

CUSTOMER ASSURANCE POLICY





January 1, 2010

Dear Airefco, Inc., Hadco Supply and Nor-Air Customers:

Enclosed is our revised and updated Customer Assurance Policy. Please note:

- A. All Service Credit Applications (SCA) must be completed as outlined in the attached policy. In order to guarantee timely issuance of warranty credits **we will not be able to accept incomplete SCA's.**
- B. The Airefco/Hadco Supply/Nor-Air invoice number for the replacement part must be referenced on the SCA. If the warranty item is from your inventory, please identify as "stock". Credit for items as "stock" will be issued at your most recent purchase price.
- C. As per Carrier's policy, a late return fee of 10% will be applied to all claims submitted beyond the ninety (90) day time allowance. After one hundred eighty (180) day time allowance a 20% late return fee will be applied. **Claims over one (1) year old will not be accepted.**

When returning a failed in-warranty part by mail, when possible please return to the branch from which the replacement part was shipped. The branch can be identified on your packing slip. **A proper completed SCA must accompany the failed part.**

Airefco/Hadco Supply/Nor-Air will administer the warranty policies as stated in the Customer Assurance Policy and credits will be issued in accordance with Carrier Corporation Warranty Policy. In instances of unusual circumstance where the labor claim is beyond the terms and conditions of standard warranty, Airefco/Hadco Supply/Nor-Air will represent the dealer in negotiations with Carrier Corporation. **The dealer must contact their local service manager to discuss these claims before they are submitted to the warranty claims department for settlement. All claims that have required a service manager's involvement must reference the approval code given by the service manager.**

Please feel free to contact your territory manager, local service manager or the warranty department staff with any questions.

CUSTOMER ASSURANCE POLICY

GENERAL WARRANTY POLICY

The product warranty is a statement to our customers of Carrier's integrity as a designer and manufacturer. Carrier products are warranted to be free from defects in material and workmanship under normal use and maintenance for a specified period of time from date of original installation.

Any reference to **Airefco** includes **Airefco, Inc.** and its' divisions **Hadco Supply** and **Nor-Air**. Any reference to **Carrier** includes **Carrier Corporation** and its' **Bryant** and **Payne** divisions.

WARRANTY RESPONSIBILITIES

AIREFCO, INC. RESPONSIBILITIES:

- Administer Carrier product warranties in accordance with current Carrier policy
- Communicate clearly to dealers the extent of protection provided, and not provided in the Carrier warranties
- Maintain a Customer Assurance Department that is capable of fulfilling to dealers the terms and conditions of Carrier warranties
- Establish and administer warranties in such a way that they do not bring undue hardships to bear on Carrier dealers
- In instances of unusual occurrences of defects, establish special plans that go beyond the terms and conditions of formal warranties for the purpose of relieving dealers and end-users of excessive cost for parts, refrigerant, and labor
- Inventory repair parts and components as required; or, at Airefco's option, to repair the parts or components with promptness consistent with good business practice
- Conduct service training programs for dealer and contractor service organizations to enable them to be technically capable of fulfilling the conditions of the Carrier warranties
- Maintain adequate records and files to support warranty claims filed and processed
- Work with the factory Service Engineering Department in correcting any chronic equipment problems
- Distribute installation and service information to the dealer organization
- Protect users of Carrier equipment against defective materials and workmanship with due regard for industry practice

- **The Carrier Standard Product Warranty does not include filters, strainers, driers, fuses, belts, sight glasses, paint, brackets, panels, collector boxes, gaskets, pulleys, maintenance items, screws, nuts, bolts, sheet metal (with the exception of center panels on natural draft furnaces and vestibule panels on small packaged units), grommets, plastic parts (excluding furnace coil & fan coil drain pans with serial numbers beginning with 0106X), or refrigerant, unless specifically included in a special plan.**

CARRIER CORP. NOT RESPONSIBLE FOR:

- Normal start-up procedures and maintenance as outlined in the installation and servicing instructions or owners manual including, but not limited to, coil cleaning, lubrication, fan drive alignment, and adjustments
- Damage or repairs required as a consequence of faulty installation or application by others
- Failure to start due to voltage conditions, blown fuses, open circuit breakers or other damages due to the inadequacy or interruption of electrical services
- Damage or repairs required as a consequence of any misapplication, abuse, improper servicing, unauthorized alteration or improper operation
- Damage as a result of floods, winds, fires, lightning, accidents, corrosive environment or other conditions beyond the control of Carrier. Carrier warranty certificates have always contained the provision that installation in a corrosive atmosphere constitutes abuse of the equipment and voids any consideration for subsequent corrosion damage claims. This would pertain to any corrosive atmosphere prevalent around petrochemical plants, industrial sites where concentrations of corrosive chemicals are present and those areas along the coastal perimeter where placement of units would subject them to salt corrosion
- Parts not supplied, designed, or designated by Carrier
- Application outside of design parameters of the equipment
- Carrier products not installed in the continental USA, Alaska, Hawaii, or Canada
- Electricity or fuel costs or increases in electricity or fuel cost for any reason whatsoever including additional or unusual use of supplemental electric heat
- Any special, indirect, or consequential property or commercial damages of any nature whatsoever
- The warranty coverage on any product, base unit, component or part from which the nameplate or other identifying information has been removed
- Unauthorized substitutions for factory specified parts
- Labor charges where expressly excluded in the warranty certificate

CUSTOMER AND CONTRACTOR RESPONSIBILITIES:

- Implement the terms and conditions of Carrier warranties
- Be aware of, and administer Carrier's warranty procedure
- Provide facilities, equipment, and capable Carrier-trained service manpower as required to apply, install and service Carrier equipment in accordance with the manufacturer's instructions
- Inventory parts as required to provide satisfactory customer service
- Communicate to customers the extent of protection provided and not provided by Carrier and Customer warranties, as well as instructions on proper operation and maintenance of their equipment
- Maintain adequate standard guarantees of customer workmanship, material, and other equipment not supplied by Carrier, but inherent to an installation
- Provide first-year warranty labor except where specifically provided by Carrier Air Conditioning Company, i.e., room air conditioning unit.
- Maintain adequate records, files of installation dates, and other pertinent information to support warranty claims.

CUSTOMER AND CONTRACTOR SERVICE RESERVES

Except for room air conditioning units and bona fide D.O.A. situations, there is no standard labor allowance included in the price of Carrier equipment; therefore, the installing or selling contractor must establish a first-year labor reserve.

