



VAD Claim #

*Internal Use Only*

Dealer Name

Account Number

## Consumer Information

Homeowner or Business Name

**Please check one of the following:**

Homeowner or Business Address

Residential Property

Commercial Property

## Equipment Information

Unit Serial Number

Serial numbers are 22 characters long. Please check for accuracy.

Unit Model Number

Date Unit Installed

Date Unit Failed

Description of Failure:

## Repair Information

Does 10 year parts apply?

Yes  No

Replacement Part #

Replacement Part #

Replacement Part #

Invoice #

Invoice #

Invoice #

Does 90 day labor apply?

Yes  No

**A Technical Service Case Number will be generated by TSM once authorization for labor and/or unit replacement has been given.**

Requested labor hours?\*

*\*see p.2 for labor table*

TSM Case Number

Does 2 year unit replacement apply?

Yes  No

New Unit Serial #

Serial numbers are 22 characters long. Please check for accuracy.

Date New Unit Installed

New Unit VAD Invoice #

*Note: All major component failure unit replacements must be approved by a VAD TSM prior to unit change out.*

**Basic Limited Warranty does not cover travel, diagnostics or refrigerant.**

**Electronic forms available on [moovair.com](http://moovair.com)**



All warranty claims must be filed within 60 days the failure date. Claims submitted after 60 days are subject to automatic denial.



## Manufacturer Labor

If any repair component proves defective due to improper factory workmanship and/or material for a period of 90 days from the date of installation of the System, the Company will reimburse specific repair costs based on the labor allowance table below:

Category	Description	Repair/Replacement Hours Allowance
Refrigerant	Refrigerant parts or repairs, refrigerant recovery, vacuum	5
Motor	Outdoor/indoor motor, fan blade, blower wheel, circuit board, all other covered parts	2

## Important Labor Notes

- All labor claims must be initiated by a licensed HVAC professional and require review and approval by a Company TSM
- For each claim, labor reimbursement, to a licensed HVAC professional, is limited to a maximum of 5 hours
- Allowances for multiple repairs within a category are not cumulative for the same failure event



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Performance in heating down to

100 % Capacity to 4°F

