100% Satisfaction Guarantee Claiming Process



Dealer was contacted and has attempted to repair under warranty

Consumer contacts dealer to invoke satisfaction guarantee

Distributor tech service reviews the situation and visits site if necessary

Consumer still wants to invoke satisfaction guarantee

Distributor completes form and submits to satisfactionclaims@climatemaster.com

Director of Customer Support at
ClimateMaster reviews warranty and situation
history and contacts consumer to get one
more chance to fix the issue (if advisable)

If consumer is still dissatisfied, credit for replacement unit is issued to distributor





ClimateMaster Replacement Unit Request Form



| Consumer Information | | |
|-----------------------------------|-----------------------|------------------------------------------------------------------------------------|
| Name: | | |
| Model #: | | Serial #: |
| | | (Found on the 100% Satisfaction ""Homeowner Registration Form") |
| | | , |
| | | E-mail: |
| | | Date of first problem: |
| | | List the reasons the consumer is requesting replacement unit below |
| Servicing Dealer Inform | aation | |
| | | Technical Rep: |
| · · · · | | Technical Nep. |
| • | | E-mail: |
| | | |
| Provide date/s of site visit/s by | | · |
| Dealer Rep | Date | Summary of visit (actions / findings) |
| | | |
| | | |
| | | |
| | | |
| Service contractor comments | and recommendation | 18: |
| | | |
| | | |
| Distributor Information | | |
| | | Service manager: |
| • • | | E-mail: |
| Provide names and date/s of s | | |
| | _ | • • |
| Distributor Tech Rep | Date | Summary of visit (actions / findings) |
| | | |
| | | |
| | | |
| | | |
| Provide names and date/s of c | contact with ClimateN | |
| ClimateMaster Tech Rep | Date | Summary of discussion |
| | | |
| | | |
| | | |
| | | |
| Be sure to include: Completed | l Troubleshooting For | rm, all service records/receipts and any additonal information that may be helpful |
| | | |
| · | | Master Director of Customer Service |
| | | Reviewed by: |
| Authorization #: | | Date: By: |
| Comments: | | |
| | | |
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