SERVICEBENCH MAIN MENU

QUICK LINKS

New Warranty Claim
Claim Hotlist
Claim Inbox
Claim Review
Import
New Product Registration
Entitlement

Always use Entitlement to:
- **Verify model/serial coverage**
- **Verify warranty coverage**
- **Enter a "New Claim"**

HOME | CLAIMS | REGISTRATIONS

Product History

ENTITLEMENT SEARCH

Service Administrator | United Technolo

Always review Product History before entering a claim to:
- **Avoid duplicate claim**
- **Verify same repair w/in 30 days**
- **Verify excessive repairs (3+)**
- **Avoid same reference number**

Serial Number | G061830894

Warranty Type *

***** Hit the SAVE key to auto populate the unit regis

CUSTOMER INFORMATION

Company Name

First Name | FARRIS

Standard Warranty
Preauthorization
Service Parts
Bulletin
Unit Exchange
No Hassle

Standard Warranty: parts are within the standard warranty policy of unit
Preauthorization: *Only used by TSAs*
Service Parts: out of warranty unit that a replacement part purchased failed within 1 year. **Note install date must be for the original unit and not the install date of the failed part.**
Bulletin: service bulletin claim
Unit Exchange: serialized equipment replaced within warranty policy
No Hassle: unit exchange claims for units with no hassle coverage – needs TSA approval and required paperwork must be attached to the claim

Owner Occupied Residential: primary residence of homeowner
Other Residential Application: not owner occupied single family (rental property)
Commercial Application: places of business non residential

CUSTOMER INFORMATION

Company Name

Phone 1

Application Type

Other Application (Commercial)
Other Residential Application
Owner Occupied Residential

SERVICE DETAIL INFORMATION

Fail Date* | 03/15/2014 | Repair Date * | 03/28/2014
Optional Contract Number
Operating Letter Number | 708

Operating Letter: claims containing DOA labor; Warranty Type is always "**Standard Warranty**"; enter Operating letter number in the appropriate field in the Service Detail Information Section

Repair Date:: must be within 90 days of the Claim Submitted Date. Note: Rejected Claims must be resubmitted within 60 days of "rejection".

Submitting Claim: After all required fields are completed, click the [SAVE] button.
Correct any errors referenced at top of the claim, then click the [SUBMIT] button.

Claim Status

Approved	Claim has been approved.
Rejected	Contact warranty department if unclear rejection code.
Required Review	Claim requires manufacturer approval or rejection. Claim needs maintenance. Manufacturer will require additional information. **Check on compressor claims with failed serial syntax message. They may be coded "required review" but if **option to submit** is still at the bottom of the page the claim has not left your queue. Contact warranty for assistance.
Saved	Claim has been saved but not yet submitted.
Closed	Claim had been in saved status for more than 90 days and the system has closed out the claim.
Corrected	Original claim had been rejected and "save as new" was selected. These claims will never pay — look in product history for the replacement claim.
Incomplete	Claim was not processed; information on the claim was either incorrect or missing. Please resubmit new claim.

LG Scroll Compressor Serial Number Composition For Warranty Claiming

Compressor Serial on Label: 261S0037XE26-D00001
When recording in the Warranty system, enter the six characters before and after the dash. <u>Enter on claim as</u>: **37XE26-D00001**

Compressor Serial on Label: 2N150045XL16-D00001
When recording in the Warranty system, enter the six characters before and after the dash. <u>Enter on claim as</u>: **45XL16-D00001**

Compressor Serial on Label: 37XE26-D00001
When recording in the Warranty system, enter as is.
<u>Enter on claim as</u>: **37XE26-D00001**

Compressor Serial on Label: 2N2N1111NN11
When recording in the Warranty system, enter as is.
<u>Enter on claim as</u>: **2N2N1111NN11**