



Navien, Inc.
 20 Goodyear
 Irvine, CA 92618
 Toll Free: 800-519-8794
 Fax: 877-841-8284

LABOR CLAIM SUPPLEMENT ONLY
Navien Returned Goods Authorization (RGA) Form

Please complete this form in its entirety. Submit this together with a labor bill/invoice.

Please email complete RGA form to Claims@Navien.com or fax this to 877-841-8284, Attention Labor Claims

RGA/SRA Number (Mandatory):		
Homeowner Information:		
Name:		
Address:		
City & State/Province & Zip Code:		
Telephone & E-mail:		
Contractor Information:		
Company Name:		
Address:		
City & State/Province & Zip Code:		
Contact Person Phone/Email:		
Enter NSS ID Number: (if applicable)		
Jobsite Information:		
Defective Unit Serial Number:		
Replacement Unit Serial Number:		
Initial Installation Date:		
Serviced Date(s):		
Removed/Replaced Date:		
Date(s) of Contact with Navien Technical Department/Spoke to:		
Original problem why unit/part was replaced:		

Labor Rate:

All* RGAs are paid out as follows:

1 hour travel time + 1 hour to diagnose and replace the part(s) approved in the RGA @ \$75 per hour for a maximum of \$150 allowed per RGA.

***EXCEPTIONS:**

- An additional hour is allotted when an entire water heater or a primary/secondary heat exchanger is being replaced under warranty (\$225 maximum payout).
- For multiple unit job sites - If multiple units are identified as requiring part replacements, travel time will only be allowed on the first RGA.

Non-Reimbursement of Labor Claims

Labor claims will not be reimbursed for:

- General and routine maintenance (such as inlet filter and flow sensor cleaning)
- Unauthorized unit or part replacements.
- Units cannot be substituted as payment for labor claims.

Incidentals:

- We do not pay for any extra material that is used while replacing units.
- Parts kits are available to reduce labor costs.
- Navien doesn't pay additional for overtime, holidays, out of service area, and for any taxes or GST on any labor.
- An RGA Form must be completed and submitted for each RGA.