

# Attachment 1 Heat Exchanger Evaluation Form



This form is to be completed by either the distributor or dealer personnel whenever a request for unit replacement is made under the terms of Operating Letter 730. A Technical Service Advisor (TSA) Level 3 or level 4 is authorized to sign and approve a replacement of a unit. All other approvals require a Technical Service Manager (TSM) to approve the replacement. In this case, this form should be completed and forwarded to the distributor's TSM for authorization.

Warranty Tag #		Date	
Model Number		Serial Number	
Date Installed		Date Failed	
Name of Person Filling out Form		Homeowner Name	
Person's Company		Original Homeowner	<input type="checkbox"/> <b>yes</b> <input type="checkbox"/> <b>no</b>

A No Hassle warranty replacement of a gas furnace is to be made only due to a failure of the heat exchanger that cannot be corrected using normal cleaning or maintenance processes to remove soot or other foreign materials causing internal heat exchanger blockages, and are not failures caused by "exclusions" discussed in the International Comfort Products Limited Warranty Certificate.

Since most heat exchanger failures are caused by an improper installation, it is required that the Start Up Check Sheet that is included with the replacement furnace's Installation Instructions be completed for the replacement furnace. This completed form may be requested by the TSM at a later date.

Is the heat exchanger cracked?	<input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
If the heat exchanger is cracked, how has the crack been verified?	
If not cracked, what is the failure that is the reason for the No Hassle Replacement warranty?	

**If more space is needed, attach another sheet.**

Printed Name of Level 3 or 4 TSA:		Name of Distributor:	
TSA Level 3 or 4 signature: _____		Date: _____	
OR			
ICP TSM signature: _____		Date: _____	

**Signing this claim indicates you have reviewed the information and agree to it's authenticity and accuracy**

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## DISPOSITION OF PRODUCT

This gas furnace is to be held at the distributor location for 30 days after credit is received for this claim. If no disposition instructions have been received from ICP after the 30 days, the unit can be scrapped. This time allows for ICP to review the evaluation forms and determine if they have an interest in further analysis of the unit.

**Please attach the rating label here!**