

Extended Warranties



Outdoor Air Products

Limited Warranty Program

⚠ SAFETY WARNING

Only qualified personnel should install and service the equipment. The installation, starting up, and servicing of heating, ventilating, and air-conditioning equipment can be hazardous and requires specific knowledge and training. Improperly installed, adjusted or altered equipment by an unqualified person could result in death or serious injury. When working on the equipment, observe all precautions in the literature and on the tags, stickers, and labels that are attached to the equipment.



Disclaimer

This document is intended to serve as a supplement to the terms and conditions provided in the warranty certificate for the purchased coverage. This document does not pertain to Light Commercial Unitary Equipment sold through a Trane Dealer (i.e. Residential Sales). If you have questions on how to file a claim against these warranties, contact your local sales office. To locate your local sales office, go to trane.com/commercial

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Outdoor Air Products Limited Warranty Program Summary

This warranty program is significantly different than warranty for Trane large commercial equipment in that it allows repair work to be done by other contractors. This document is intended to outline the terms, conditions, policies and procedures of the warranty for equipment owners and contractors performing repair-work.

Conditions & Limitations

1. Refer to the Optional Extended Limited Warranty certificate for terms & conditions.
2. This agreement sets forth the entire agreement between Trane and the equipment owner and cannot be changed without written approval from Trane. Presentations and promises made by the servicer or any person not contained in this document are not part of this agreement.
3. The warranties are automatically canceled if the equipment is removed from the address of initial installation.
4. Trane reserves the right to select the servicer to perform any repairs called for under this agreement.
5. Any material and/or work beyond that covered by the terms of this agreement will be furnished at the equipment owner's expense.
6. Trane and/or the servicer will not be responsible for any loss, damage, or injury resulting from delay in rendering repairs by the terms of this agreement, and in no event will they be liable for incidental or consequential damages.
7. Replacement refrigerant is covered with the Whole Unit Labor Warranty option. The need for refrigerant must be associated with a manufacturer's defect.

What Is Not Covered

1. Air filters, drain lines, condensate pumps, refrigerant lines, belts, sheaves/pulleys, vacuum pump oil, cleaners, and disposal fees.
2. Equipment or components not installed at the same time as the equipment covered by the warranty.
3. Repairs to correct failures or malfunctions that are not caused by manufacturing defects, such as those resulting from fire, water, storm, earthquake, theft, riot, misuse, abuse, or the improper selections, installations, or application of the equipment.
4. Maintenance or any repairs which are made necessary because maintenance was not performed.
5. Repairs to alter the equipment from design, including those required to meet changes in Federal, State, or local codes or regulations.
6. Labor premium charged for repairs required during other than normal working hours.
7. Any expense, including freight and/or labor charges incurred in gaining access to the equipment or its controls and scheduled service call that cannot be completed because the servicer could not gain access to the equipment or its controls.
8. To move any stock, fixtures, or partitions to facilitate the servicer's work.
9. Premium freight charges.
10. Refrigerant is not covered with the Compressor Only Labor Warranty option.

Equipment Owner Responsibility

1. All service and repairs not covered by this agreement.
2. To operate the equipment in accordance with the manufacturer's instructions and to perform the recommended maintenance listed in the Installation, Operation and Maintenance (IOM) document.
3. Maintenance includes cleaning the condensate drain, the condenser, the evaporator coil, cleaning and replacing air filters and other items as listed in the Trane maintenance literature for the covered equipment.
4. Provide servicer free access to equipment and controls.
5. To move any stock, fixtures, or partitions to facilitate the servicer's work.

How to Obtain Service

When repairs are required, call a qualified servicer, and give them the equipment model and serial numbers. Show them this document and the accompanying warranty certificate so they will know what Trane will cover prior to beginning repairs. The servicer will submit claims per the parts/labor allowance guidelines included in this document.

Submitting Claims

All claim requests for reimbursement under the Outdoor Air Products Limited Warranty program must be submitted to the La Crosse Claims Department via Comfordsite or email.

Please reference "*Outdoor Air Products Warranty Program*" in the subject line of your email.

