

YMGI Group-Warranty Contractor Claiming Form

YMGI Use	WC Number: _____	Contractor Name: _____	
	Approval (Name/Date): _____	Claiming Date: _____	

Unit Installed at:

Name _____
 Address _____
 City _____
 State/Province _____
 Country _____
 Postal Code _____
 Telephone _____
 Email _____
 Original Installation Date _____

Original Installation Contractor Info.:

Business Name _____
 Contact Name _____
 Business Address _____
 City _____
 State/Province _____
 Country _____
 Postal Code _____
 Telephone _____
 Fax _____
 Email _____

Unit Information

Product Name: _____
 Indoor Unit Model No: _____
 Outdoor Unit Serial No: _____
 Packaged Unit Serial No: _____
 Compressor Brand/Model _____
 Compressor Serial No: _____

Purchasing Information

The Unit Was Originally Purchased from:
 Company _____
 PO Number: _____

YMGI Packing List Number: _____

YMGI Shipping Date: _____

Checklist for the Contractor Before Claiming for Warranty

1. Are you the original installer of the unit being claimed?
2. When was the product first purchased?
3. Did you read through the manual(s) of the system/unit before installation or claiming?
4. Did you check with the owner if any unauthorized persons modified wiring or piping?
5. Are you sure the owner operates the unit correctly, following the instructions?
6. Was the unit installed following NEC, or local codes, and unit manufacturer installation instructions?
7. Are circuit breaker(s) of the correct size(s) for both indoor or outdoor system/unit(s) installed?
8. Indoor Unit Brand, Model, Cooling/Heating Capacity, Refrigerant, SEER Rating, Breed-type TEV?
9. Cooling/Heating Capacity, Refrigerant, SEER Rating?
10. Indoor unit has a Breed-type TEV, % breed port?
11. Is the power V/Ph/Hz connected to the unit what is required as shown in the unit nameplate?
12. Air intake grilles and discharge vent have required clearance to avoid airflow restriction?
13. Were indoor air filter(s) cleaned often, indoor unit and the outdoor unit coil free of dirty or debris?
14. Refrigerant charge is at required level? What is the suction pressure?
15. Outdoor unit is fixed on leveled platform or brackets securely?
16. Did you check if the unit issues were not affected by the 3-minute compressor restart protection?
17. If problems found, describe all the problems:

18. What clauses you think the failure was caused by:

19. What do you suggest for us to improve the unit:

	Contractor Answer: Yes/No?	YMGI Verification

Who Can Claim (Only One for Each Claiming): Contractor Only
Before Replacing Parts (Especially the Compressor):

The Contractor Must call YMGI Technical Support at 1-866-833-3138x703 **from the job site** to discuss about the problem and identify the issue(s). The indoor unit must match refrigerant requirement, capacity and SEER rating, bear a Breed-Type of TEX. If compressor needs to be replaced, contractor must clear all the clauses which cause compressor failure, before replacing it. Otherwise, another compressor failure may be incurred. The factory responsibility can **ONLY** be ASSUMED at this stage. The assumption doesn't mean the warranty claiming will be approved. **A WC Number will be assigned to each warranty claiming.**

Replacing Parts (Especially the Compressor):

- Option-1:** Contractor needs to get parts from YMGI or the authorized part distributor (whichever quicker), to fix the problem for the customer without delay. Contractor may need to fax to YMGI or the authorized part distributor a PO to buy the parts before warranty claiming is verified and approved.
- Option-2:** Contractor can also opt for shipping the failed unit to our service center for a thorough check or repair. Fixed unit will be shipped back at our charge.

In order to satisfy the customers without any delay, the contractor shall replace the failed parts, fix the problem, check the whole system, clear all potential clauses that may cause same or different problems. Contractor must bring or ship the replaced part to the designated location for failure analysis and warranty processing.

Steps to Claim and Process the Claimed Warranty:

1. Contractor completely fills the **Warranty Contractor Claiming Form** **within 2 days** of compressor replacement.
2. Fax from the contractor office to Warranty Department at 1-866-377-3355 **one time all the following documents** that are organized in good order:
 - * **Product Registration Card (Filled out at Original Installation)**
 - * **Warranty Claiming Form**
 - * **Purchasing Proof of Unit (Receipt)**
3. YMGI will **verify the validity of the claimed warranty** by checking the unit at job site or other locations, wherever possible.
4. Once the warranty claiming is verified and approved, we will send out notice by email or fax, within the shortest timeframe.
5. The approved warranty claiming will be in the form of credit towards contractor's future order for our products through the authorized distributor. In the meantime, the PO that has been placed for parts or unit, will be put at no charge. The PO of the unapproved warranty claiming will be charged.

YMGI products are designed and manufactured free from defects in workmanship and materials for normal use and maintenance to keep from any flaw or issues. In case of product or part failure, we will be always around helping customers out in the most possible way, within the shortest timeframe, at the best.