



AAON Warranty Claim Escalation Procedure

For Reps Requesting Review of a Denied or Partially Approved Claim

At AAON, we aim to process warranty claims fairly and consistently while following our established policies and procedures. We understand that there may be occasions when you disagree with the outcome of a claim decision.

This procedure provides clear steps for requesting a review and escalating a warranty claim, ensuring your concerns are addressed promptly by the appropriate level of authority.

STEP 1: INITIAL REVIEW RESPONSE

- When you receive an email notification that a claim has been **denied** or **approved with conditions you feel are insufficient** (e.g., partial labor reimbursement, missing items), please **reply directly to that email** with:
 - A clear explanation of why you believe the decision should be reconsidered.
 - Any additional supporting documentation (photos, service reports, invoices, etc.) that may not have been included in the original submission.

Important:

The Warranty Agent reviewing your claim at this stage must follow established procedures and does not have the authority to make exceptions. However, they will reassess the claim based on the new information you provide.

Response Timeframe: You will receive a reply from the original Warranty Agent within **24–48 business hours**.

STEP 2: ESCALATE YOUR CLAIM FOR REVIEW

If you are not satisfied with the revised decision from Step 1:

- Send an email to **Warranty.Escalation@aaon.com** with the subject line:
Warranty Claim Escalation – [Claim Number] – [Customer/Project Name]
- In your email, include:
 - XOi link to this claim.
 - A concise summary of the situation.
 - Why you believe the claim should be approved in full, adjusted, or otherwise reconsidered.
 - Any additional documentation that supports your position.

Who Reviews at This Stage:

The **Warranty Lead and/or Warranty Analyst** will review your case in detail. They have the ability to escalate internally for exceptions or policy clarifications when appropriate.

Response Timeframe: You will receive a reply within **2-3 business days** (complex cases may take longer; if so, we will notify you).



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STEP 3: FINAL ESCALATION TO WARRANTY MANAGER

If you still feel the outcome is not fair after Step 2:

- Email **Juan.Guerra@aaon.com** (Warranty Manager) with the subject line:
Final Warranty Escalation – [Claim Number] – [Customer/Project Name]
- Provide:
 - All prior correspondence from Steps 1 and 2.
 - A final summary of your position and desired resolution.

Who Reviews at This Stage:

The Warranty Manager will conduct a final review, which may include consultation with other AAON leadership teams.

Response Timeframe: A final decision will be communicated within **2-3 business days**. This decision will be considered final.

GENERAL NOTES

- **Timely Communication:** To ensure the quickest possible resolution, please respond promptly to any requests for additional information.
- **Documentation is Key:** The more complete your supporting documentation, the better we can evaluate your request.
- **Professional Conduct:** All parties are expected to maintain professional and respectful communication during the process.