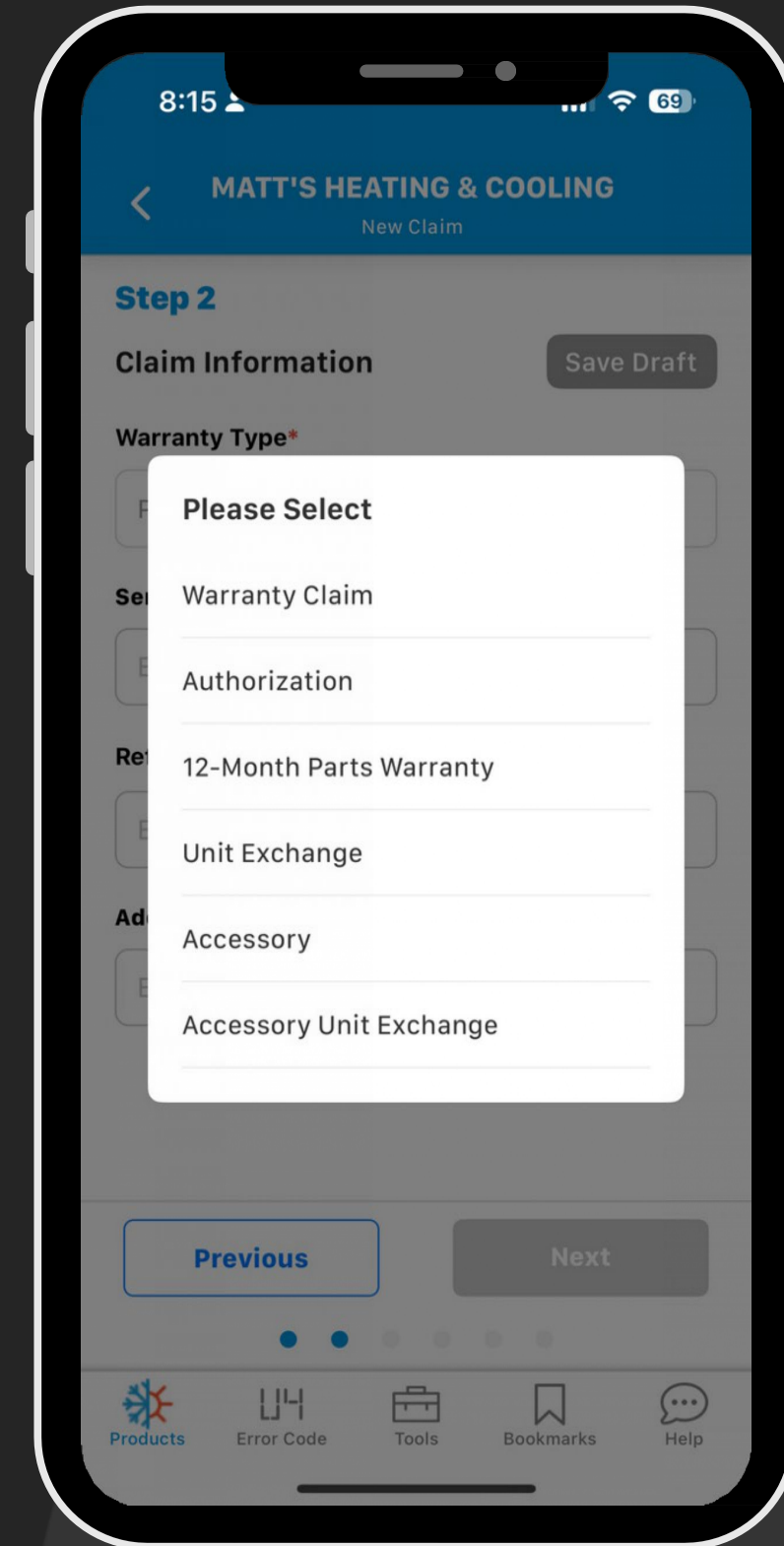


# Warranty Express: Claim Types

*Warranty Express Mobile Found in  
Daikin Tech Hub*

# Claim Types:

- Warranty Claim
- Authorization
- 12-Month Part Warranty
- Unit Exchange
- Accessory
- Accessory Unit Exchange



# Warranty Claim

This claim type covers standard parts, registered parts, and extended warranty claims.