• Email address: lacrosseclaims@trane.com

• Dept line 608-787-3947

1. Important claim request rules:
 - a. All claims must be submitted within 90 days of repair completion. Any claim submitted past 90 days from repair will be denied.
 - b. The Outdoor Air Products Limited Warranty Program form must be filled out completely. Any claim submitted with missing information may result in reduction or denial of claim.
 - c. The Servicer's Tax I.D. Number is required. Claim cannot be processed without it.
 - d. All labor hours must be supported with work ticket(s). Refer to Servicer Allowances matrix for list of maximum hours allowed.
 - e. All material, refrigerant, parts, and services must be supported with invoice(s). Refer to Servicer Guidelines for list of permissible mark-ups.
 - f. Must follow all other guidelines contained in this owners guide.
2. Claim requests must include the following:
 - a. Completed Outdoor Air Products Limited Warranty Program form.
A blank form is attached in this document.
 - b. Work ticket(s) for any labor performed.
 - c. Invoice(s) for any material purchased.
 - d. Your contact name, email, & phone number - should any follow-up be necessary in order to approve your claim.



Service Guidelines

1. Servicer will guarantee work for a period of 60 days from installation date.
2. Diagnostic calls will be paid only on covered repairs.
3. All time allowances for repairs requiring entry to refrigerant circuit include refrigerant evacuation and recharge. Allowance for compressor replacement also includes drier change and cleanup.
4. Times reflect total allowance, regardless of the number of technicians.
5. Crane allowed up to \$500 (commercial applications only).
6. Labor allowed at an hourly rate consistent with the area in which the service was performed.
7. Labor is paid at straight time only. Overtime or holiday premiums are not covered. Refer to Servicer Allowances on the following page.
8. Travel time is up to 2 hours per call.
9. Diagnostic time is up to 2 hours per call.
10. Refrigerant is up to \$12/lb. Servicer is required to attach refrigerant vendor invoice when claiming cost over \$8/lb. No mark-up is allowed on refrigerant.
11. Repair Parts:
 - Parts should be purchased from local Trane Dealer or Trane Parts Center. Invoice is required for warranty reimbursement!
 - Will be reimbursed only when an applicable Extended Parts Warranty was purchased and effective at the time of the failure.
 - Are not covered via this program during the Standard Warranty Period. Contact your local Trane Parts Center for instructions on submitting a material claim against the Standard Parts Warranty.
 - Servicer will be reimbursed at cost for Non-Trane parts, maximum up to \$10.00/part.

Service Allowances

Mixed Air Unit 10-15 Tons	
Task	Hours
Refrigerant Circuit	
Refrigerant recovery	2.0
Compressor replacement	8.0
Condenser coil replacement	8.0
Evaporator coil replacement	12.0
TXV replacement	4.0
Reversing valve replacement	6.0
Check valve replacement	4.0
Filter drier replacement	4.0
Leak, repair, etc.	4.0
Electrical	
Any component	0.5
Crankcase heater	0.5
Condenser Fan Assemblies	
Fan blade replacement	0.5
Motor and blade replacement	1.5
Evaporator Fan Assembly	
Blower wheel replacement	2.0
Motor replacement	2.5
Heating Section	
Any control replacement	0.5
Heating element replacement	8.0
Combustion blower replacement	0.5
Gas valve replacement	0.5
Heat exchanger replacement	8.0
Economizer Section	
Damper replacement	2.0
Actuator replacement	0.5
ERV Assembly	
Motor replacement	0.5
ERV wheel replacement	1.0



Servicer Checklist

Identify the type of warranty coverage in effect for this unit.

Refer to the Optional Extended Warranty Certificate. If you have questions, call Trane Commercial Extended Warranties at (608) 787-3949.

- Standard Parts
 - Parts claims against the Standard Warranty must be processed through the Trane Parts Center. This document (including mark-up) does not apply to the Standard Parts Coverage.
- Extended Parts (Whole Less Compressor Unit)
- Extended Parts (Compressor only)
- Extended Labor (Whole Unit – includes refrigerant coverage)
- Extended Labor (Compressor only – does NOT include refrigerant coverage)

Fill out claims form completely. Incomplete claims will be rejected.

- Claim cannot be processed without Servicer Tax I.D.

Attach all invoices for applicable parts, materials, refrigerant, and services.

- Refrigerant invoices are required when the price per pound exceeds \$8
- Invoices are required for all parts
- Invoices are required when materials exceed \$50 (i.e. nitrogen, welding material)
- Invoice is required for crane (when applicable), allowance is up to \$500. (i.e. nitrogen, welding material)

Attach technician's work tickets.

