



Carrier Enterprise South Central Customer Assurance Group



Unit Exchange Instructions

1. Start a claim in Service Bench. Claim type will be **Unit Exchange**.
2. Complete the original model and serial numbers fields, Your end user information, replacement model and serial numbers along with fail date, repair date and the invoice number.
3. In the comment box please input detailed notes as to the failure and repair and the Expedite number included with this email. (Expedite number only required for WOS Warranty Out of Stock)
4. **Save** the claim. **Do not submit** the claim.
5. Reply to the email which included this document with the **saved Service Bench Claim** number for processing.
6. Tech Support or the Warranty group will notify you when the claim has processed.

Technical Support Group Email:
sc.techsupport@carrierenterprise.com

Technical Support Website: www.cesctechsupport.com

Technical Support Phone: 800-486-0550 Option 4

Warranty Phone: 800-486-0550 Option 5