

PARTS OPERATIONAL MANUAL (POM)

CRITICAL INFO FOR TOTALINE DISTRIBUTORS

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Replacement Components Service Parts Warranty

Warranty Policy:

All **Factory Authorized Products** (*excluding compressors and commercial applied products*) are sold with 2 years of warranty coverage. All other replacement service components, tools, or accessories purchased from RC are warranted for 12 months.

Service components and parts: The replaced service component is a specified replacement part purchased to replace a failed original component that is no longer covered by a factory warranty. Should that replaced service component fail within 12 months (*or 24 months if applicable*) from the original installation date due to defects in material or workmanship under normal use and maintenance as set forth in the warranty terms and conditions, the part will be replaced under RC's Service Parts Warranty.

Accessories and Tools: Unless specified otherwise herein or in documentation included with the product, accessories and tools made up of multiple functional removable components (including but not limited to humidifiers, electronic air cleaners, etc.) have a one-year limited part warranty only. Credit will not be considered for the complete unit without special authorization from the Replacement Components sales staff, customer service representative, or warranty administrator.

2 Year Warranty Coverage

- > Factory Authorized Parts *
- > Genuine Carlyle 06D, 06E, and 06CY Re-manufactured Compressors **

1 Year Warranty Coverage

- > All Compressors **
- > All Commercial Applied Products
- > All Non-Factory Authorized Products
- > Products installed before January 1, 2016

* *Excludes compressors and Commercial Applied Products*

** *See PMB 17-008 for warranty Policy for Carlyle 06D, 06E, and 06CY Re-manufactured Compressors*

The **Service Parts** warranty does not include labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, or handling of either the defective part or the replacement part.



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Warranty coverage begins upon installation. For products that are found to be defective or damaged upon receipt, the standard Return Material (RM) processes should be followed to file a defective part return. *See POM 501 for further detail.*

Date of Installation: The effective date of warranty will be established by reference to the following:

- The dealer/contractor or installer proof of installation, bill of sale, invoice, purchaser's check, or other proof in the dealer's possession.
- Copy of the original bill of sale (paid invoice, canceled check, or other proof in the owner's possession).
- If no other documentation is available, the manufacturing date shall be considered the start date of warranty coverage.
- For those products purchased as "back up" or "stand by" units, a copy of the contractor's invoice to end user indicating the intention to use the unit as a backup and or documented proof of the installation date. This documentation could be, but is not limited to, a photo of the "back up" product showing model number and serial number nameplate along with a current newspaper to document the installation date.

Warranty coverage begins upon installation.

For products that are found to be defective or damaged upon receipt, the standard Return Merchandise (RM) processes should be followed to resolve the situation. See POM 501 for further detail.



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Replacement Components warranty practices are to:

- Provide to distributor a replacement service part for any part that fails due to defective material or workmanship during the warranty period.
- Communicate the protection provided, and not provided, in the warranties.
- Establish and administer warranties in such a way that they do not bring undue hardships to bear on the distributor.
- In instances of unusual occurrences of defects RC may establish special provisions that go beyond the terms and conditions of formal warranties and provide additional coverage such as refrigerant, and labor.
- Furnish repair parts and components, or at RC's option, equivalent replacement parts promptly in accordance with good business practice.

RC warranty policy does not include the following items:

- Normal maintenance as outlined in the installation and servicing instructions or owner's manual.
- Damage or repairs required as a consequence of faulty installation or application.
- Damage or repairs needed as a consequence of shipping.
- Damage or repairs needed as a consequence of improper start up or commissioning process.
- Failure to start due to voltage conditions, blown fuses, open circuit breakers or other damages due to the inadequacy or interruption of electrical service.
- Damage or repairs needed 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 the manufacturer.
- Corrosion damage to parts not expressly warranted for use in a corrosive environment. Such use constitutes abuse of the parts and voids any consideration for subsequent corrosion damage claims. Corrosive environments include areas 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 wind-borne or direct salt spray corrosion.