EFFECTIVE DATE OF WARRANTY

The Carrier Products Warranty shall commence for all residential products on the day of original installation, which is defined as the time when the product is placed, piped, wired, and in condition to operate. The Carrier Products Warranty shall commence for all room air conditioning and PTACS products on the day of first sale to an end-user.

Commencement of the warranty shall be verified by a bill of sale, paid sale or service invoice, canceled check or other acceptable documentation in the possession of the owner or customer. In the absence of documentation verifying commencement of the warranty, the warranty shall commence 12 months from the date of manufacture as defined by the unit serial number.

Carrier warrants that all commercial equipment manufactured by Carrier Corporation will be free from defects in material and workmanship. Carrier shall at its option repair or replace, F.O.B. point of sale, any part determined to be defective within one (1) year from the date of initial operation or eighteen (18) months from date of shipment, whichever is earlier. Carrier does not warrant products not manufactured by Carrier Corporation, but it does pass on to the customer any available manufacturer's warranty for those products. ***This warranty is given in lieu of all other warranties, express, implied, or statutory, including the implied warranties of merchantability and fitness for a particular purpose.*** Carrier's obligation to repair or replace any defective parts during the warranty period shall be customer's exclusive remedy. Carrier shall not be responsible for labor charges for removal or reinstallation of defective parts, for charges for transportation, handling and shipping or refrigerant loss, or for repairs required as a consequence

of faulty installation, misapplication, abuse, improper servicing, unauthorized alteration or improper operation.

Under some conditions the product may be placed and piped or placed, piped, and wired, but not in condition to operate, pending final wiring and/or thermostat connection at the time of owner or end-user occupancy. When this occurs, a service invoice showing the final connection date must verify the connection date.

DATE OF MANUFACTURE

The date of manufacture of a product is designated by a series of letters or numbers or a combination of both contained in the UNIT SERIAL NUMBER. The series of letters or numbers used varies with the brand of product and has been changed over the years. When filing a warranty claim, the recording of the unit serial number format is critical in the claim process.

PRODUCT RECALL OR MODIFICATION

To provide customer satisfaction and protection, as well as to satisfy the various consumer agencies, it may be necessary to locate equipment for RECALL or MODIFICATION purposes where safety hazards or other deficiencies exist.

The combined efforts of Carrier, Airefco, and the customer are required in order that the units may be located at the end-user level on demand. Federal law requires that each party in the chain of distribution must have the ability to trace their sales or other disposition of each individual unit by model and serial number.

DEAD-ON-ARRIVAL POLICY (D.O.A.)

All D.O.A. labor claims require the prior approval (excluding D.O.A. compressor and leak repair) of an Airefco Service Manager. Please provide information as to the nature of the D.O.A. and what checks were made in determining the failure.

D.O.A. allowances cover the first thirty-days (30) on the original compressor in finished goods packaged equipment. D.O.A. allowances cover the replacement compressors on the date of the replacement only.

Airefco will pay customer cost for putting D.O.A. equipment in normal operating condition, subject to the following stipulations:

- Proper applications, installation, and start-up procedures must have been followed on the job.
- Cost of correcting problems due to shipping damage, incorrectly supplied equipment, etc., are not eligible under the D.O.A. policy.

Labor will be paid at 80% of the normal customer-billing rate as currently on file with Airefco. Travel time, truck charges, mileage, and overtime will NOT be allowed.

Excessive labor cost due to job location or conditions that make the equipment unusually inaccessible or otherwise difficult to service is not the responsibility of Carrier or Airefco and is not covered under the policy.

This D.O.A. policy applies ONLY to the REFRIGERATION CYCLE COMPONENTS manufactured by Carrier Air Conditioning Corporation. All D.O.A. units must be repaired within 30 days of failure.

Airefco will replace defective parts and components under the terms of Carrier warranties.

This section outlines the current allowances for D.O.A. compressor replacement.

DOA Compressor Labor Allowances

| Failed Component Type | Unit Type | Unit Size | Hours Allowed | Field Service Materials** | Additional Hours If Rooftop | Compensation Rate (% of registered Reimbursement rate) |
|-----------------------|------------|---------------|-------------------------------|---------------------------|-----------------------------|---|
| Welded Hermetic | Heat Pump | 0 to 3 tons | 4 | \$20 | 2 | 80% |
| | | Above 3 tons | 4 | \$25 | 2 | 80% |
| | Others | 0 to 3 tons | 4 | \$20 | 2 | 80% |
| | | Above 3 tons | 4 | \$25 | 2 | 80% |
| 06D | Commercial | 2 cylinder | 4 | \$20* | 2 | 80% |
| | | 4 cylinder | 8 | \$25* | 2 | 80% |
| | | 6 cylinder | 10 | \$25* | 2 | 80% |
| 06E/N | Commercial | All | 14 | \$30* | 2 | 80% |
| 5F/H, 6G/L | Commercial | All | On negotiated basis with DCAM | | | |
| Scrolls | Commercial | 6 to 9 tons | 8 | \$20* | 2 | 80% |
| | | 10 to 19 tons | 10 | \$25* | 2 | 80% |
| | | 20 tons & up | 14 | \$30* | 2 | 80% |

- * Cost of refrigerant on semi-hermetic units will not be covered where the units have compressor service valves. Refrigerant can be salvaged and cleansed by the use of adequately sized dryers.

** Field service material covers drier and miscellaneous materials

Note: The dollar allowance for R-22 and R-134A refrigerants where applicable is \$6 per pound. The dollar allowance for R-410A refrigerant where applicable is \$9 per pound. These rates are determined by the RCD/distributor cost. The allowable amount of refrigerant is up to the rating plate charge of the unit.

To be eligible for this program, a service compressor must fail on the day of initial start-up/installation.

The following requirements also must be met for any compressor to be eligible for this program:

- The compressor must be properly sized for the unit.
- Proper application, installation and start-up procedures must be followed. This includes providing any necessary accessories such as: wind baffles, head pressure controls, liquid line solenoids, crankcase heaters, Hard start components; see each unit's product data for required accessories.
- The wiring must be sized adequately.
- All components must be added at the time of replacement

DOA Refrigeration Tubing and Indoor/Outdoor Coil Leaks

To be eligible for the Labor for DOA Failure Program, refrigeration tubing and indoor/outdoor coil leaks must occur within 30 days of initial start-up/installation in the finished goods packaged

equipment. A claim must be submitted within 30 days of repairs to the unit. Labor must be billed at 80% of the dealer's normal hourly Reimbursement rate.

