

Limited Warranty Claim Form

07062023

**Summit/Mortex/SunTherm
serial number label here**

if applicable

**note: label from case WITHOUT serial number DOES NOT APPLY
Carton label DOES NOT APPLY
unit label is not required for parts claims**

RGA#

Mail/ ship to address:

**Mortex Products
501 Terminal Rd
Ft. Worth, TX 76106
fax 817.624.8581**

email: warranty@mortx.com

Only Mortex Authorized Distributor claims are accepted.

Claim forms mailed to lockbox address will be disallowed and discarded.

Claims from anyone other than a Mortex Authorized Distributor are unacceptable and will be returned to a Distributor for correct submittal.

Claims submitted over 120 days after failure date are considered invalid. Please allow 30-45 days for processing

Wholesale Distributor (please include branch #)

Distr. VR/RMO/DM# (include copy) if applicable :

return fax # for further instructions:

Complete serial number (sn) of UNIT claimed is REQUIRED information. Failure to provide a legible, verifiable serial number is cause for dismissal of any submittal. Credit or replacement ONLY. No refunds. MPOC charges are non-refundable.

Furnace/AHU model/sn if applicable :

Evap coils MUST be a certified AHRI condenser to coil match up to qualify for credit

Condensing unit model/serial number required:

Evaporator coil model/serial number required:

If product is over one year old when installed (as determined by the serial number), registration is REQUIRED, otherwise, warranty coverage is considered to start 6 months from date of manufacture.

Original equipment Installation date **(required)**.....

Date of failure.....

Bad or defective are NOT reasons for failure. BE specific. TXV claims REQUIRE the serial number of the evaporator coil.

Motors, wheels, or electrical parts require the model and serial numbers of the furnace or air handler used.

Describe the nature of the failure....

Action taken to correct problem....

Servicing contractor/City, State, zip code :

Consumer (homeowner)/ City, State, zip code :

Replacement Part (& sn, if applicable)

Parts being returned should be returned via UPS, ground service (brown), recipient billing unless otherwise instructed.

RGA# must be marked on the outside of any carton being returned. There is a 25% restock charge for new, unused returns unless waived.

Return of new, unused parts requires distributor po# and Mortex so# to obtain rga#. Products returned without an rga# will be refused.

New parts rga#s will only be issued for products bought within the last 6 months and must be returned within 30 days of rga issuance.

New, unused parts returned must be in the original packaging and contain the rga# outside the carton.

Replacement Part ship to address:

Email completed form to warranty@mortx.com for processing