

Extended Warranties



Mini Split

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 Trane-Mitsubishi M-Series & P-Series systems 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

Introduction

This document is intended to serve as a supplement to the terms and conditions provided in the warranty certificate for the purchased coverage. The program pertains only to the Trane-Mitsubishi M-Series & P-Series systems utilized in commercial applications and purchased through a Trane Commercial Sales Office.

Only servicers who have completed Trane-Mitsubishi's 'M&P Series Essentials Bundle' course may perform labor warranty repairs under this program. Please retain both documents for the remainder of the warranty period.

Conditions & Limitations

1. Limited Labor warranty is only valid if all of the requirements for the longer standard parts warranty have been met. States which by law are not required to register for the longer term standard parts warranty still must complete this process in order for the optional extended limited labor warranty to be effective.
2. Refer to the Trane Optional Extended Limited Warranty certificate for Terms & Conditions
3. 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.
4. The warranties are automatically canceled if the equipment is removed from the address of initial installation.
5. Trane reserves the right to select the servicer to perform any repairs called for under this agreement.
6. Any material and/or work beyond that covered by the terms of this agreement will be furnished at the equipment owner's expense.
7. 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.
8. This warranty is only valid when equipment is installed in a commercial application.

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Mini Split Limited Warranty Program Summary

What Is Not Covered

1. Labor to repair or replace field installed Accessory items including but not limited to: Filters, Adapters, Ball Valves, Condensate Accessories, etc. See manufacturer's literature for complete listing of accessory items.
2. Labor to replace air filters, drain lines, refrigerant lines
3. Existing equipment or components not installed at the same time as the equipment covered by the warranty or equipment not provided on the covered unit's bill of material.
4. 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.
5. Maintenance or any repairs which are made necessary because maintenance was not performed.
6. Repairs to alter the equipment from design, including those required to meet changes in Federal, State, or local codes or regulations.
7. Labor premium charged for repairs required during other than normal working hours.
8. Any expense, including 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.
9. Labor to move any stock, fixtures, or partitions to facilitate the servicer's work.
10. Replacements Parts, Materials and Refrigerant are not covered by this program. Parts claims against the Standard Warranty must be processed through the Trane Parts Center.
11. Refrigerant

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 owner's manual.
3. Provide servicer free access to equipment and controls.
4. 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 labor allowance guidelines included in this document.

Submitting Claims

All claim requests for reimbursement under the Trane Mini Split Limited Warranty program must be submitted to the La Crosse Claims Department via email or Comfortsite. Please reference "*Trane Mini Split Limited Warranty Program*" in the subject line of your email.

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

Important claim guidelines:

1. All Claims must be submitted within 90 days of repair completion. Any claim submitted past 90 days from repair will be denied.
2. The Trane Mini Split Limited Warranty Program form attached in this document must be filled out completely. Any claim submitted with missing information may result in reduction or denial of claim.
3. The Servicer's Tax I.D. Number is required. Claim cannot be processed without it.
4. All labor hours must be supported with work ticket(s). Refer to Servicer Allowances matrix for list of maximum hours allowed.
5. Must follow all other guidelines contained in this owners guide.
6. Your contact name, email, & phone



Service Guidelines

1. Servicer has successfully completed the Trane-Mitsubishi M&P Series Essentials Bundle course and/or repair.
2. Servicer will guarantee work for a period of 60 days from installation date.
3. Diagnostic calls will be paid only on covered repairs.
4. Times reflect total allowance, regardless of the number of technicians.
5. Crane allowed up to \$500
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 below.
8. Travel Time is up to 2 hours per call
9. Diagnostic Time is up to 2 hours per call

Servicer Allowances

Task	Hours
Outdoor	
Compressor	4.0
Inverter/VFD	2.0
Coil	4.0
Repairable Leak in fitting, etc.	2.0
Fan Motor	2.0
Fan Blade	1.0
Electric Expansion Valve	
Valve Replacement	3.0
Motor Replacement	1.0
Control Board	1.0
Sensors, switches, etc.	1.0
Indoor	
Unit Replacement*	4.0
Blower Wheel	2.0
Fan Motor	2.0
Fan Blade	2.0
Electronic Expansion Valve	
Valve Replacement	3.0
Motor Replacement	0.5
Control Board	1.0
System Controls	
External Contact Board	2.0
Wired Controller	2.0
Economizer Section	
Recovery, Evacuation, & Recharge	3.0

*Unit replacement requires pre-approval from Trane Technical Service.



Servicer Checklist

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

Refer to the Optional Extended Limited 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 does not apply to the Standard Parts Coverage.

Limited Labor (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 technician's work tickets.

Quick "Max Allowance" reference.

- Travel up to 2 hours
- Diagnostic up to 2 hours
- Labor - refer to Servicer Allowances Matrix

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

Please reference "Trane Mini Split 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.

Mini Split 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 "Mini Split 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)	
	_____		_____	

Mini Split 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 "Mini Split 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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