To determine the filter drier and refrigerant allowance, see the DOA Compressor Labor Allowance table.

To determine the authorized number of labor hours, see the table below.

Labor Allowance for Tubing and Indoor/Outdoor Coil Leaks

| Component | Unit Size | Hours Allowed |
|---------------------|---------------|---------------|
| Tubing | All | 2 |
| Indoor/Outdoor Coil | Up to 5 tons | 2 |
| Indoor/Outdoor Coil | 6 to 15 tons | 3 |
| Indoor/Outdoor Coil | Above 15 tons | 4 |

Note: The dollar allowance for R-22 and R-134A refrigerants where applicable is \$6 per pound. The dollar allowance for R-410A refrigerant where applicable is \$9 per pound. These rates are determined by the RCD.

D.O.A. GAS/OIL HEAT EXCHANGER REPAIR

D.O.A. allowance cover the first thirty-days (30) of initial start-up/installation on gas and oil-fired furnaces. Labor will be paid at 80% of dealer normal hourly rate (no overtime). A maximum of 5 hours is allowed on all heat exchanger repairs.

D.O.A. MINOR COMPONENT

As a standard rule, the labor costs associated with this type of repair or replacement are the responsibility of the dealer. This labor cost is to be included as part of the dealer's first year labor warranty obligation. An Airefco Customer & Technical Support Manager should be contacted when unusual hardships are encountered.

DOA Compressor Failure/Unit Change Option Program

If a compressor failure occurs during the first 30 days after the date of installation of a residential split system condensing unit or heat pump, the dealer has the option of replacing the compressor or replacing the entire residential condensing unit or heat pump, including Duct Free equipment. This program applies to Carrier, Bryant and Payne brands.

If a dealer replaces a residential split system air conditioner or heat pump which includes duct free units, the dealer must remove the rating plate from the unit and return the rating plate, the failed compressor, and a claim form to the distributor. WTY030007 is added to the claim during

processing through the Warranty System as a unit changeout claim. A \$10.00 fixed allowance for freight is added to the field service material field in the labor section of the claim, in addition to the credit for the unit. Labor is not applicable for unit changeout claims

The distributor must return all failed compressors to the compressor suppliers as outlined in the Field Scrap and Return Material Procedure. The rule regarding serial numbers ending in 0, 1, or 2 does not apply in these cases.

In the case where a dealer chooses to replace only the compressor, the dealer should follow the normal process as outlined in Field Scrap and Return Material Procedure (see page 39). The following table summarizes the differences between unit and compressor changeouts.

Unit and Compressor Changeouts

| Item Replaced | Labor & Material Allowance | Compressor Return Policy | Outdoor Unit Rating Plate Disposition | Freight Allowance for Returned Compressor |
|---------------|----------------------------|---|---|--|
| Compressor | 4 Hours per Policy | Serial Numbers Ending in 0, 1 or 2 are Returned to Supplier | N/A | Per the Freight Allowance in the Warranty System |
| Entire Unit | None Allowed | 100% Returned to Airefco/Hadco Supply | Failed unit rating plate must be removed & returned with the compressor to Airefco/Hadco Supply | \$10 Flat Rate |

LABOR CLAIMS AND ALLOWANCES

Labor and other costs incurred in the replacement of defective original equipment components are not normally included as part of the equipment warranty. It is the dealer's responsibility to provide warranty labor in the first year following equipment installation/start-up.

Dead on Arrival (**D.O.A.**) is defined as the first 30 days after start up and labor consideration is required to promote goodwill and customer satisfaction. Labor allowances paid for **D.O.A.** failures are intended to help offset dealer expenses, not to cover them completely. In the event of **D.O.A.** failures the following will apply:

Compressors

1. Original equipment compressors-must have failed within 30 days of equipment installation/start-up
2. Service compressors-must have failed within 24 hours of start-up. Labor allowances the same as the original compressor
3. Labor paid at 80% of registered dealer street rate

Heat Exchangers

1. Must have failed within 30 days of equipment installation/start-up
2. Labor paid at 80% of registered dealer street rate
3. Maximum of 5 hours allowed on changeup/repairs

Original Equipment Inducer, Blower and Fan Motors

1. Must have failed within 24 hours of initial equipment installation/start-up
2. Labor paid for maximum of 1 hour at 80% of registered dealer street rate

Original Equipment Minor Components (Relays, Circuit Boards, Wiring etc.)

1. No labor is paid for replacement of defective original equipment minor components.

ELECTRIC MOTORS

Carrier's policy is to use reputable national electric motor manufacturers and require that they have a repair station system to handle in-warranty repairs. Although the motor manufacturers are not expected to maintain repair stations in each and every city, it is expected that a repair station will be within reasonable distances to metropolitan areas.

All defective in-warranty electric motors NEMA frame size 213 and higher (above 5 h.p.) MUST be sent to the motor manufacturer's nearest repair station with the Carrier unit model number, serial number and date of installation and ask for repair on an in-warranty basis.

If the motor is within the motor manufacturer's warranty, it should be repaired on an in-warranty basis at no charge. If the motor is beyond the motor manufacturer's warranty but is still within Carrier's first year warranty, contact the Airefco Parts Representative for disposition.

Airefco will not pay for the field rewinding on in-warranty hermetic motors.

DEMONSTRATION UNITS/RENTAL UNITS

Demonstration units/rental units installed on a trial basis or otherwise used prior to final sale are warranted from date of first use.

SERVICE PARTS WARRANTY

Carrier Service Specified Parts Standard Limited Warranty is a one (1) year warranty. The Carrier specified part is warranted to be free from defects in material and workmanship under normal use and maintenance for a period of one year from the date of installation. If the part is used as a warranty replacement, the part assumes the unused portion of the original warranty.

This warranty does not include labor or other costs incurred for diagnosis, repairing, removing, installing, shipping, service or handling of either defective parts or replacement parts. The standard D.O.A. policy is also applicable if the failure occurs on the date of installation.

Original equipment components, please refer to specific warranty information with the equipment.

Service Specified parts furnished as replacements on an in-warranty product automatically acquire the unexpired portion of the warranty on the product.

Service compressors sold for use in non-Carrier units will be covered under the one (1) year service parts warranty provided:

1. The unit receiving the compressor is properly installed in accordance with instructions
2. The compressor is properly sized for the unit
3. The wiring is sized adequately and the proper voltage is applied during operation. Proper components are added at the time of compressor replacement for adequate compressor protection.
4. The compressor is installed in accordance with good installation techniques and a "Start-up and Test" is accurately filled out and kept in job file.

