



## Warranty Claim Procedure

1. As a licensed professional HVAC service representative authorized by EarthLinked Technologies, Inc. (ETI), you shall diagnose and correct system problems in accordance with ETI's Limited Warranty, ETI training, and professionally recognized heat pump system service practices as well as local codes. **All diagnostic, service, installation, and transportation costs are the responsibility of the owner, unless otherwise specified in ETI's Limited Warranty.**
2. Diagnose the root cause of the problem and the corrective action necessary to restore the system to proper operating condition. (See box at right.)
3. If the product warranty registrations for the subject EarthLinked® Heat Pump Products and DIRECT AXCESS® Earth Loop System were not completed and returned to ETI at the time of installation, the warranty period will begin from the date the product/part was shipped from ETI.
4. To receive consideration for warranty allowance credits, **the appropriate product warranty registration is to be on file with ETI within 60 days after the product shipment from ETI.**
5. If an Earth Loop Protection System is the warranty item in question, it must be returned to ETI for repair or replacement.
6. The service representative may be required to ship the part(s) back to ETI. **All freight (return to and delivery from ETI) charges are the responsibility of the service representative. All return parts shipments to ETI must be prepaid.**
7. Service Representative actions required to process a warranty labor claim are:
  - a. Complete Field Service Report (LIT-48).
  - b. Send the completed Warranty Claim Form provided by ETI Customer Support (LIT-71), Field Service Report (LIT-48), and the parts to be returned to ETI within 45 days of date of claim.
8. Mail, Email or Fax warranty claims documents to:

**EarthLinked Technologies**  
**4151 S. Pipkin Road**  
**Lakeland, FL 33811**

**fax: 863-701-7796**  
**email: [warranty@earthlinked.com](mailto:warranty@earthlinked.com)**
9. All return parts must be labeled with the warranty claim number. If the warranty claim number is not clearly visible, the package will be refused and the warranty claim may be denied.
10. **If after review ETI determines that the returned part is not a manufacturer's defect, the part will be billed to the service representative.**

### IMPORTANT!

**After diagnosing the problem and before proceeding with the repair process, call ETI at 863-701-0096 to:**

- a. Understand the warranty allowances.
- b. Receive authorization to proceed with the repair process.
- c. Be advised if parts are to be returned.
- d. Obtain Warranty Claim number.