



Before You Submit a Warranty Claim Checklist

To ensure timely processing of your claim, please review the following items before submitting. Claims may be delayed or rejected if these requirements are not met.

CONTACT INFORMATION

- ☐ Rep's Phone Number
- ☐ Rep's Email Address
- ☐ Valid Shipping Address

JOB STATUS

- ☐ Job Status Must be Marked as **COMPLETE**
AAON does not receive notification that a claim has been submitted until the job status is set to COMPLETE.

REQUIRED PHOTOS

- ☐ Include a clear **photo of the unit nameplate and serial number.**
- ☐ **For compressors**, include a readable photo of the **compressor nameplate.**
- ☐ **For motors**, include a photo of the **motor nameplate**
- ☐ Provide photos or videos clearly showing the issue:
 - *Component nameplates (compressor, motor, switches, contactors, etc.)*
 - *Leak evidence (use soap and water to show bubbling)*
 - *Missing or incorrect part location*
 - *Excessive vibration or noise*
- ☐ For repaired parts, include:
 - *Before and after photos*
 - *Itemized invoice or receipt*
 - *Breakdown of repairs performed*
- ☐ If part numbers are not listed in the claim, attach a photo of the part(s).

DOCUMENTATION

- ☐ **For control components or VFDs:**
 - ***Yaskawa:** Include both the **Yaskawa Case Number** and **RMA Number.***
 - ***ABB, Danfoss, Unitronics:** Include the **manufacturer-issued Case Number.***
- ☐ If an **ASM (Advanced System Monitor)** is involved, include the **AAON Case Number.**
- ☐ If available, list the **AAON Mechanical Support Case Number** related to any troubleshooting call (optional, but helpful).

DETAILED FAILURE DESCRIPTION

Provide specific details about the failure from the field service technician, including:

- ☐ **Circuit or position** where component is located
 - ☐ **Specific failure details**
- For example:
- ☒ **Poor:** "Compressor failed"
 - ☒ **Good:** "Compressor A on circuit #1 was vibrating and making excessive noise due to locked rotor. Comp. S/N 25A123BCD"

Note: "Not functioning properly" is not an acceptable failure reason. Be specific about what the component did or did not do to confirm it failed and must be replaced.

LABOR CREDIT DOCUMENTATION

If Applicable

- ☐ Upload **invoices for charges incurred from outside sources.**
Required for thorough review and fair labor award determination.

FINAL STEP

- ☐ **Don't forget to click COMPLETE** (on desktop) and **FINISH WORKFLOW** (on Mobile App) after completing all requirements above.