ALL OTHER

Claims for all other time consuming repairs not listed must be negotiated with the Service Manager. In some situations, customers will resist repairs to a new unit and expect a complete replacement. Please be aware Carrier/BDP will **NOT** accept an entire unit or piece of equipment back for credit once it has been installed. Policy is to repair the equipment. **Replacement of equipment without prior approval from an Airefco/Carrier Customer Assurance Manager will be at DEALER'S discretion and EXPENSE.**

Panels and sheet metal damaged in transit are not covered under warranty. A freight damage claim must be filed with the transit company for reimbursement. You are encouraged to check your equipment for damage prior to loading on your truck. Airefco will not accept return of equipment that has been damaged due to installation or removal.

Service Compressor Contract Warranty

Warranty Information

This program provides warranty coverage for hermetic, semi-hermetic compressors during the second through fifth years. The Extended Protection Hermetic compressor Contract will allow you to provide replacement compressors For Bristol, Danfoss, Copeland and Tecumseh hermetics. 50SRU skid lot compressors and rotary models (P031, 33, 34, 35, 36, 37, 38, 39 are not eligible for this optional contract program.) You can now offer a 2nd – 5th year Extended Protection Semi-Hermetic Service Compressor Contract for Carlyle 06D, 06E, 06CY and 5 line compressors. The 06GH and 06LH models are not eligible. This contract applies to both refrigeration and air conditioning duty service compressors sold as an out of warranty replacement. Field repairable items on semi-hermetic compressors such as valve plates, oil pumps, and terminal plates are also covered by this contract. However, failure of these components is not grounds for compressor removal. Non-field repairable failures include failures to the running gear, pistons, rods, crankshaft, motor end bearings and motor failures. If one of these components fails, the compressor should be replaced rather than repaired. Service replacement compressors that fail within their first year of operation are covered by the normal one-year Service Parts Compressor Warranty. Compressors that fail during the second through fifth years of operation are covered by these Extended

Warranty contracts. Contracts must be purchased within 30 days of compressor installation, and the signed contract must be sent to Syracuse Warranty for registration and invoicing within 45 days of the sale.

Service Compressor Contract Procedure

Registration

To register for this program, the dealer must submit a completed Optional Warranty Application/Registration Form to the distributor. The dealer should use form #R-5173 for hermetic compressor service contracts and #form R-5177 for semi-hermetic compressor service contracts.

Commercial Contract: Parts-Only Warranty Program

This program provides the following warranty coverage:

- Compressor parts only coverage for the second through fifth year.
- Heat exchanger parts only coverage for the sixth through tenth year.
- Compressor parts only coverage for the second through fifth year and heat exchanger parts only coverage for the sixth through tenth year.
- Parts coverage for the second year or for the second through fifth years for all parts including the compressor.

For compressor, heat exchanger, and complete unit (includes compressor) combinations of all unit registrations over 15 tons:

- **Contracts must be purchased at the time of the equipment order.**
- The capacity control external unloader valves are not integral to the compressor. Therefore, only the Standard One-Year Product Warranty covers these valves.
- The valve plates are integral to the compressor and carry the same warranty as the compressor.
- The oil pump and bearing head assembly are eligible for repair in lieu of compressor replacement.

To register for this program, the dealer must submit a completed Optional Warranty Application/Registration Form from the distributor. When completed registration form is received, the distributor will register this information into the Carrier/Bryant warranty system. A contract certificate will be mailed from Airefco to the dealer with the applicable coverage.

Climate Master (Geo-Thermal) Residential Products

All warranty claims and questions regarding Climate Master products must be submitted online through the business center to Climate Master. Contact your Airefco/Hadco CSR for more information on warranty process.

Orders for Warranty Part must be submitted through the Business Center. Warranty replacement parts will be shipped no charge, including transportation via standard ground freight. The customer may request premium transportation such as air freight, bus, exclusive truck, etc., at their expense. There will be no adjustment to offset normal ground transportation.

Labor allowances should be requested at the time a warranty parts order is submitted on the Business Center. The current allowance schedule is published in the Residential Price List. The allowance will be issued as a credit to the Distributor's account and passed to the dealer.

Labor requests not associated with specific parts orders are to be sent to Climate Master Technical Services for processing and authorization.

Heat Exchanger Warranty Coverage

The following guidelines apply to Extended Warranty coverage for heat exchangers:

- The center panels on residential 80% induced draft furnaces and **SPP** products and vestibule panels on small package units are an integral part of the heat exchanger. If a heat exchanger is replaced, the center panels carry the same warranty as the heat exchanger.
- Collector boxes are not part of the heat exchanger. Therefore, collector boxes are covered only by the Standard Product Warranty.
- With respect to 90% products, the collector box is an integral part of the secondary heat exchanger and therefore covered.
- The cell inlet and outlet panels, cold spot baffle and coupling box kits should also be covered *if* a heat exchanger is replaced.
- During the warranty period of a residential boiler, the failed heat exchanger/casting must be returned to the supplier for warranty credit. Contact the current residential engineering Product Support representative for boilers to obtain the casting return procedure and authorization. Have the boilers 16-digit product number and serial number available.

Warranty Coverage Transfer for Unit Change Outs

If an old unit is changed out by means of warranty or a warranty concession, the new unit does *not* start with an all-new warranty. The new unit assumes the time that is left on the old unit's warranty. The rating plate from the old equipment must be removed from the equipment and turned in to the distributor with the claim. The old equipment no longer has any warranty coverage.

GENERATOR WARRANTY GUIDELINES

All Carrier/Bryant Air Cooled (manufactured prior to 1/1/2010) and Liquid Cooled Generators, including Transfer Switches come with a standard 2 year parts and labor coverage. Air Cooled Generators (manufactured after 1/1/2010) have a standard 3 year parts and 2 year labor coverage. See generator flat labor rate schedule.