## Required Information:

- Model number
- Serial number
- Failed part(s)
- Replaced part(s)

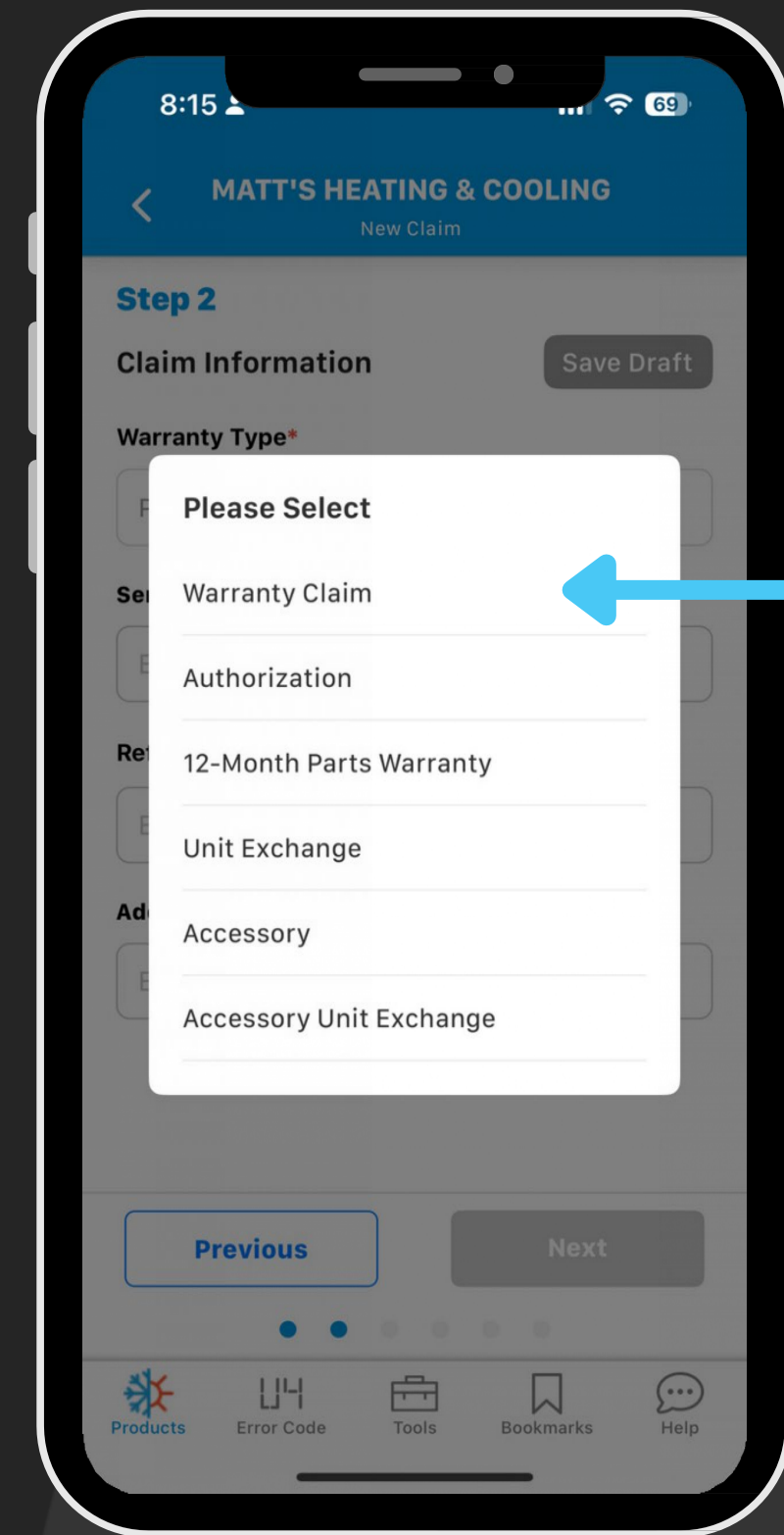
## Labor Coverage:

Labor may be requested if the homeowner has an active Asure plan and the dealer is enrolled in the labor program.

## Additional Notes:

- Up to 10 parts can be submitted per claim.
- All parts must be associated with the same serial number.

*\*This is the most commonly filed type of warranty claim.*



# Authorization

This claim type is for recalls, service bulletins, and other special situations.

