



# Warranty Request Compressor or Parts

**Compressor tag return required for all warranty compressors**

Customer Billing Reference #	
<b>Factory Use Only</b>	
Claim Number	
Invoice Number	

Information	Equipment Owner	Servicer	Distributor
Name			
Address			
City, State, Zip			
Phone Number	( ) _____	( ) _____	

Product Serial Number	Installation Date
Product Model Number	Fail Date

Quantity	Part Number	Task Code (Or Description)

**when part return is not required**

For a Parts Warranty Only, (not unit warranty) input original Parts Invoice #.

\_\_\_\_\_

Failure Description			
TASK CODE	DESCRIPTION	TASK CODE	DESCRIPTION
PRT 011	ELECTRICAL, CALIBRATION OR WRONG SETTINGS	PRT 044	ORDER ERRORS, WRONG PART , CATS IDENTIFICATION ERROR
PRT 012	ELECTRICAL, CURRENT UNBALANCE	PRT 046	ORDER ERRORS, UNIT NOT BUILT PER ORDER, BUSINESS LOC. ERROR
PRT 013	ELECTRICAL, FAILED OR BURNED OR SHORTED OR GROUNDED OR OVERHEATED	PRT 048	ORDER ERRORS,UNIT TAGGED WRONG, WRONG NAMEPLATE
PRT 014	ELECTRICAL, INTERMITTENT OR ERRATIC	PRT 055	RECEIVING ERRORS, MISSING, LINE ITEMS
PRT 015	ELECTRICAL, LOOSE OR TERMINAL FAILURE	PRT 056	RECEIVING ERRORS, QUANTITY WRONG, LINE ITEMS
PRT 016	ELECTRICAL, MIS-WIRED OR WIRING PROBLEM	PRT 057	RECEIVING ERRORS, WRONG MATERIAL (PART DOES NOT MATCH LABEL) LINE ITEMS
PRT 017	ELECTRICAL, SOFTWARE OR PROGRAMMING BUGS	PRT 058	RECEIVING ERRORS, WRONG MATERIAL (PART MATCHES LABEL) LINE ITEMS
PRT 018	ELECTRICAL, NOT DESCRIBED ABOVE (ADD COMMENTS)	PRT 061	SHIPPING, DAMAGE, CONCEALED
PRT 019	LEAK, BRAZE OR WELD	PRT 062	SHIPPING, DAMAGE, NOT CONCEALED
PRT 020	LEAK, FROZEN (LOW TEMPERATURE)	PRT 063	SHIPPING, LOST ENTIRE SHIPMENT IN TRANSIT
PRT 021	LEAK, GASKET OR O-RING OR THREADED OR JOINT LEAK	PRT 080	PARTS CONCESSION
PRT 022	LEAK, PINHOLE OR PUNCTURE IN TUBE		
PRT 023	MECHANICAL, BROKEN OR CUT OR CRACKED		
PRT 024	MECHANICAL, CORRODED OR RUSTED		
PRT 025	MECHANICAL, DENTED OR BENT (UNIT OR PART)		
PRT 026	MECHANICAL, LOOSE		
PRT 027	MECHANICAL, NOISY OR ROUGH OR OUT OF BALANCE		
PRT 028	MECHANICAL, OVER HEATED (NON-ELECTRICAL)		
PRT 029	MECHANICAL, PAINT PROBLEM OR APPEARANCE OR RUNS ETC		
PRT 030	MECHANICAL, PLUGGED OR RESTRICTED		
PRT 031	MECHANICAL, SEIZED OR STUCK		
PRT 032	ORDER ERRORS, MISSED CHANGE ORDER, BUSINESS LOCATION ERROR		
PRT 033	LOCATION ERROR		

**Required For Compressor Failure Only**

Defective Compressor Model # \_\_\_\_\_

Defective Compressor Serial # \_\_\_\_\_

Replacement Compressor Serial # \_\_\_\_\_

Other - \_\_\_\_\_

**To Apply the Special XL, XLI or XV Condensing Unit's Warranty Coverage to the Product Model Above, the Associated Condensing Unit's Model Number and Serial Number Must Be Completed Below.**

Condensing Unit Serial Number \_\_\_\_\_ Condensing Unit Model Number \_\_\_\_\_

I, as either a customer of, or a service technician employed by, Trane ("Requesting Party") do hereby certify that the above PART WARRANTY CERTIFICATION is true in all material respects this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

Name (Please print) \_\_\_\_\_ Company \_\_\_\_\_

Signature (Required) \_\_\_\_\_ Date \_\_\_\_\_

- Residential Unit Warranties Only – Effective March 1, 2013 for:**
- a) All parts will be invoiced to the dealer as if they are for non-warranty use.
  - b) Please check with your Trane/American Standard parts distributor or the Trane Parts Center to see if the defective part must be returned for warranty credit.
  - c) For Residential Evaporator Coils, 5 tons and less must be returned by ALL dealers
  - d) Exceptions are limited to the following:
    - Heat exchangers are entirely exempt unless under Mandatory Return to Headquarters.
    - For all compressor claims **not** under Mandatory Return to Headquarters return **ONLY** the nameplate with the WCR form (Compressor not required).
    - For **condenser** coils, only the manifold assembly (including some of the spine fin on at least one of the connecting tubes) is required.