Generator Flat Rate Schedule

Flat rate times are listed in tenths of hours and include the removal of all parts necessary to replace defective part or component

Travel allowance will be a fifty (\$50) flat fee.

| Description | 7-16kW (A) | 15-150kW (L) |
|--|------------|--------------|
| Diagnostic, test and adjustment allowance | 1.0^ | 1.0^ |
| Alternator Parts | | |
| Rotor/Stator Assy. | 4.0* | Call* |
| Rotor | 3.5* | Call* |
| Stator Assy. | 3.0* | Call* |
| Fan | 1.0 | Call* |
| Bearing Carrier (Brush End) | 3.0 | 2.0 |
| Bearing Carrier (Engine/Lower Adapter) | 4.5* | Call* |
| Diode | N/A | 0.5 |
| Brushes | 1.5 | 0.5 |
| Vibration Dampener | N/A | 2.0 |
| Flex Plate | N/A | 7.0* |
| Control Panel | | |
| Voltage Regulator | 0.5 | 0.5 |
| Printed Circuit Board | 0.5 | 0.5 |
| Circuit Breaker | 0.5 | 0.5 |
| Relay | 0.5 | 0.5 |
| Fuse Holder | 0.5 | 0.5 |
| On/Off Switch | 0.5 | 0.5 |
| Set Exercise Switch | 0.5 | 0.5 |
| Terminal Block | 0.5 | 0.5 |
| Transformer | 0.5 | 0.5 |
| Battery Charger | 0.5 | 0.5 |
| DPE Breaker | 0.5 | 0.5 |
| Enclosure | | |
| Lock/Hinge | 0.25 | 0.25 |
| Removal and Installation (Except for Base) | 4.0* | 6.0* |

- ^Only one (1) diagnostic, adjust and test time allowed.
- Call your distributor service manager for pre-approval

Service managers call product support engineering

(A) = Air-cooled generator
(L) – Liquid-cooled generator

Generator Flat Rate Schedule

Flat rate times are listed in tenths of hours and include the removal of all parts necessary to replace defective part or component

Travel allowance will be a fifty (\$50) flat fee.

| Description | 7-16kW (A) | 15-150kW (L) |
|--|------------|--------------|
| Engine and associated parts | | |
| Engine Long Block | 5.0* | Call* |
| Cylinder Heads | 2.0 | Call* |
| Starter Motor – 7-15kw | 1.0 | 1.0 |
| Starter Motor – 10, 13, 16kw (2006 production) | 2.0 | N/A |
| Mag Pick-up ASsy | N/A | 1.0 |
| Flywheel/Ring Gear | 3.0* | 7.0* |
| Air Cleaner | 0.5 | 0.5 |
| Engine Mount | 1.0 | 1.0 |
| Alternator DC | N/A | 1.0 |
| Oil Pressure Switch | 0.5 | 0.5 |
| Water Level/Temp Switch | 0.5 | 0.5 |
| Thermostat/Gasket | N/A | 1.0 |
| Fan | 1.0 | 1.5 |
| Battery Cable (One or Both) | 0.5 | 0.5 |
| Exhaust Manifold & Gasket | 2.0 | 1.0 |
| Intake Manifold & Gasket | 2.0 | 1.0 |
| Carburetor/Stepper Motor Assy | 0.5 | 0.5 |
| Fuel Regulator | 0.75 | 0.75 |
| Fuel Solenoid | 0.5 | 0.5 |
| Choke Venturi Assy | N/A | 0.5 |
| Ignition Coil (One or Both) | 3.0 | 0.5 |
| Throttle Actuator | 0.5 | 0.5 |
| Starter Contactor Relay | 0.5 | 0.5 |
| Rear/Lower Oil Seal | 4.0* | 6.0* |
| Front/Upper Oil Seal | 2.5 | 4.0* |
| Misc. Gaskets | 0.5 | 0.5 |
| Flex Fuel Hose | 0.5 | 0.5 |
| Camshaft | Call* | Call* |
| Radiator Assembly | | |
| Radiator Assy | N/A | 3.0* |
| Hose (One or Both) | N/A | 1.0 |
| Coolant Return Bottle | N/A | 0.5 |

- ^Only one (1) diagnostic, adjust and test time allowed.
- Call your distributor service manager for pre-approval

Service managers call product support engineering

(A) = Air-cooled generator
(L) – Liquid-cooled generator

Pre-Pack Transfer Switch Flat Rate Schedule

Flat rate times are listed in tenths of hours and include the removal of all parts necessary to replace defective part or component

Travel allowance will be a fifty (\$50) flat fee.

| Description | 100A with Load Center | 100A – 200A | 300A – 400A | 600A – 800A |
|---|-----------------------|------------------|------------------|------------------|
| Diagnostic, test and adjustment allowance | 1.0 [^] | 1.0 [^] | 1.0 [^] | 1.0 [^] |
| Complete Transfer Switch | 2.0* | 2.0* | Call* | Call* |
| Contactors Components | | | | |
| Utility or Standby Coil | 0.5 | 0.5 | 1.0 | 1.0 |
| Limit Switch | 0.5 | 0.5 | 0.5 | 0.5 |
| Contactors Assy | 1.0* | 1.0* | Call* | Call* |
| Other Components | | | | |
| PCB Control (A) | N/A | 0.5 | 0.5 | 0.5 |
| PCB Voltage Sensor (A) | N/A | 0.5 | 0.5 | 0.5 |
| PCB Exerciser | N/A | 0.5 | 0.5 | 0.5 |
| Main Circuit Breaker | 0.5 | 0.5 | 1.0 | 1.0 |
| Relay | 0.5 | 0.5 | N/A | N/A |
| Connection Lugs | 0.5 | 0.5 | 0.5 | 0.5 |
| Phase Selector | N/A | 0.5 | 0.5 | 0.5 |
| Terminal Strip | 0.5 | 0.5 | 0.5 | 0.5 |
| Interface Cable | N/A | 1.0 | 1.0 | 1.0 |
| Lamp or Holder | N/A | 0.5 | 0.5 | 0.5 |
| 9 Volt Battery | N/A | 0.5 | 0.5 | 0.5 |
| Diode Assy | N/A | 0.5 | 0.5 | 0.5 |
| Bridge Rectifier | 1.0 | 1.0 | 1.0 | 1.0 |
| Contacts | 1.0* | 1.0* | Call* | Call* |
| Fuse Holder | 0.5 | 0.5 | 0.5 | 0.5 |
| Transformer | N/A | 0.5 | 0.5 | 0.5 |
| Meter | 0.5 | 0.5 | 0.5 | 0.5 |
| 2 Position Switch | N/A | 0.5 | 0.5 | 0.5 |

- [^]Only one (1) diagnostic, adjust and test time allowed.
- Call your distributor service manager for pre-approval

Service managers call product support engineering

(A) = Change out as complete assembly. Do not attempt to repair component.

Generator Warranty Replacement Guidelines

Carrier Corporation may at its option repair or replace an existing piece of equipment during the factory warranty period. The equipment in most cases is repaired and the warranty claim is submitted by the servicing dealer to Carrier. However, some cases constitute a replacement of the unit. Listed below are the guidelines that Carrier will use when determining if a unit should be replaced.