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RC warranty policy does not include the following items (continued):

- Parts not supplied, designed or designated by RC.
- Application outside of the design parameters of the parts, as indicated in the product literature and installation instructions.
- Products installed outside the continental USA, Alaska, Hawaii, Puerto Rico, or Canada.
- Electricity or fuel costs or increases in electricity or fuel costs for any reason whatsoever, including additional or unusual use of supplemental heat.
- Any special, indirect or consequential property or commercial damage of any nature whatsoever. Therefore, only the product itself is covered.
- Unauthorized substitutions for factory-specified parts.
- Warranty coverage on any product, base unit, component, or part from which the nameplate or other identifying information has been removed.
- Labor charges unless expressly included in the warranty certificate.
- Overtime labor charges or rental charges of any kind.

Contact info: RC Warranty Administrator
James Maguire 315-432-7234
gpcartotalinewarranty@carrier.utc.com



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DOA and Defective Products

DOA products are defined as installed replacement service components that fail on the first day of installation, and where the product failure was caused by a manufacturing defect.

Defective products are those where a product failure occurs after the first day of service and the failure was caused by manufacturing defect.

Claim / Credit Process:

- Warranty claims are processed through *Service Bench*, and must be submitted within 90 days of the installation of the replacement service part.
- Replacement Components does not cover freight expense for returning warranty items.
- **Claims for purchased Replaced service components** must be entered into the *Service Bench* warranty claim system as a **Service Parts** warranty type unless otherwise covered under the remaining factory warranty or an optional warranty contract.
 - *Service Bench* will require the model and serial of the unit that is being serviced for every claim type.
 - *All compressor claims require accurate entry of the failed and replacement serial numbers, and service dates. No claims will be paid under service parts warranty for any missing serial numbers or burnt tag claims.*
- **Claims for labor or expenses** associated with DOA products are handled *separately* from the parts claim through a concession/preauthorization process, and must be entered into *Service Bench* as a Service Parts claim type.
 - The RC Preauthorization form is found in the addendum section of this POM and can be obtained by contacting the RC Warranty Administrator (James Maguire) at 315-432-7234 or gpcartotalinewarranty@carrier.utc.com.

Parts damaged in Shipment should not be considered warranty.

All shipping damage should be noted upon delivery of the parts to the riggers yard or site, and claimed back through the shipper immediately. See Distributor Operating Manual 539.

Pictures should be taken in all cases, and are critical if hidden damage is discovered.



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Handling requirements for DOA or defective products:

- Startup sheets and previous service history of the unit should be provided to RC.
- DOA or defective compressors must be inspected at the factory or designated third party company. RC Warranty Administration will require a copy of the factory teardown analysis report before the product is deemed DOA or defective.
- Carlyle Semi-Hermetic Compressors:
 - Follow the procedures outlined in POM 411 “Compressor Teardown Inspections.”
 - For additional failures of the compressor in the warranty period, be sure to follow the requirements of POM 413 “Multiple Failure Compressor Policy for Hermetic and Semi-Hermetic Compressors”
- Hermetic compressors:
 - Follow the manufacturer’s guidelines for returned goods process; be sure to request a teardown analysis report. See related POM’s 400 and 414.
 - For additional failures of the compressor in the warranty period, be sure to follow the requirements of POM 413 “Multiple Failure Compressor Policy for Hermetic and Semi-Hermetic Compressors”
- Coils: DOA or defective coils must be documented extensively with pictures and detailed descriptions of the location and type of defect.
 - In addition, the photos must be provided of the label with coil part #, SO # and date code, the packaging, and crating (critical for concealed damage)
- RC will advise the distributor of the proper part disposition. In absence of direction from RC, the distributor is required to hold the part for 30 days from claim paid date.
- Unless otherwise specified, all DOA or defective products must be held at the distributor’s warehouse for 30 days from the claim payment date, and must be returned to RC upon request.



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Claiming of labor or other non-warranty expense:

On an exception basis, if a factory defect has been found in a Replacement Components service part product that results in unusual burden to the service provider and RC is asked to approve labor or other expenses outside of the warranty policy, RC will rely on both the published guidelines pertaining to maximum labor hours that are used in the standard commercial warranty process, as well as the review and advice of RC engineering management, RC product management, and RC warranty administration in determining the values to be reimbursed.

