



## Carrier Enterprise South Central Customer Assurance Group



### Preauthorization Instructions

1. Start a claim in Service Bench. Claim type will be **Preauthorization.**
2. Complete the model and serial number fields along with the end user information
3. **Save the claim. Do not submit the claim.**
4. **Reply** to the email which included this document, with the saved Service Bench claim number for processing (failure to reply to the original email will delay communication)
5. The Technical Support or Warranty group will notify you once the claim is processed.

[Refrigerant Leak Reporting Form](#)

[DOA Compressor Reporting Form](#)

Technical Support Group Email:  
[sc.techsupport@carrierenterprise.com](mailto:sc.techsupport@carrierenterprise.com)

Technical Support Website: [www.cesctechsupport.com](http://www.cesctechsupport.com)

Technical Support Phone: 800-486-0550 Option 4

Warranty Phone: 800-486-0550 Option 5