- A generator that has been diagnosed by a **Carrier Technical Service Manager** that requires a completely new engine or engine rebuild (rings, pistons, crankshaft, camshaft, bearings, etc.)
- A generator that has been diagnosed by a **Carrier Technical Service Manager** that requires a complete teardown of the engine and removal from the frame to identify and repair an oil leak
- A new piece of equipment that has an immediate failure of a major component such as a rotor, stator, or engine.
- A generator that has five (5) or more warranty repairs and the cost-effective option would be to replace the generator.
- A **Carrier Technical Service Manager**, in the interest of customer service and goodwill may authorize a generator replacement. The above list of failure scenarios may not constitute every example of when a replacement generator may be Manager if an instance arises when a replacement generator may be needed.

Note: When a warranty claim requiring unit replacement is submitted for a unit that is over one (1) year into the warranty life; the replacement unit may, at Carrier's discretion, be a reconditioned factory unit.

ROOM AIR UNITS IN WARRANTY LABOR PROGRAM

All Carrier Corp. Room Air Units installed since January 1, 1985, are covered by a comprehensive five (5) year parts and labor warranty. The first year warranty is defined on the warranty certificate as a full one (1) year warranty. Therefore, all warranty activity pertaining to the unit in the first year must comply with Federal Trade Commission rules issued under the authority of Magnuson-Moss Warranty, FTC Improvement Act of 1975. The items NOT included in this warranty are:

- Maintenance items, i.e., filter cleaning/replacement
- Low voltage or incorrect voltage for the proper operation of the unit

The second-thru fifth year of warranty follows the same guidelines with the following exceptions:

- Carrier will cover only the average cost to make the repair of the unit. Any trip or diagnostic charges are the responsibility of the end-user.

RAC IN-WARRANTY PARTS AND/OR LABOR CLAIMS

Parts and/or labor claims are to be submitted to Airefco on the Service Credit Application (SCA). The use and preparation of the SCA Form is covered in this section of the manual. The following time allowances cover repairs to RAC's in the end-user possession and to D.O.A. units in the customer's inventory:

FIRST YEAR LABOR PROGRAM:

| | |
|--|------------------|
| Compressor or refrigerant cycle component change | 3.5 hrs. maximum |
| Leak Repair | 2.5 hrs. maximum |
| Fan Motor Change | 1.5 hrs. maximum |

All Other Repair 1.0 hrs. maximum

For leak repairs or compressor or cycle component change, add \$12.50 for field service materials and refrigerant.

Maximum hourly labor rate is \$50.00 an hour

LIMITED SECOND-THRU-FIFTH YEAR WARRANTY ON PARTS AND LABOR:

In addition to cycle change and cycle repair allowance, the company will supply a labor allowance to repair or replace a part or parts, which are defective in material or workmanship.

LABOR PROGRAM:

Compressor or refrigeration cycle component change 3.0 hrs. maximum

Leak Repair 2.0 hrs. maximum

For leak repairs or compressor or cycle component change, add \$12.50 for field service material and refrigerant allowance.

The second-thru-fifth year warranty DOES NOT include an allowance for labor or other costs incurred for:

- Diagnosing the defect
- Pick-up or delivery of the product
- Transportation or handling related to the defective part or replacement part
- Change-out of knobs, filters, grilles, panels, wrappers, plastic components and other conventional hardware, are not covered by warranty.

PTAC/PTHP WARRANTY PROGRAM

The product warranty shall commence for all packaged terminal units on the date of first sale to an end-user. Commencement of the warranty shall be verified by a bill of sale, paid sales or service invoice, canceled check, or other acceptable documentation in the possession of the owner or dealer/servicer. In the absence of documentation verifying the commencement of the warranty, the warranty shall commence twelve (12) months from the date of manufacture, as defined by the serial number.

PTAC IN WARRANTY PARTS AND/OR LABOR CLAIMS

Parts and/or labor claims are to be submitted to Airefco on the Service Credit Application (SCA). The use and preparation of the SCA Form is covered in this section of the manual. The following time allowances cover repairs to PTAC's in the end-user's possession and to D.O.A. units in the customer's inventory:

Carrier will pay for ALL PARTS needed to repair our Package Terminal Air conditioner for the first year starting at installation. This includes the fan motor, thermostat, switches, capacitor, etc. ***PLEASE NOTE: Carrier 52S & 52E WARRANTY POLICY "DOES NOT" INCLUDE THE COST OF TRANSPORTATION AND RE-INSTALLATION IF THE UNIT IS SHIPPED TO A SERVICE CENTER FOR "NON-REFRIGERATION PART REPLACEMENT YEARS 2 THROUGH 5."***

First Year Labor Program

| <u>Repair</u> | Maximum Hrs (1 st unit) | Maximum Hrs (Add'l units at site) | Field service Materials |
|--|------------------------------------|-----------------------------------|-------------------------|
| Compressor or cycle component replacement for Non-Heat Pump | 4 | 3.5 | \$30.00 |
| Compressor or Cycle Component replacement for Heat Pump | 4.5 | 4 | \$30.00 |
| Leak Repair | 2.5 | 2 | \$30.00 |
| Fan Motor Replacement | 2 | 1.5 | \$0.00 |
| All Other Repairs | 2 | 1.5 | \$0.00 |

LIMITED TWO TO FIVE YEAR WARRANTY

FULL EXTENDED FOUR-YEAR WARRANTY ON SEALED REFRIGERATION SYSTEM ONLY

During the second through fifth years after date of original purchase, Carrier will, through registered packaged terminal unit dealers/servicers and free of charge to the end user subsequent users, repair or replace the compressor, condenser, evaporator or connecting tubing if defective in material or workmanship. This includes systems refrigeration charge. The replacement part can be new or a remanufactured part as provided at Carrier's sole option.

LIMITED EXTENDED FOUR-YEAR WARRANTY ON NON-SEALED REFRIGERATION SYSTEM ONLY (52F SERIES EXCLUDED)

During the second through fifth years after date of original purchase, Carrier will, through registered packaged terminal dealers/servicers and free of charge to the end user subsequent users, repair or replace any operational non-sealed system part (excluded are knobs, filters, grilles, front panels, sleeves, plastic components) if defective in material or workmanship. The replacement part can be new or a remanufactured part at Carrier's sole option. THIS LIMITED WARRANTY DOES NOT INCLUDE LABOR, user is responsible for labor.

