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WARRANTY CLAIM FORM

Please fill in all information to receive prompt warranty credit

Manufacturer _____

Equipment Model Number _____

Unit Serial Number _____

Old Compressor Serial Number _____

New Compressor Serial Number _____

Installation Date _____ Date Part was Installed (If different from Installation) _____

Date that the Work was Done _____

Original PO# or Invoice# Purchased on _____

Defective Part Number _____

Description of Failure (**Must be Specific**) _____

Replacement Part Number _____

Contractor Name _____

Homeowner Name _____

Street _____

City _____, NY Zip Code _____

WARRANTY CLAIM PROCEDURES

Warranty information is the responsibility of the contractor. The following information must be provided on the Warranty Claim Form for credit to be issued.

- **Complete** model and serial numbers of the unit.
- Old and new compressor serial numbers – if applicable
- Installation date is crucial to determine the unit's warranty period.
- Date that work was done is necessary as warranty claims must be submitted within 60 days of the work being done.
- Original PO# or Invoice# helps to ensure that your account is credited the dollar amount that your company was originally invoiced.
- Defective part number
- Description of failure must be specific. Manufacturers will not accept broken, bad, no good, etc.
- Replacement part number
- Contractor name
- Homeowner Information requires their complete address including zip code.

~ **Contractors are responsible for all warranty information.** If required information is missing or incomplete on the warranty claim form it will be returned to the contractor.

~Parts that are under warranty must be returned to ABR Wholesalers, Inc. with the complete warranty claim form.

~Some parts such as heat exchangers, compressors that are older than 24 months (2 years), and larger components do not usually have to be returned. The contractor however should contact ABR Wholesalers, Inc. if they are unsure of the manufacturer's warranty return policy.

~If a manufacturer requires a compressor to be returned for testing, it must be reclaimed, capped off, or sealed in some manner to prevent oil leakage.

~Over the counter parts or parts that have been changed in a unit have only a one year warranty from the date that the part was installed.

~ABR Wholesalers, Inc. is not responsible for any labor charges that occur, even if the part is under warranty. Every manufacturer has its own labor policy. Please refer to the manufacturer's warranty sheet or call ABR for a copy.

~The contractor/homeowner is responsible for all freight charges for non-stock warranty parts, this includes direct shipments from the factory or UPS charges to or from ABR Wholesalers, Inc.

~For the contractor to be issued credit on a warranty part, the part must be purchased from ABR Wholesalers, Inc.

~It is our policy that all cash customers must pay for warranty parts. The contractor must return the defective part with the completed Warranty Claim Form. Credit will be issued to the contractor once ABR Wholesalers, Inc. has received credit from the manufacturer. This policy also applies to parts that are installed and found to be DOA.

ABR Wholesalers, Inc. will do its best to complete all warranty issues in a timely fashion. We will also try to assist in resolving any problem(s) that may arise in the processing of your claim.

ABR Wholesalers, Inc. appreciates your understanding and following these issues and policies. If you have any questions, please feel free to call our warranty department at (585) 482-3601.