



**UNIVERSAL WARRANTY REQUEST FORM**

<b>Legacy Case#</b>	<b>Legacy RGA#</b>	<b>Legacy Parts Billing Invoice#</b>

Legacy Chiller Systems, Inc will issue parts and material Return Goods Authorization numbers (RGA) and labor reimbursements allowances in accordance to the most recent Limited Warranty policy provided that this form is properly completed and returned to Legacy Chillers with **35 days of CASE NUMBER ISSUANCE**. Please review, all information on this form, complete and return as instructed below.

<b>Model#</b>	<b>Serial#</b>

Please list model and serial for each unit making up one system. If you have more than one system, use as separate form.

**Site Information / Condition information**

Address of Installed Site:	<b>Site Name:</b>	<b>Address:</b>
	<b>City:</b>	<b>State:</b>
	<b>Zip/Postal Code:</b>	<b>Country:</b>
Location of Chiller:		
Today's Date:		
Chiller Commission Date:		
Date of Failure:		
Is chiller currently operational?:		

**General Description of Failure or Problem with Equipment**


**Contact Information (Please Print Clearly)**

<b>Company:</b>		<b>Requestors Name:</b>	
<b>Address:</b>		<b>Phone OFFICE:</b>	
<b>City:</b>		<b>Phone CELL</b>	
<b>State:</b>		<b>Fax:</b>	
<b>Zip:</b>		<b>Email:</b>	

## Defective Part RGA Procedure

**Step#1:** With this form in hand, contact Legacy Chiller Systems at 877-988-5464 (8:00AM – 4:30PM (PST) – M-F) and request a CASE number. Make sure to notate the case# at the top of this form in the space provided. **In order to qualify for factory parts warranty, a Legacy Case Number must be issued prior to shipment of replacement parts.**

**Step#2:** In order to process an order for parts to be shipped to you, a PO (or comparable written commitment) must be issued by the requestor. PLEASE MAKE SURE TO INDICATE YOUR CASE NUMBER AND RGA NUMBER (if available) ON YOUR PO to Legacy for the replacement part.

If you do not have factory pricing on the parts needed, please check Legacy’s website at [www.Legacychillers.com](http://www.Legacychillers.com) or contact our office at 877-988-5464 (8:00AM – 4:30PM (PST) – M-F) . **If requestor has an open credit account with Legacy Chiller Systems, the list price of the part and shipping will be invoiced and due as per the agreed terms. If requestor does not have an open credit account, payment will be required prior to shipment.**

**Step#3:** Once the old part has been removed from the Legacy Equipment, requestor must complete all applicable information on this form and return it via fax to **240-214-8303** or email [Warranty@legacychillers.com](mailto:Warranty@legacychillers.com) . Assuming this request qualifies for an RGA number under Legacy’s limited manufactures warranty, an RGA number will be issued within FIVE business day and this form will be returned to requestor via fax to the number provided in the **“Contact Information”** section above.

**Step#4:** Within 35 days, starting from the issuance of the CASE NUMBER, PARTS LISTED BELOW MUST BE RETURNED TO **Legacy Chiller Systems, 851 Tech Drive, Telford, PA. 18969. CLEARLY MARK THE BOX WITH THE LEGACY RGA NUMBER , CASE NUMBER AND INCLUDE A COPY OF THIS COMPLETED FORM WITH THE PART. FAILURE TO DO THIS MAY RESULT IN REJECTION OF CLAIM. IT IS HIGHLY RECOMMENDED TO RETAIN TRACKING INFORMATION AS PROOF OF DELIVERY.**

**Step#5: FOR COMPRESSOR WARRANTIES ONLY: Failed compressors, outside the Copeland warranty period -** Requestor must provide digital photos of the old compressor in the unit and new compressor installed. Photos must be provided with this claim form. Unless otherwise instructed by the factory the compressor is not to be returned. Photos must also include readable image of compressor nomenclature sticker. **Compressors within Copeland warranty –** Compressors are a direct exchange with your local Copeland dealer. In some cases Legacy Factory will require compressor RED TAGS. In these cases additional instructions will be provided.

**Once this completed form and listed parts are returned, the factory can take up to 30 days for warranty confirmation. If returned item(s) are confirmed as defective, credit/refund will be issued against the Legacy Invoice FOR THE PART ONLY. If the part is not determined as defective the requestor will be notified.**

### RGA Parts Request

Legacy Part#	Part Description	What is wrong with part?

**Quality Control:** In the space provided below, please provide recommendations as to how the failure of the above items may have been prevented. Customers can also email comments to [Warranty@legacychillers.com](mailto:Warranty@legacychillers.com). Please reference your case# on all emails.


### Labor Reimbursement Procedure

**Step#1:** With this form in hand, contact Legacy Chiller Systems at 877-988-5464 (8:00AM – 4:30PM (PST) – M-F) and request a CASE number. Make sure to notate the case# at the top of this form in the space provided. **IMPORTANT:** Before starting work, please consult the latest revision of Legacy’s IOM booklet that contains a listing of pre-authorized labor allowances. If repair(s) do not exceed the allowances provided, invoices may be submitted and paid with a valid case number only. If repairs will exceed the stated labor allowances, DO NOT PROCEED and request a Supplemental Labor Allowance, please see below. **In order to qualify for factory labor reimbursement, a Legacy Case Number must be issued prior to commencement of ANY work activities.** **IMPORTANT: LABOR INVOICES SUBMITTED WITHOUT A VALID CASE NUMBER ASSIGNED PRIOR TO COMENCEMENT OF WORK WILL BE RETURNED UNPAID.**

**Step#2:** Complete all applicable information on this form and return it via fax to **240-214-8303** or email to [Warranty@legacychillers.com](mailto:Warranty@legacychillers.com) . Please review Warranty Allowance Table below for rates for specific repairs. **NOTE: LABOR ALLOWANCE REQUESTS ON CASE NUMBERS OLDER THAN 30 DAYS (FROM INSSUANCE) WILL NOT BE ACCEPTED.**

**Step# 3:** All labor invoices in-line with allowances provide within the Warranty Allowance Table (Located in your chillers IOM booklet, booklets are also available on line) will be reimbursed within 30 business days provided the following information is supplied by requestor:

- Copies of field technician service notes that contain the Legacy Case, chiller model and serial numbers.
- A copy of an original invoice also containing Legacy Case, chiller model and serial numbers.
- **Legacy recommends, when possible, to take photos before and after a repair. Submitting digital photos of work performed can speed claim processing significantly in some cases.**

**Supplemental Labor Allowances:** From time to time, warranty labor services needed to complete a repair can exceed what is listed on the Warranty Allowance Table. In such circumstances, a supplemental labor allowance can be requested. When making such request, the following procedures must be followed:

1. Requestor who wishes to receive reimbursements in excess (or are not listed) on the Warranty Allowance Table (below) MUST submit a written estimate **IN ADVANCE** of repairs.
2. All estimates MUST include Legacy Case, chiller model and serial numbers.
3. All estimates MUST include details as to work being provided.
4. Legacy MUST issue a PO for the approved amount **PRIOR** to work being performed.

**IMPORTANT: LABOR INVOICES IN EXCESS OF LEGACY’S PO MAY BE RETURNED SHORT PAID OR UNPAID.**

### Special Factory Instructions for this Case (Legacy Office Only)