Labor Program for Two to Five year Warranty

| <u>Repair</u> | Maximum Hrs(1 st Unit) | Maximum Hrs (Add'l units at Site) | Field Service Materials |
|--|-----------------------------------|-----------------------------------|-------------------------|
| Compressor or cycle component replacement for Non-Heat pump | 4 | 3.5 | \$30.00 |
| Compressor or Cycle component replacement for Heat Pump | 4.5 | 4 | \$30.00 |
| Leak Repair | 2.5 | 2 | \$30.00 |
| Fan Motor Replacement | 0 | 0 | \$0.00 |
| All Other Repairs | 0 | 0 | \$0.00 |

PROCEDURE FOR RETURNING IN-WARRANTY ITEMS

Only parts and components are covered under warranty, NOT COMPLETE EQUIPMENT REPLACEMENT. If a complete unit replacement is required, you must have PRIOR factory approval. All in-warranty returns must be shipped or delivered to either the local Airefco warehouse or the local Airefco parts office, freight prepaid. If a part is shipped freight collect, the cost of shipping will be deducted when the warranty credit is issued.

Returns must be received by Airefco, with the properly completed SCA Form, WITHIN THIRTY (30) DAYS AFTER THE REPLACEMENT DATE for full credit. From thirty to sixty days, 85% credit will be allowed. After sixty (60) days, only exchange credit is available for semi-hermetic compressors. The SCA Form consists of five (5) parts. The last copy (blue) is for your records and should always be retained until credit is received. When returning parts, leave the rest of the SCA Form intact until an Airefco employee has signed for the part. The goldenrod copy is the branch receiving record and will show that Airefco has received the part. This constitutes a proof of delivery and should there be a question about if a part was returned, this signature will be required. Please be sure to pull the last copy for your records if you are mailing your parts back.

When inquiring about the status of any in-warranty return, always provide Airefco with the SCA number, date returned, and the location to which it was returned.

A properly completed SCA Form must cover every returned item. The SCA Form(s) **MUST** accompany the returned items, either within the shipping carton or protected in a heavy-duty waterproof "packing list" envelope. It is also helpful to note the SCA number(s) on the bill of lading.

Credit for the return of an in-warranty item can be allowed only if the replacement was purchased from Airefco. The only exception to this is if Airefco has given prior authorization to purchase an item elsewhere. In this case, accompany the SCA Form with a copy of the vendor's invoice and the Airefco authorization.

Airefco strongly suggests that you establish and maintain complete records for every job for which you install or perform service work. These records should include the name and address of the owner and the jobsite, the model and serial numbers of each major component, and the date of start-up. We also suggest that you instruct each of your mechanics in the proper completion and

documentation of the SCA Forms. SCA Forms are free at each Airefco Parts office upon request. Make each of your mechanics responsible for getting "on the job" information, i.e., model number, serial number, specific defect, customer signature, etc.

Please make sure that in-warranty returns are made consistently and promptly. This is your money, so don't keep it tied up and don't lose it by delaying past the allowed return date.

Airefco will issue credit for returned in-warranty items within 30 days of receipt. Our credit memo will reference your SCA number(s). If you have not received credit after this time, you should contact your sales representative. Always remember to reference your SCA number(s) when inquiring about a credit.

This entire procedure is not nearly as complicated as it might first appear. If the instructions and suggestions are followed, you will find the procedure works to everyone's benefit. All Airefco Parts and Customer Assurance personnel are anxious to serve you, so please don't hesitate to contact them whenever you need assistance in those areas.

COMPRESSOR RETURN GUIDE

Compressor Return Qualifications

All hermetic compressors used in residential/light commercial products that have failed within 12 months from the date of unit installation and meet the following conditions must be returned:

1. Compressor serial number with the last numerical digit ending in 0, 1, or 2.
2. Manufactured by one of the following manufacturers:
 1. Copeland
 2. Bristol
 3. Scroll Technologies/Danfoss Scroll Tech
 4. Tecumseh

The following compressors must be returned regardless of serial number and fail date:

1. Carlyle models 06D and 06E, 5F, 5H, 6C 6G, 6L, 06NA
2. Dae-Woo – Carrier – Korea models
3. Aquasnap products (large scrolls identified by part number prefix P040)

These compressors must be returned from the dealer to the distributor within 30 days of the date of failure and from the distributor to the vendor within 60 days of the date of failure. If the compressor is not received by the compressor supplier/manufacturer within 60 days of the date of failure, the Company reserves the right to reverse the warranty credit.

An orange "Compressor Return Audit" sticker has been inserted into each residential replacement compressor box. The technician must completely and accurately fill out the audit sticker and attach it to the compressor before returning it to the distributor. If the return audit sticker is not correctly filled out and attached to the compressor, the Company reserves the right to reverse the warranty credit.

CUSTOMER COMPLAINTS

GENERAL PHILOSOPHY

Satisfied customers are a company's biggest assets, especially in these days of consumerism. Unfortunately, when dealing with mechanical devices it is inevitable that an occasional problem will occur. Most of these problems can be handled promptly, courteously and effectively by the Service Department to the benefit of the end-user.

However, occasional problems will arise which seem to resist resolution. Each complaint received at Airefco will be considered on its own merits with proper regard to all parties concerned. The goal is customer satisfaction and the ultimate criteria in each case is **"Did the end-user really get what he or she paid for and had a right to expect from a Carrier product?"**

PROCEDURES

On receipt of an end-user complaint, Airefco's Service Department will promptly:

1. Contact the end-user (if the complaint was not received by a telephone call from the end-user)
 - Acknowledge receipt of the complaint
 - Determine details and basis for the complaint

2. Notify the contractor involved
 - Equipment model and serial numbers
 - Installation date
 - Installing customer (if different)
 - Warranty status
 - Customer's knowledge of the complaint
 - Date of last contact with the end-user
 - Action taken and/or planned

Airefco and our Customer (dealer/contractor) will determine together the appropriate action required for the prompt resolution of the end-user's problem.

If a jobsite visit by Airefco is required, the INSTALLING DEALER/CONTRACTOR must accompany the Airefco representative, even if another dealer/contractor has been involved with the end-user.

Any settlements outside of Carrier policy must be authorized by Airefco Area Service Manager.

SERVICE MANAGERS BULLETINS

As the need arises, Carrier Product Engineers issue "Service Managers Bulletins" (SMB) that relate to field problem corrections. Customer credits are issued when a properly completed Service Credit Application is processed.