Quick "Max Allowance" reference.

- Refrigerant – up to \$12/pound (invoice required when over \$8/pound)
- Travel up to 2 hours
- Diagnostic up to 2 hours
- Labor – refer to Servicer Allowances Chart

Note: Time allowances for repairs requiring entry to refrigerant circuit already include evacuation and recharge. Time allowances for compressor replacement already includes drier change, cleanup, evacuation, and recharge.

Submit Claim Requests to La Crosse Claims Dept via Comfortsite or email.

Please reference "Outdoor Air Products Limited Warranty Program" in the subject line of your email.

- Email address: lacrosseclaims@trane.com
- Dept line 608-787-3947

Note: Claims must be submitted within 90 days of repair completion.

Outdoor Air Products Limited Warranty Program



To file a claim, complete this form. Attach work tickets & invoices.
Send to La Crosse Claims Department via email to:
lacrosseclaims@trane.com

Trane - La Crosse Claims Dept
3600 Pammel Creek Rd
La Crosse, WI 54601

Please reference "Outdoor Air Products Limited Warranty Program"
in the subject line of your email.

Retain photo copy for your records

J O B	Date Submitted:	Account No. To Credit (if known)	Servicer Reference Number (i.e. invoice #)	
	Account To Credit - Servicer		Owner	
	Name _____		Name _____	
	Address _____		Address _____	
	City, State, Zip _____		City, State, Zip _____	
Phone _____		_____		
Servicer's Tax I.D. Number _____		_____		
U N I T	Date Started	Equipment Serial Number(s):	Equipment Model Number(s):	
	Date Defect Found			
L A B O R	<i>(Copy of Work Tickets Required)</i>			
	Description of Task	Actual Hours	Rate Per Hour	Charge (\$)
	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
		TOTAL LABOR		\$ _____
	TAX (if applicable)		\$ _____	
M A T E R I A L	<i>(Copy of Invoice Required)</i>			
	Part No. or Description	Invoice Amount	Mark-up	Total Credit
	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
		TOTAL MATERIAL		\$ _____
	TAX (if applicable)		\$ _____	
C R E D I T	CLAIM TOTAL			\$ _____
	A credit will be posted to the account number specified on this form, and can be used to offset future billings from Trane. To request a check, please contact Financial Services at 1-888-832-5266. Please have your account number available when calling.			
	Servicer's Signature:		Servicer's Name (printed)	
	_____		_____	

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Send to La Crosse Claims Department via email to:
lacrosseclaims@trane.com

Trane - La Crosse Claims Dept
3600 Pammel Creek Rd
La Crosse, WI 54601

Please reference "Outdoor Air Products Limited Warranty Program"
in the subject line of your email.

Retain photo copy for your records

J O B	Date Submitted:	Account No. To Credit (if known)	Servicer Reference Number (i.e. invoice #)	
	Account To Credit - Servicer		Owner	
	Name _____		Name _____	
	Address _____		Address _____	
	City, State, Zip _____		City, State, Zip _____	
Phone _____		_____		
Servicer's Tax I.D. Number _____		_____		
U N I T	Date Started	Equipment Serial Number(s):	Equipment Model Number(s):	
	Date Defect Found			
L A B O R	<i>(Copy of Work Tickets Required)</i>			
	Description of Task	Actual Hours	Rate Per Hour	Charge (\$)
	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
		TOTAL LABOR		\$ _____
	TAX (if applicable)		\$ _____	
M A T E R I A L	<i>(Copy of Invoice Required)</i>			
	Part No. or Description	Invoice Amount	Mark-up	Total Credit
	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
	TOTAL MATERIAL		\$ _____	
	TAX (if applicable)		\$ _____	
C R E D I T	CLAIM TOTAL			\$ _____
	A credit will be posted to the account number specified on this form, and can be used to offset future billings from Trane. To request a check, please contact Financial Services at 1-888-832-5266. Please have your account number available when calling.			
	Servicer's Signature:		Servicer's Name (printed)	
_____		_____		



Trane – by Trane Technologies (NYSE: TT), a global climate innovator – creates comfortable, energy efficient indoor environments through a broad portfolio of heating, ventilating and air conditioning systems and controls, services, parts and supply. For more information, please visit trane.com or tranetechnologies.com.

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