- The maximum hours described within bulletins SMB12-0036 and SB-W0906 are utilized as comparison references during the preauthorization process. These bulletins are available on HVAC Partners.
- The preapproval of RC engineering management and/or RC product management provides streamlined claim processing; is specifically required for any expenses in excess of the bulletin guidance.
- Document support will be required for all non-warranty expenses being claimed, including invoice copies, timesheets, and job tickets.
- Any labor hours, if approved, will be reimbursed using the registered straight time warranty rate in Service Bench, and will be further subject to review and adjustment based on regional averages and situational variables.
- RC will not pay any overtime rates for labor under any circumstances.

Service Parts warranty coverage applies only when other warranty coverage does not exist. Service parts that are obtained through OEM Warranty service will remain covered under the OEM's original warranty.



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Preauthorization Process and requirements:

- RC will utilize the preauthorization form to approve or pre-approve any non-warranty expenses associated with the DOA or defective product, as well as any exception to the Service Parts warranty policy.
 - This preauthorization form will be used for two purposes:
 - Authorization to the servicing distributor or service center to proceed
 - Approval form that is attached to the preauthorization claim in *Service Bench*.
- RC must be notified of any DOA or defective products at the earliest opportunity.
 - Contact RC Warranty Admin or the RC product manager
 - Specific dollar value approval must be obtained prior to the servicing agent incurring expenses.
 - Any hours beyond the original pre-approved amount will require additional RC pre-approval in order to be reimbursed.
- Where preapproval is not used, any claims will be handled as exceptions to policy and are subject to the maximum limits established by Carrier Commercial Services and the decision of the exception management team at RC.
- Proper handling of the DOA or defective product is required (see above section “Handling Requirements...”)

Contact info: RC Warranty Administrator
James Maguire 315-432-7234
gpcartotalinewarranty@carrier.utc.com



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Preauthorization Form

(Contact RC Warranty Administrator for working copy)

| Claim Preauthorization | |
|---|--|
| Service Bench Claim No: | |
| Claim Preauthorization Details | |
| Authorization Date | Assign a date |
| Authorization Number | Assign a reference number for your use |
| Labor Override Account Number | <i>Do Not Use</i> |
| Authorization Code | <i>Do Not Use</i> |
| Authorization Type | Concession |
| Special Program Code | <i>Do Not Use</i> |
| Part override Account Number | <i>Do Not Use</i> |
| Number of Uses Allowed | Always use "1" |
| Authorized By | Your Name Here |
| Notes | Use good, descriptive notes. Don't be afraid to include too much information here. |
| Customer Information | |
| <i>Optional - the SB claim will contain this info</i> | |
| <i>Use this section for your own records if desired</i> | |
| First Name | |
| Last Name | |
| Company Name | |
| Address Line 1 | |
| Address Line 2 | |
| Address Line 3 | |
| City | |
| State / Province | |
| Postal Code / Service Area | |
| Country | |
| Phone & ext | |
| Alternate telephone & ext | |
| Email | |
| Company Information | |
| Service Provider (dealer) Number | |
| Service Provider (dealer) Name | |
| Distributor Number | |
| Distributor Name | |
| Product Information | |
| Purchase Date | <i>Do Not Use</i> |
| Full Model Number | |
| Full Serial Number | |
| Product Category | <i>Do Not Use</i> |
| Amount Information | |
| <i>Complete this field with dollar values and note the box to the right</i> | |
| Labor | |
| Parts | |
| Drive Up | |
| Service Materials | |
| Refrigerant | |
| Freight | |
| Handling | <i>Do Not Use</i> |
| Diagnostics | |
| Admin Allowance | <i>Do Not Use</i> |
| Part Information | |
| <i>This section commonly used for RC purposes</i> | |
| Part Number | |
| Competitor Part (Yes/No) | |
| Part Price | |
| Quantity | |
| Description | <i>Optional</i> |

