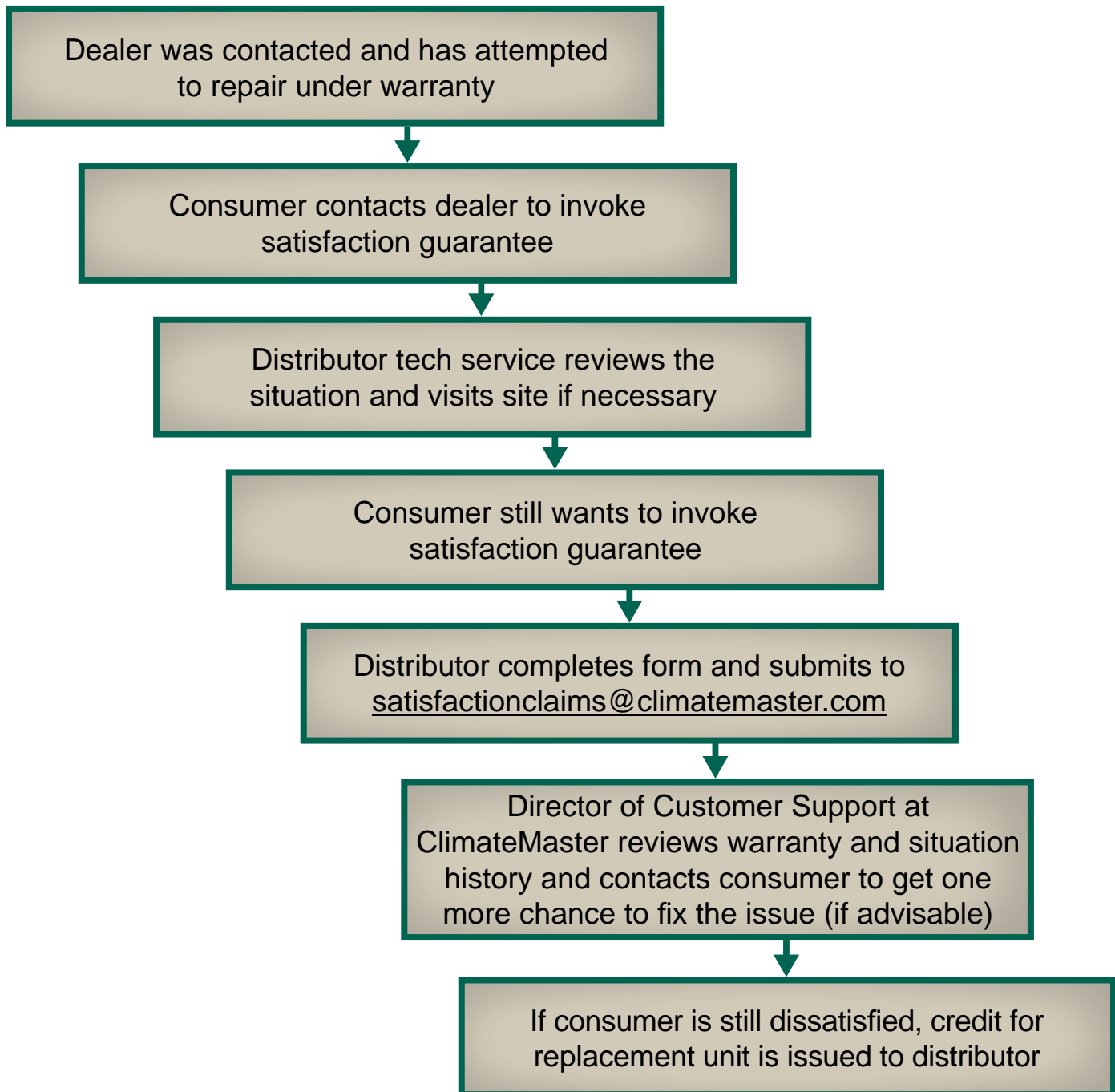


# 100% Satisfaction Guarantee Claiming Process





# ClimateMaster Replacement Unit Request Form



## Consumer Information

Name: \_\_\_\_\_  
 Model #: \_\_\_\_\_ Serial #: \_\_\_\_\_  
 Contract #: \_\_\_\_\_ (Found on the 100% Satisfaction "Homeowner Registration Form")  
 Address, city, state, zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_  
 Date of installation: \_\_\_\_\_ Date of first problem: \_\_\_\_\_  
 Date of consumer request: \_\_\_\_\_ List the reasons the consumer is requesting replacement unit below:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## Servicing Dealer Information

Company name: \_\_\_\_\_ Technical Rep: \_\_\_\_\_  
 Address, city, state, zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_  
 Provide date/s of site visit/s by dealer (unless covered by service records):  

Dealer Rep	Date	Summary of visit (actions / findings)
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Service contractor comments and recommendations:  
 \_\_\_\_\_  
 \_\_\_\_\_

## Distributor Information

Company name: \_\_\_\_\_ Service manager: \_\_\_\_\_  
 Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_  
 Provide names and date/s of site visit/s by distributor technical support  

Distributor Tech Rep	Date	Summary of visit (actions / findings)
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Provide names and date/s of contact with ClimateMaster Technical Support  

ClimateMaster Tech Rep	Date	Summary of discussion
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

*Be sure to include: Completed Troubleshooting Form, all service records/receipts and any additional information that may be helpful*

**This Section to be completed by the ClimateMaster Director of Customer Service**  
 Date Received: \_\_\_\_\_ Reviewed by: \_\_\_\_\_  
 Authorization #: \_\_\_\_\_ Date: \_\_\_\_\_ By: \_\_\_\_\_  
 Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_