



# Warranty Claim Form

**RGA #** \_\_\_\_\_

Do not fax this claim form to obtain an RGA # until AFTER the service has been performed.

**Please Do Not order replacement parts on this form. Contact or fax the Order Dept.**

**Dealer Information**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

DEALER'S FAX:

Zip: \_\_\_\_\_

**Homeowner Information**

(We will reference the homeowner's name on the labor credit memo)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

**Nature of Problem (explain):**

\_\_\_\_\_

\_\_\_\_\_

**Action Taken AND the Results:**

\_\_\_\_\_

\_\_\_\_\_

**Please fax this form to us and an RGA # will be assigned to it and written on the top of this sheet then faxed back to you. Always include this form when sending the defective parts back.**

**Fax: 1-888-669-6644**

**Fireplace Information**

Model Number \_\_\_\_\_ LP NG

Purchase Date \_\_\_\_\_ Install Date \_\_\_\_\_

Serial Number \_\_\_\_\_  
Example: 04-948129-41

Service Date \_\_\_\_\_

**Troubleshooting Information**

Thermopile Millivolts (Burner 'ON')    Before \_\_\_\_\_ After \_\_\_\_\_

Thermopile Millivolts (Burner 'OFF')    Before \_\_\_\_\_ After \_\_\_\_\_

Incoming Pressure: \_\_\_\_\_

Air Shutter Position \_\_\_\_\_

Proper Log Placement Observed? \_\_\_\_\_

Gas Leak Inspection? \_\_\_\_\_

Proper Ignition at both High & Low Settings? \_\_\_\_\_

Has the Venting Configuration, On/Off Switch, Orifice Sizes & all Wiring been Checked? \_\_\_\_\_  
(factory connections must be checked)

**\*\*\* DO NOT ORDER REPLACEMENT PARTS ON THIS FORM \*\*\***

Part # Used for Repair	Description	Were you charged for the replacement parts? If so, what is the invoice # on which you were charged?	All defective parts, except Logs, Refractory and Broken Glass need to be returned via an RGA # to receive Labor Credit.
<b>Labor Request</b> (\$55/claim)	<b>Mileage</b> (.20/mile)	# _____	

**Labor Approved**  
Kozy Heat Use

\_\_\_\_\_

\_\_\_\_\_

Total Approved