DMG North Warranty

WARRANTY CLAIM FORM

(This form must be completed & submitted within 30 days from the date of failure for warranty consideration)

Sender Details		**Shipping Information**	
Name		Name	:
Email		Address	:
Phone No.			
Company			
Job Name/SO#			
Installing Contractor			
Commissioned by		Contact	:
PO# (will only be used if Warranty not accepted by factory)			

UNIT DETAILS

Unit Model _____ Unit S/No. _____

Ex-Factory Delivery Date _____ Startup Date _____ Failure Date _____

FAULTY PART DETAILS *(Pick one only)*

☐ Compressor ☐ Component (Description) _____ Qty : _____

Part Number(s) : _____ _____

a) Has this part previously failed? ☐ Yes ☐ No

Failure Description:

Troubleshooting procedure in determining failure **(Please provide case number given by tech support):** **(see below)**

FOR DMG USE ONLY	Warranty Period (Years)	Parts : _____	Compressor : _____

Disclaimer:

All warranty authorizations are determined by the manufacturer. The customer is liable and may be charged for any costs or charges associated with the warranty process, including any charge backs by for parts determined not to be covered under their written limited warranty.

-AAON **Controls** issues require a case# - Controls Department: 918-382-6450

-For LG please be sure to have the Serial#, Model# and Case# from LG TSA confirming that they recommended the part/s that need to be replaced, as well as a failure reason. This information does need to be verified before the part can be ordered.
All LG Warranty Claims require a case# from LG Tech Support that list the recommendation for replacement parts with the failure reason - LG Tech#: 888-346-1923 ext 3 for TSA

AAON Warranty Requirements: Serial#, Start-up Date, Failure Reason.