



Warranty Claim Detail

R.O. Number 71872A
Job 4

COMPLAINT INFORMATION	
Flat Rate Code	1547
Description	Accessories-HP Products-Central Vacuum
Occurrences	1
Requested Hours	1.25
Authorized Hours	.60
Fault Code	62-WARRANTY GOODWILL
Vendor Responsible	WARR-WARRANTY DEPARTMENT GOODWILL Hours:.60
Notes	PLEASE USE RMA # 01263736IV TO R/R SWITCH, DGW.20HRS

GENERAL INFORMATION	
Status	Paid
Denial Code	11-Paid at time authorized
Date In	06/20/2025
Submit Date	01/05/2026
Authorization	No 01/30/2026
Work Complete	Yes 03/31/2026
Payment	Yes 04/10/2026

CUSTOMER COMPLAINT
COMMENT ENTERED ON 01/05/2026 AT 01:34 PM BY DEALER Customer states vacuum is not getting power.

AUTHORIZATION NOTES
COMMENT ENTERED ON 01/05/2026 AT 2:05:28 PM BY ALDUNNING PICTURES FROM CASE 01053803 COMMENT ENTERED ON 01/30/2026 AT 3:24:09 PM BY JMTRAXLER EMAILED VENDOR FOR AUTH CASE #1053803. COMMENT ENTERED ON 02/03/2026 AT 8:33:23 AM BY JMTRAXLER AUTH RECEIVED CASE #1053803. PLEASE USE RMA # 01263736IV, RETURN PART. COMMENT ENTERED ON 03/31/2026 AT 12:15:04 PM BY PKING ----- DEALER LOST THE PART , I GOODWILLED THE LABOR ONLY .60HRS

DEALER CORRECTION
COMMENT ENTERED ON 01/05/2026 AT 01:34 PM BY DEALER No power out from vacuum motor. Power is present at vacuum on/off micro switch on one side. Micro switch at vacuum is not consistently transferring power to vacuum. Bypassed switch and tested vacuum function. Replace vacuum micro switch.

TOTALS	Requested	Authorized
Labor	231.25	111.00
Sublet	.00	.00
Parts	.00	.00
Freight	.00	.00
Adjustments	.00	.00
TOTAL	231.25	111.00
TOTAL PAID		111.00