## Required Information:

- Model number
- Serial number
- 4 - digit authorization code

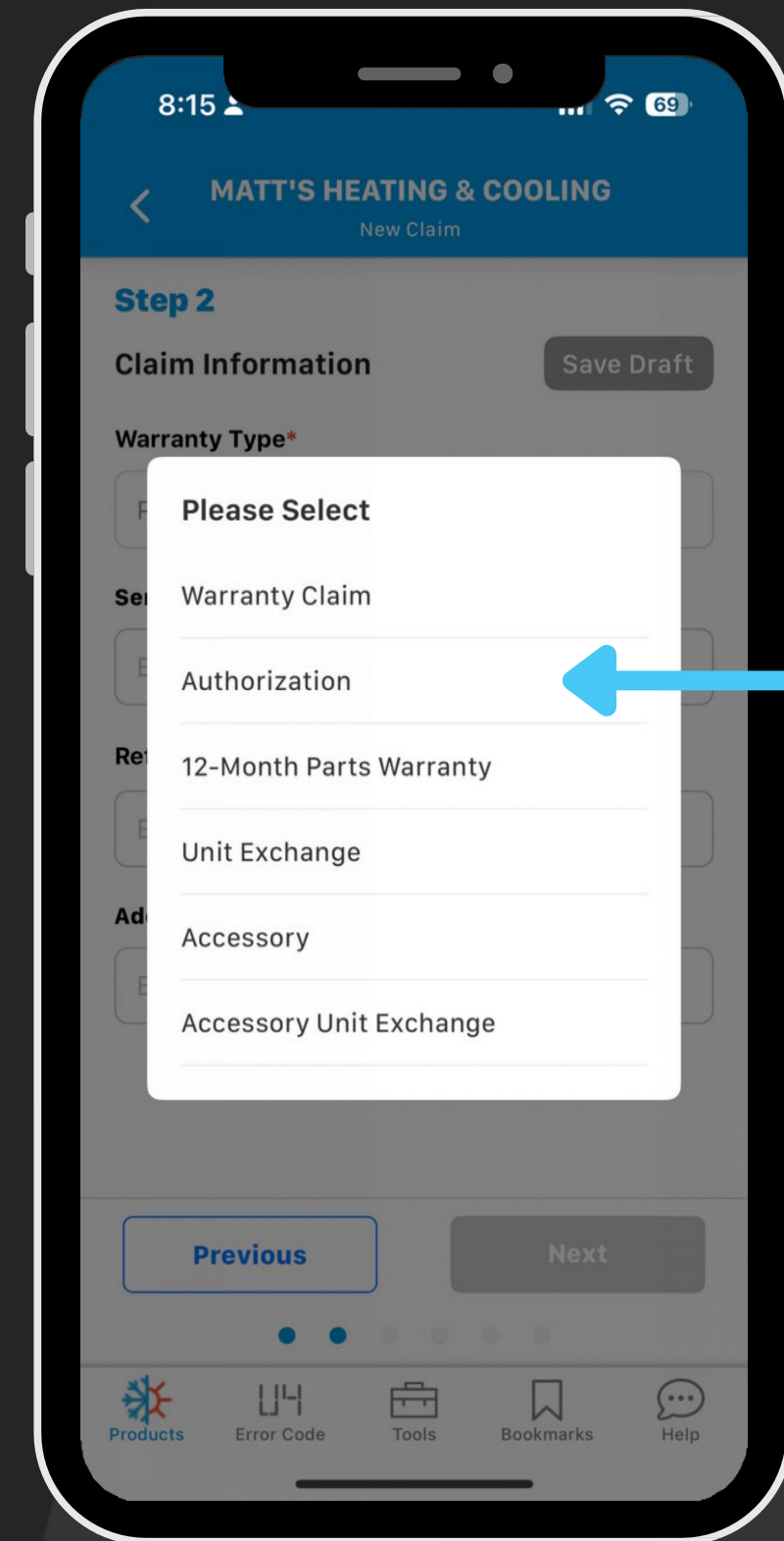
## Additional Information:

Failed part # is often required but not always.

The reason for failure and service performed notes are almost always required.

## Labor Coverage:

Labor is often included with most Auth claims.



