



Is This Covered Under AAON Warranty?

Not sure if something qualifies under warranty? You're not alone. This guide breaks down real-world scenarios and whether they're covered so you can set expectations with confidence and avoid delays during the claim process.

Reminder: This guide covers common situations. For more complex or unique cases, reach out to our warranty team at warranty-claims@aaon.com

SITUATION	IS IT COVERED?	WHY/WHY NOT?
Shipping damage	✗ No	Must be noted on BOL and claimed via freight carrier
Field-applied coil coatings	✗ No	Not factory-applied; violates warranty terms
Failed part due to lack of maintenance	✗ No	Maintenance-related issues are excluded
Miswiring or installation error	✗ No	Not a manufacturer defect
Second compressor failure (within 2 years)	✓ Maybe	Requires tear-down and engineering review
Wrong parts ordered by Rep	✗ No	Considered ordering error – not a defect

FAQ'S

Q: How long does the warranty claim process take?

A: Our goal is to process and ship most warranty claims within **5 business days** from the date of submission. Recently, we've averaged **85% of claims completed within 3 to 5 business days**.

Please note the following considerations:

1. **Summer is our busiest season**, which may result in slightly extended lead times.
2. **Part shortages** may cause delays beyond our standard window.

Q: What if my warranty claim is denied?

A: If your claim is denied, you'll receive an email from AAON explaining the reason for the denial.

If you disagree with the decision:

- **Reply directly to the denial email**, stating why you believe the claim should be approved.
- **Provide supporting documentation** or additional context.
- The Warranty Specialist will reevaluate and respond. If the issue remains unresolved, you may follow our [formal escalation process](#).

Q: Who can I contact with questions about my claim?

A: Please direct your inquiries to the appropriate contact:

- **Claim status or general questions:** aaonwarrantyorders@aaon.com
- **Labor reimbursement or credit requests:** warrantyadmin@groups.aaon.com
- **RGA (Return Goods Authorization) questions:** rga@aaon.com

More FAQ's ►



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FAQ'S

Q: **How do I submit a warranty claim?**

A: All warranty claims must be submitted through **XOi**.

- For instructions, please access our [step-by-step guide for submitting claims in XOi](#).
 - If you need XOi access, contact: xoi.admin@aaon.com
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Q: **Why am I being charged for freight?**

A: AAON covers **standard ground freight** on warranty claims submitted within the **first year of warranty coverage**.

You may be charged for freight in the following cases:

- The claim is **submitted after year one**
 - **Expedited shipping** (e.g., Next Day Air) is requested
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Q: **How are freight-damaged items handled under warranty?**

A: You can find the [full procedure here](#).

Q: **Are photos required for warranty claims?**

A: Photos are **strongly encouraged** and in some cases **required**, particularly for:

- Damaged or defective parts
- Repeated failures
- Field repairs

Photos can prevent delays and help Warranty Agents validate claims quickly—especially if a wrong part number is submitted and the image helps clarify the correct one.

Q: **What are the most common reasons for warranty claim denials?**

A: Claims may be denied for reasons including:

- Warranty coverage has **expired**
 - **Improper installation** or unauthorized modifications
 - **Freight damage not properly documented**
 - **Duplicate claim** already processed
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Q: **How can I check on the status of a claim?**

A: You may email aaonwarrantyorders@aaon.com with your **serial number**, **job name**, and **date of submission** for an update.

Please allow **3–5 business days** from submission before following up, unless the issue is urgent.