



# Extended Warranties

VRF  
Limited Warranty Program



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# Revision History

Revised June 2021



## VRF Limited Warranty Program Summary

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 Variable Refrigerant Flow Equipment purchased through a Trane Commercial Sales Office.

Refer to the Trane Optional Extended Limited Warranty certificate for a description of the equipment's warranty options.

Only servicers who have completed Trane's VRF Installer Certification 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.



## VRF Limited Warranty Program Summary

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### What Is Not Covered

1. Labor to replace air filters, drain lines, refrigerant lines, belts, and sheaves.
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 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. Labor to move any stock, fixtures, or partitions to facilitate the servicer's work.
9. 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.

### Equipment Owner Responsibility

The following are entirely the responsibility of the equipment owner:

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. 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 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.

In order for a servicer to be qualified to perform labor warranty repairs under this program, he or she must complete Trane's VRF Installer Certification course.

## Servicer Guidelines

1. Servicer has successfully completed the Trane VRF Certified Installer course.
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 \$300 (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 below.
8. Travel Time is up to 2 hours per call
9. Diagnostic Time is up to 2 hours per call

## Submitting Claims

All claim requests for reimbursement under the VRF Limited Warranty program must be submitted to the La Crosse Claims Department via email or USPS mail.

Please reference "*VRF Extended Warranty Program*" in the subject line of your email.

- Email address: lacrosseclaims@trane.com
- Mailing address:

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

Dept line 608-787-3947

Important claim guidelines:

- 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 VRF 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.
- 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. Must follow all other guidelines contained in this owners guide.
- f. Your contact name, email, & phone number are necessary should any follow-up be necessary in order to approve your claim



## Submitting Claims

### Service Allowances - VRF

Outdoor	Allowance (hours)
<b>Compressor</b>	
VRF Mini 3-5 Ton	4.0
VRF > 5 Ton system	6.0
<b>Coil</b>	
VRF Mini 3-5 Ton	4.0
VRF > 5 Ton system	6.0
Check valve	2.0
Drier replacement	2.0
Repairable leak in fitting, etc.	2.0
Fan motor	1.0
Fan blade	0.5
<b>Electronic expansion valve</b>	
Valve replacement	2.5
Motor replacement	0.5
Control boards	1.0
Sensors, switches, etc.	0.5
<b>Indoor</b>	
Unit replacement (Requires prior approval from Trane Technical Service)	4.0
Blower wheel	4.0
Fan motor	2.0
Fan blade	0.5
<b>Electronic expansion valve</b>	
Valve replacement	5.0
Motor replacement	1.0
Control boards	1.0
MCU box (heat recovery systems only)	5.0
Cassette trim panel: 4 way, 4 way mini, 1 way cassette	0.5
<b>System Controls</b>	
VRF system controller	1.0
Wired controller (tstat)	0.5
Multi-tenant function board	1.0
External contact board	1.0
<b>Refrigerant Handling</b> (Based on design charge of system as found in "As Built" document generated through VRF Select)	
<b>Recovery, evacuation, recharge</b>	
0 - 15 pounds	3.0
16 - 40 pounds	4.0
41 pounds +	5.0

\* If your actual repair or replacement time is greater than the amounts specified above, and you believe that additional time is justified, please explain the circumstances of the repair or replacement in writing.

## 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. or Trane VRF Installer Certification Number

**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 by Comfordsite.**

Please reference "[VRF Extended Warranty Program](#)" in the subject line of your email.

- Email address: lacrosseclaims@trane.com
- Mailing address:

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

Dept line 608-787-3947

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





# VRF 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 "VRF Extended Warranty Program" in the subject line of your email.

**Retain photo copy for your records**

Date Submitted:	Account No. To Credit (if known)	Servicer Reference Number (i.e. invoice #)	
J O B	<b>Account To Credit - Servicer</b>		
	Name _____		
	Address _____		
	City, State, Zip _____		
	Phone _____		
	Servicer's Tax I.D. Number _____		
Trane VRF Installer Certification Number _____		<b>Owner</b>	
Name _____		Name _____	
Address _____		Address _____	
City, State, Zip _____		City, State, Zip _____	
U N I T	Date Started	Equipment Serial Number(s)*: _____	Equipment Model Number(s): _____
	Date Defect Found	_____	_____
	If filing a claim for repairs to a non-serialized accessory (ie. MCU box), please input a corresponding outdoor unit serial number.		

*(Copy of Work Tickets Required)*

	Description of Task	Actual Hours	Rate Per Hour	Charge (\$)
L A B O R	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
<b>TOTAL LABOR</b>			\$	_____
<b>TAX (if applicable)</b>			\$	_____

D E S C R I P T I O N	Problem Description
	_____
	_____
	_____
	_____
	_____

**CREDIT**  
 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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Please reference "VRF Extended Warranty Program" in the subject line of your email.

**Retain photo copy for your records**

Date Submitted:	Account No. To Credit (if known)	Servicer Reference Number (i.e. invoice #)	
J O B	<b>Account To Credit - Servicer</b>		
	Name _____		
	Address _____		
	City, State, Zip _____		
	Phone _____		
	Servicer's Tax I.D. Number _____		
Trane VRF Installer Certification Number _____		<b>Owner</b>	
		Name _____	
		Address _____	
		City, State, Zip _____	
		_____	
U N I T	Date Started	Equipment Serial Number(s)*: _____	Equipment Model Number(s): _____
	Date Defect Found	_____	_____
	If filing a claim for repairs to a non-serialized accessory (ie. MCU box), please input a corresponding outdoor unit serial number.		

*(Copy of Work Tickets Required)*

	Description of Task	Actual Hours	Rate Per Hour	Charge (\$)
L A B O R	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
	_____	_____	_____	_____
	<b>TOTAL LABOR</b>			\$ _____
	<b>TAX (if applicable)</b>			\$ _____

D E S C R I P T I O N	Problem Description
	_____
	_____
	_____
	_____
	_____
	_____
	_____

**CREDIT**

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](http://trane.com) or [tranetechnologies.com](http://tranetechnologies.com).

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