# 12-Month Part Warranty

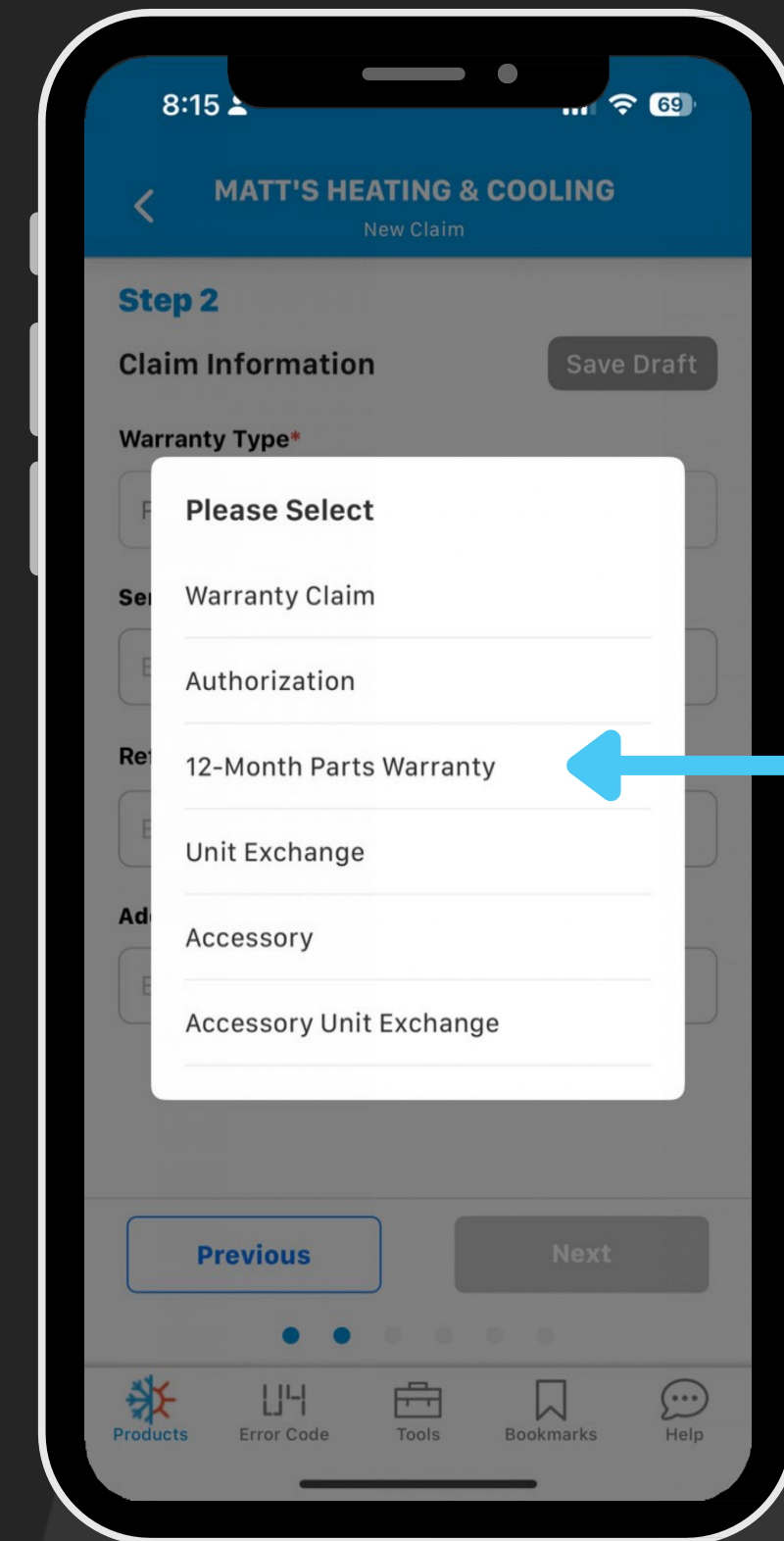
This claim tupe should be used when a part purchased from Daikin has failed within 12months, but the equipment itself is out of parts warranty coverage.

## Required Information:

- Failed part(s)
- Replaced part(s)
- Original Invoice of the failed part  
(*verified to be within the previous 12 months*)

## Additional Information:

The Serial # is optional for these claims.



# Unit Exchange

Warranty related replacements of outdoor unit (for failed compressor), furnace (for failed heat exchanger), or Evaporator coil.

