



Warranty Defective Part Claim Credit Request

For In-Warranty Replacement Part Requests, Please Contact
InterLink Parts @ 800-686-7278 or Email: stmislnationals@heatcraftrpd.com

Motor compressor replacements or exchanges shall be made through the nearest authorized wholesaler of the motor compressor manufacturer (not at Seller's factory). Heatcraft standard warranty is for replacement parts only for a period of 12 months from install date of equipment or 18 months from date of shipment by Heatcraft, whichever date first occurs. Heatcraft standard warranty provides no allowances for labor, travel costs, refrigerant, oil, control adjustments, expendable supplies, freight charges or incidental fees. Please visit: <http://www.heatcraftrpd.com/res/pdfs/WARRANTYCOVERAGE.pdf> for more information, and a list of additional warranties outside of the Heatcraft standard warranty.

Please fill form out completely. Failure to provide all required information* may result in delay or denial of request.

HEATCRAFT'S OEM/WHOLESALER CUSTOMER INFORMATION

*Date: _____

*Customer Name: _____

*Address: _____

*City, State & Zip: _____

*Contact Name: _____

Phone Number: _____

Fax #: _____

*Email: _____

Warranty Claim Number #: _____ (Optional: # You want referenced on your RMA or Credit)

*Unit Model #: _____

*Unit Serial #: _____

*Unit/Part Install Date: _____

*Part Fail Date: _____

Original PO #: _____

*Defective Heatcraft Part #: _____

*Quantity: _____

Description of Part: _____

*Failure Type (Detailed Description): _____

Replacement Heatcraft Part #: _____

Replacement PO #: _____

(IF REPLACED FROM SHELF STOCK, ENTER "SHELF STOCK" ON THE LINE ABOVE)

Fax or Email completed form along with supporting documentation to: Fax: 866.475.4968 / Email: hripdwcr@heatcraftrpd.com

*You can now enter part claims through WebWarranty on Access to Answers.
Contact your Heatcraft Sales Representative to sign up.*