The Bulletins Outline:

- Situation involving a product
- Corrective action to follow
- Material to be used
- What hours will be allowed for repair
-

AREAS NOT COVERED BY FIELD REPAIR LABOR ALLOWANCE

- Finished goods received in damaged condition
- Finished goods incorrectly ordered/supplied
- Excessive labor cost due to job conditions
- Improper application, installation, and start-up procedures

SERVICE CREDIT APPLICATION (SCA) FORM

A properly completed Service Credit Application (SCA) is to be used for claims related to:

- In-warranty failures (first year, extended warranty, service parts)
- Out-of warranty exchanges
- Optional contracts
- Field repair claims
- RAC and CPM claims
- Special programs

Complete instructions for completion of the SCA are located on the back of the form.

INSTRUCTIONS:

- A. ALL WARRANTY CLAIMS MUST BE APPLIED FOR WITHIN 30 DAYS OF REPAIR
- B. ALL WARRANTY INQUIRIES MUST BE REFERENCED BY SCA NUMBER
- C. NO CREDIT WILL BE ISSUED UNTIL ALL INFORMATION IS RECEIVED
- D. RETURN TOP THREE COPIES TO AIREFCO INC./HADCO SUPPLY
- E. ANY QUESTIONS CONCERNING HOW TO FILL OUT FORM CAN BE ANSWERED BY YOUR LOCAL PARTS STORE OR BY CALLING OUR WARRANTY DEPARTMENT AT: 503-692-3210

- ① DEALER NAME, ADDRESS AND ACCOUNT NUMBER
- ② INVOICE NUMBER OF REPLACEMENT PART
- ③ NAME AND COMPLETE ADDRESS OF YOUR CUSTOMER
- ④ CHECK WARRANTY STATUS-IF BLOCK 5 IS CHECKED, OPTIONAL CONTRACT NUMBER MUST BE PROVIDED
- ⑤ BASE UNIT DATA - MUST BE COMPLETED FOR ALL CLAIMS
- ⑥ BASE UNIT SERIAL NUMBER
- ⑦ START UP - DATE UNIT WAS STARTED UP
- ⑧ FAILED - DATE CUSTOMER REQUESTED SERVICE
- ⑨ REPAIRED - DATE SERVICE WAS PERFORMED
- ⑩ FAULT CODE
- ⑪ PART NUMBER OF DEFECTIVE PART - INCLUDE QTY., SERIAL NUMBER AND REPLACEMENT DATE
- ⑫ PART NUMBER OF REPLACEMENT PART - INCLUDE QTY., SERIAL NUMBER AND REPLACEMENT DATE
- ⑬ DEALER SIGNATURE
- ⑭ LABOR DATA FOR SPECIFIED PROGRAMS ONLY - INCLUDE LABOR, REFRIGERANT AND AUTHORIZED SERVICE MATERIALS
- ⑮ REPAIR TYPE
- ⑯ DEALER PART RETURN RECEIVING RECORD

| FAULT CODES | | | | |
|--|--|--|---|--|
| COMPRESSOR 01. NOISE/WHIRRING 02. RUNS/WON'T PICK UP 03. WON'T START 04. ADDED HARD START 05. LEAKS 06. TRAPS OVERLOADED 07. SHORTS/DEFINITE 08. LOW CAPACITY | REFRIGERANT LEAKS 09. INDOOR COIL 10. OUTDOOR COIL 11. COOLER 12. WATER-COOLED COND 13. BRAZED JOINTS 14. GASKETS | MOTOR 15. NOISE 16. WON'T RUN 17. STOPS/RESTARTS 18. OVERHEATED | WATER PROBLEMS 19. CONDENSATE BLOW OFF 20. CONDENSATE OVERFLOW 21. EXTERNAL | ELECTRICAL 22. MISWIRED 23. FAULTY CIRCUIT 24. CONNECTIONS |
| | | | | COIL 25. CORROSION |
| | | | | OTHER REPAIRS 26. _____ |

SERVICE CREDIT APPLICATION SCA NO. 0000001

WARRANTY CLAIMS MUST BE MADE WITHIN 30 DAYS OF REPAIR. NO CREDIT WILL BE ISSUED UNTIL ALL INFORMATION IS RECEIVED.

| | | | |
|-----------------------------------|--|---|--|
| DEALER ① | | DISTRIBUTOR: AIREFCO INC. HADCO SUPPLY P.O. Box 1349 Tualatin, OR 97082 | |
| CUSTOMER ③ | | WARRANTY STATUS ④ | |
| BASE UNIT DATA ⑤ | | REPAIR TYPE ⑮ | |
| PART NUMBER OF DEFECTIVE PART ⑪ | | REPLACEMENT DATE ⑧ | |
| PART NUMBER OF REPLACEMENT PART ⑫ | | REPLACEMENT DATE ⑨ | |
| DEALER SIGNATURE ⑬ | | DISTRIBUTOR APPROVAL BY: _____ | |
| LABOR DATA ⑭ | | DEALER PART RETURN RECEIVING RECORD ⑯ | |

SEE REVERSE FOR INSTRUCTIONS

CARRIER/BRYANT INTERNET WARRANTY SYSTEM

This program allows Carrier and Bryant dealers to utilize the internet to process warranty claims and for registering contracts for residential equipment. This is a great tool for processing your day to day, usual claims, however there are specific exclusions.

Now system benefits

- 1) Less paperwork
- 2) Less time to process
- 3) Receive credits quicker (24 to 48 hour turnaround) for standard claims & service part claims.
- 4) Claiming capability
 - A) Standard claims (including DOA labor)
 - B) Service part claims
 - C) Residential contract parts only and parts and labor claims
 - D) Commercial contract parts only claims
 - E) Room air unit claims
 - F) PTAC unit claims
- 5) Contract registrations for residential equipment
- 6) Inquiry capability
 - A) Warranty Coverage
 - B) Model / Serial History
 - C) Claim status
 - D) Registrations status
- 7) Real time part validation and part disposition

Now system Exclusions

- 1) Semi hermetic compressor core claims
- 2) Service manager bulletins (SMB)
- 3) Third party supplied parts
- 4) Unit change-outs including furnace coils
- 5) Claims that require service manager approval
- 6) Original equipment fan motor minor component policy
- 7) Generator claims for parts and labor
- 8) Five Seasons (P102) air cleaner claims
- 9) Unreadable failed compressor serial # claims.

The above exclusions must be submitted on a paper SCA form for credit.

- 10) Extended warranty commercial parts only registrations must be submitted using the current Airefco commercial warranty registration form.

Please contact your territory manager to help you get enrolled in this program.