## Required Information:

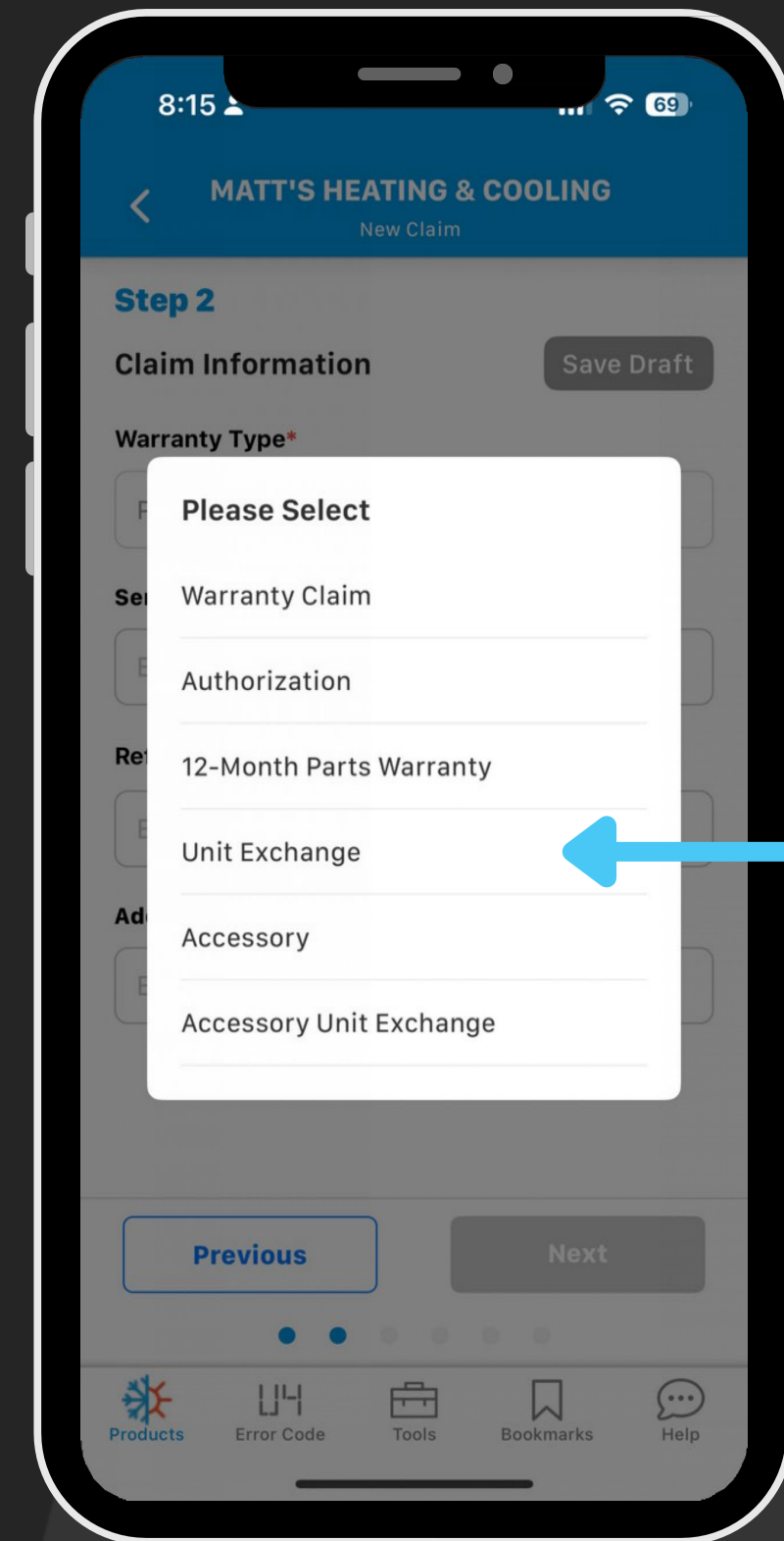
- Failed model/serial #
- Replaced model/serial #
- Equipment must be registered and must have unit replacement coverage in the Entitlement
- For outdoor units, you will be required to provide the compressor part # and serial #

## Additional Information:

This can also be used with Authorization numbers if included with a service bulletin or other situation such as an OBSO (Obsolete).

## Labor Coverage:

Labor may be requested if the homeowner has an active Asure plan and the dealer is enrolled in the labor program.





# Accessory & Accessory Unit Exchange

These two claim types are for products (accessories) such as UV Kits, Dehumidifiers, and other accessories.

## Required Information for both types:

Invoice #

### Accessory:

For an Accessory claim, you will skip the serial # and model # field and enter the failed and replacement accessory part # and provide an invoice #.

### Accessory Unit Exchange:

For an Accessory Unit Exchange, it will work similarly but the failed and replaced part #'s will require the serial # of each part.

### Additional Notes:

The install date is the date that the accessory was installed.

