

Warranty Claim Overview



AireForce products are backed by a 10 YEAR ALL PARTS WARRANTY and a 1 YEAR QUALITY PLEDGE. Please see our warranty coverage matrix and warranty details documents for more information.

Ordering Parts

Warranty parts must be ordered before a warranty claim can be completed. All parts orders must be ordered in accordance with our Parts Program. This means that AireForce is not responsible for freight costs and all parts orders are required to be a minimum of \$60.00 at the distributor's net billing price. Freight charges do not count towards this minimum.

Warranty claims typically process in 30-60 days. When a claim is approved customers will be credited for the price of the part. The invoice # and PO # will be noted on the credit memo for reference.

Processing Claims

To begin processing a warranty claim please complete our warranty claim form at:

<https://aireforce.com/claims/>

To complete this form you will need:

1. The primary serial number
2. The primary model number
3. The failed part number
4. The replacement part number
5. The failed part serial number (only applicable to compressors and coils)
6. The replacement part serial number (only applicable to compressors and coils)
7. The homeowners contact information and address

Please begin by completing the Basic Information section of the warranty claim form.

Basic Information

Distributor Name *

Primary Serial Number *

Primary Model *

Submitted By *

<input type="text"/>	<input type="text"/>
First	Last

Contact Email *

Contact Phone *

Next, please complete the Failure section of the warranty claim form. The installation date is the unit's original installation date and the failure date is the date the part failure was discovered.

Failure

Installation Date *

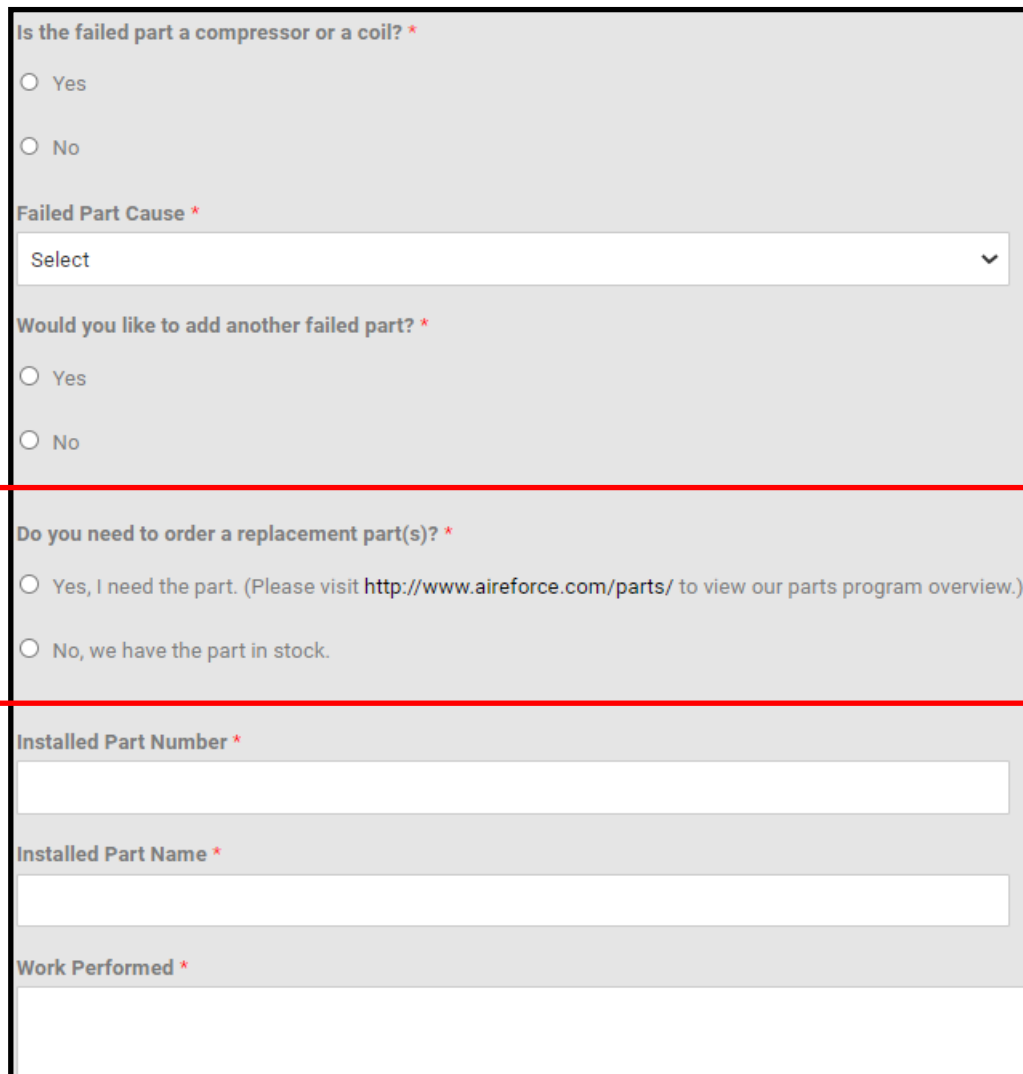
Failure Date *

Failed Part Number *

Failed Part Name *

Next, please complete the second half of the Failure section. This section details the failed part(s). Compressor and coil failures require serial number documentation for both the failed and installed part(s).

Additionally, in some cases you will be required to send failed part(s) back to the factory for examination. This means you will need to keep all failed part(s) until the warranty process is complete.



Is the failed part a compressor or a coil? *

Yes

No

Failed Part Cause *

Select ▼

Would you like to add another failed part? *

Yes

No

Do you need to order a replacement part(s)? *

Yes, I need the part. (Please visit <http://www.aireforce.com/parts/> to view our parts program overview.)

No, we have the part in stock.

Installed Part Number *

Installed Part Name *

Work Performed *

If you selected "Yes" and need to order the warranty part, please select your preferred shipping method in the box below as AireForce is not responsible for shipping costs. An AireForce representative will contact you with parts pricing and order information.

If you selected "No" and do not need the part ordered, please enter the related PO number for that part in the box below.

PO Number in which you ordered the warranty part: *

Installed Part Number *

Installed Part Name *

Work Performed *

If your warranty claim is submitted within the first 90-days of installation it is eligible for our 90-day Product Assurance Commitment (PAC). See document for details.

Labor

Aire Force Inc. will pay for repairs or replacement on the following basis (within the first 90 days of install up to a maximum of):

Expense Type

Condenser – Refrigerant leak – Up to \$90.00 ▼

Description

Please attach any supporting labor documents.

Supporting Documents

Choose File No file chosen

Lastly, complete the customer information section of the form. Please upload any pictures, documents, work orders, or invoices that may help speed the process of your claim or prove the validity of your PAC claim.

Customer Information

Homeowner *

<input type="text"/>	<input type="text"/>
First	Last

Address *

Address Line 1

Address Line 2

<input type="text"/>	Select ▼
City	State

Zip Code

Homeowner Phone *

File Upload

No file chosen

Upload any files you feel need to be included with this claim.

All warranty claims typically process in 30-60 days. When a claim is approved customers will be credited for the price of the part. The invoice # and PO # will be noted on the credit memo for reference.

Please contact us at info@aireforce.com to inquire about a warranty claim.