



TRANE®

Warranty Procedure & Policy

***Effective January 1, 2006**

Trane Parts Warranty Procedure: Warranty claims must be submitted within 30 days of failure. A Trane Warranty Request Form (1-25.17), sample enclosed, must be filled out completely and submitted on all warranty parts provided or payment is due net 30 days. Trane Parts Warranty coverage varies by product type and includes replacement parts only.

Once you take possession of warranty part, Trane Parts Center will advise you regarding whether the defective part return is required or not. **Note: This is a major change**, simply returning the defective part does not guarantee a warranty claim will be paid.

Unless the Warranty Terms outlined above are met, the transaction will be considered a *sale*, and appropriate invoice will be issued at *point of sale*. All credit terms and customer pricing will apply.

Contact your local Trane Distributor: To determine specific warranty coverage for your equipment, please contact your local Trane Distributor with Unit Model and Serial Number, installation date, failure date, and reason for failure. To find the local Trane Distributor in your area, please refer to:

<http://www.trane.com/commercial/partsandsupplies/>

Only Valid Claims Are Acceptable: If it is determined that a fraudulent claim has been submitted, Trane reserves the right to take appropriate action.

*Trane reserves the right to change or audit this process at any time.

Parts Warranty Policy:

This policy applies to all over-the-counter (OTC) parts purchases made from this Trane Parts Department. This department also administrates parts warranty exchanges on new Trane equipment. Please refer to the warranty information provided with the equipment purchase for any questions regarding coverage, duration, etc.

- Only the Parts branch that sold the original OTC part can process a warranty claim. Any OTC part found defective within 12 months from date of purchase will be replaced at no cost to the customer.

- New equipment warranties can be processed by any Trane Parts branch

- If the warranty part is not locally stocked, the customer may, at their expense, freight expedite the replacement part. Otherwise, warranty parts will be ground-shipped.

- Extended warranties can be purchased on compressors for an additional fee; ask any Parts Associate for details and pricing.

- Trane reserves the right to deny warranty coverage if the part failure is not the result of a defect or is due to operation outside of normal use and service.

This warranty does not cover loss of refrigerant, nor does it cover damage due to accident, abuse, external causes or freezing. In no event shall the Company be liable for any incidental or consequential damages resulting from the use, misuse or inability to use product.



Warranty Request

Compressor or Parts

Customer Billing Reference # _____

Factory Use Only

Claim Number _____

Invoice Number _____

Information	Owner	Servicer	Distributor
Name _____			
Address _____			
City, State, Zip _____			
Phone Number (____) _____			

Product Serial Number _____ Installation Date ____/____/____

Product Model Number _____ Fail Date ____/____/____

Quantity	Part Number	Task Code

Failure Description

TASK CODE	DESCRIPTION	TASK CODE	DESCRIPTION
PRT 011	ELECTRICAL, CALIBRATION OR WRONG SETTINGS	PRT 035	MECHANICAL, NOISY OR ROUGH OR OUT OF BALANCE
PRT 012	ELECTRICAL, CURRENT UNBALANCE	PRT 036	MECHANICAL, OVER HEATED (NON-ELECTRICAL)
PRT 013	ELECTRICAL, FAILED OR BURNED OR SHORTED OR GROUNDED OR OVERHEATED	PRT 037	MECHANICAL, PAINT PROBLEM OR APPEARANCE OR RUNS ETC.
PRT 014	ELECTRICAL, INTERMITTENT OR ERRATIC	PRT 038	MECHANICAL, PLUGGED OR RESTRICTED
PRT 015	ELECTRICAL, LOOSE OR TERMINAL FAILURE	PRT 039	MECHANICAL, SEIZED OR STUCK
PRT 016	ELECTRICAL, MIS-WIRED OR WIRING PROBLEM	PRT 030	MECHANICAL, NOT DESCRIBED ABOVE (ADD COMMENT)
PRT 017	ELECTRICAL, SOFTWARE OR PROGRAMMING BUGS	PRT 055	RECEIVING ERRORS, MISSING, LINE ITEMS
PRT 010	ELECTRICAL, NOT DESCRIBED ABOVE (ADD COMMENTS)	PRT 056	RECEIVING ERRORS, QUANTITY WRONG, LINE ITEMS
PRT 021	LEAK, BRAZE OR WELD		
PRT 022	LEAK, FROZEN (LOW TEMPERATURE)		
PRT 023	LEAK, GASKET OR O-RING OR THREADED OR JOINT LEAK		
PRT 024	LEAK, PINHOLE OR PUNCTURE IN TUBE		
PRT 020	LEAK, NOT DESCRIBED ABOVE (ADD COMMENTS)		
PRT 031	MECHANICAL, BROKEN OR CUT OR CRACKED		
PRT 032	MECHANICAL, CORRODED OR RUSTED		
PRT 033	MECHANICAL, DENTED OR BENT (UNIT OR PART)		
PRT 034	MECHANICAL, LOOSE		

Required For Compressor Failure Only

Defective Compressor Model # _____

Defective Compressor Serial # _____

Replacement Compressor Serial # _____

Other _____

To Apply the Special XL, XLI or XV Condensing Unit's Warranty Coverage to the Product Model Above, the Associated Condensing Unit's Model Number and Serial Number Must be Completed Below.

Condensing Unit Model Number _____

Condensing Unit Serial Number _____

If claim is against a part that was purchased, input original invoice number.

Compressor tag required for all warranty compressors

I, as either a customer of, or a service technician employed by, Trane ("Requesting Party") do hereby certify that the above PART WARRANTY CERTIFICATION is true in all material respects this _____ day of _____, 200 ____.

Name (Please print) _____ Company _____

Signature (Required) _____ Date _____