



# Site Visit Request for Carrier/Bryant Equipment

## IMPORTANT:

- Good effort must be made to resolve problem by dealer service technician/service manager visiting the site and gathering needed /required diagnostic information.
- The dealer's technician must telephone the Carrier/Bryant Distributor Service Representative from the jobsite and describe the problem in detail.
- The service technician must perform the steps that the Distributor Service Representative requests during telephone call.
- Only after following these steps should the dealer submit this Site Visit Request form.

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

Service Manager: \_\_\_\_\_

Phone # (Office & Cell): \_\_\_\_\_

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

Job Site Address: \_\_\_\_\_

\_\_\_\_\_  
(Enter Model, Serial Number & Install Date of equipment involved)

Outside / Pkg. Unit Model: \_\_\_\_\_

Serial: \_\_\_\_\_ install date: \_\_\_\_\_

Furnace / Air handler Model: \_\_\_\_\_

Serial: \_\_\_\_\_ install date: \_\_\_\_\_

Indoor Coil / Heat Strip Model: \_\_\_\_\_ Serial: \_\_\_\_\_

\_\_\_\_\_ install date: \_\_\_\_\_

Thermostat Model: \_\_\_\_\_

Serial: \_\_\_\_\_ install date: \_\_\_\_\_

Zoning System Model: \_\_\_\_\_

Serial: \_\_\_\_\_ install date: \_\_\_\_\_

Has System Analyzer worksheet been completed? Yes / No

Has your company's Service Manager visited job? Yes / No

Describe problem (use back if necessary):

Attach copies of all service history related to problem, System Analyzer, and any other information concerning problem. Fax all information to Distributor Service Manager.