

Warranty Options, Warranty Out of Stock & DOA Process Training



**HOW MANY UNIT EXCHANGE
PROGRAMS EXIST?**

FAD PROGRAM - 100% Customer Satisfaction

Can only be used by CFAD or BFAD

- 1) When is this program used? Anytime within 12 months of install date.
- 2) Who is eligible for FAD privileges? They must be in active status on the FAD Compliance dashboard.
- 3) When does it expire per job? On the last day of the 12th month from install date.
- 4) How many times can it be used on the same job? As many times as the homeowner requests.

Signed Homeowner's Registration (100% Satisfaction Guarantee) form must be attached to the claim.

It should be used as a last resort to satisfy the customer after all attempts to correct the issue have been exhausted.

CAM must be involved prior to the unit/system replacement to assure all technical and application issues have been addressed.



Turn to the experts



Turn to the experts

Homeowner's Registration Form

100% Satisfaction Money Back Guarantee

If for any reason you, the original purchaser, are not satisfied with your Carrier® system, the original installing contractor will repair the problem to your satisfaction or remove the Carrier® products and refund the purchase price, subject to the Conditions and Limitations listed below. This guarantee will remain in effect for one year after the original installation date. This guarantee is non-transferable. (See specific limitations below applicable to geothermal products.)

* Due to ongoing supply constraints, Infinity® controls may not be available at time of equipment installation, and dealers may install temporary, substitute controls. Consumer non-satisfaction resulting from the temporary controls shall not be subject to the 100% Satisfaction Guarantee. Infinity® equipment shall be subject to this Guarantee once the communicating control is installed.

Owner Name Address

City State Zip Phone

Installing Dealer

Outdoor Model# Serial#

Indoor Model# Serial#

Additional Items Comprising System

Total Purchase Price Covered Equipment Refund Amount Installation Date

If for any reason the original installing dealer is unavailable for repair, please contact Carrier (address below) for the name of an alternative dealer.

☐ Owner authorizes dealer to remove and dispose of original equipment

☐ Owner chooses to retain original equipment

Owner accepts Conditions and Limitations listed below on this page.

Homeowner's Signature Date Installing Dealer's Signature Date Contract #

Conditions and Limitations

- 1) This offer is applicable only to homeowner's personal residence. Not applicable to any rental or commercial properties in residences which the owner is not the primary resident.
- 2) Amount shown in the Covered Refund Amount is the amount of the purchase price to be refunded by the dealer in the event the 100% Satisfaction Guarantee* is executed.
- 3) Homeowner is responsible for painting, patching or restoration work in the event that the Carrier system is removed.
- 4) Owner must provide access for the system to be removed weekdays between 8 a.m. and 5 p.m.
- 5) Covered Equipment Refund Amount is based on labor and material necessary for the installation of the Carrier system only. Additional items that would remain on the premises, i.e. ductwork, electrical/plumbing upgrades, registers, grills and fees, permits and finance charges are not subject to refund. Geothermal loops will not be removed. Costs for purchase, installation, or removal of the geothermal loop are not eligible for a refund.
- 6) Owner agrees to allow a Carrier® customer assurance representative and the installing dealer a reasonable number of attempts and ample time for the resolution of the dissatisfaction or for the approval of the eventual removal of the system.
- 7) Regardless of the retention of the original system the new system will be removed free of charge if no satisfaction is reached.
- 8) This guarantee does not cover, and neither the installing dealer nor Carrier Corporation are responsible for, the cost to replace or reinstall owner's original equipment.

Carrier® Distributor

FAD 100% SATISFACTION GUARANTEE

Process Simplification

Claiming process

Dealer attempts to correct the problem to the customer's satisfaction if the dealer is unsuccessful, the dealer needs to contact the CAM Team/Technical Support.

6) Owner agrees to allow a Carrier® customer assurance representative (CAM) and the installing dealer a reasonable number of attempts and ample time for the resolution of the dissatisfaction or for the approval of the eventual removal of the system.

The Dealer then obtains approval from the CAM to replace the unit with similar equipment or issue a refund to the customer for the price of the unit (as stated on the Homeowner's Registration form).

The Distributor CAM should engage the TSM (Carrier) before granting approval to the dealer to proceed.

Once approval has been given from the TSM, the CAM will contact the dealer to give the information and next steps.

The dealer will then purchase and install the replacement unit at the homeowner's home.

Once the installation is complete, the dealer will need to submit a Servicebench/Warranty claim

FAD 100% SATISFACTION GUARANTEE

Process Simplification

Claiming process(continued)

Homeowner's Registration Form (100% Satisfaction Guarantee) must be attached to the claim

The claim will be routed to the **CAM** for review and confirmation that all program requirements have been satisfied.

If a refund has been requested, a copy of the equipment invoice from the distributor to dealer must also be attached to the claim.

The submitted claim will then be routed to Factory Warranty Administration.

Original units must be removed from service to prevent future claiming(compressor returned(sealed) to CE along with the unit data tag.

Any Dealers submitting FAD Unit replacement claims without FAD form and a case number from Salesforce Case# documenting the issue, Will be subject to claim rejection. **NO EXCEPTIONS**

Residential units applied to commercial buildings DO NOT qualify for FAD

How to submit a claim?

- ▶ Email - You can use the blank SCA form PDF
 - ▶ Send the completed SCA and all supporting documentation to:
stx.warranty@carrierenterprise.com
 - ▶ Include the Completed SCA & Homeowner Registration Form.
 - ▶ Once entered the Warranty Team will send the information to the CAM team for final approval and processing.
- ▶ Servicebench - preferred method
 - ▶ Enter in the claim and attach all supporting documentation - Homeowners Registration Form etc.
 - ▶ Just SAVE the claim, DO NOT SUBMIT and email the claim number to the CAM Team along with the Salesforce Case# to:
 - ▶ cestxtechsupport.com

30 DAY DOA Process

30 Day Compressor Failure

30 Day Condenser coil leak

- The DOA program is for Residential applications only.
- We have 2 options - cover the labor to replace the component or the unit exchange, but not both.
- No 3-phase equipment is allowed in this program.
- Must be in the first 30 days of start-up.
- Must be an ARHI matched system.
- Must be registered to the homeowner.
- Noisy compressors do not qualify in this program.
- Must have tried hard start kit.

30 DAY DOA Process

Can't override policy with preauthorization's.

DOA Compressor form or Refrigerant Leak Form must be Complete with indoor unit and coil.

No Labor with a Unit Exchange allowed in this program

<https://cestxtechsupport.com/30-day-doa-compressor-form>

<https://cestxtechsupport.com/refrigerant-leak-reporting-form>

30 DAY DOA Process

- Customer calls in with a DOA compressor.
- Troubleshoot compressor with Tech Support
- Compressor is determined to be bad
- Tech Support to send a DOA compressor form
- Dealer to complete the DOA form and submit it

<https://cestxtechsupport.com/30-day-doa-compressor-form>

Unit Exchange



- Tech Support approves the changeout.
- Dealer to replace unit and start a claim in ServiceBench and save it but **does not submit**.
- Dealer attaches a copy of the unit nameplate to the claim.
- Dealer sends claim to Tech Support.

Unit Exchange



- Tech support attaches the DOA compressor form to an Email and adds the Salesforce case number in the comment section and sends it to Warranty for Processing.

stx.warranty@carrierenterprise.com

- Warranty adds the Defect Code U101 and submits the claim.
- Warranty notifies Tech Support the claim has been processed.

Replace Compressor



- Tech Support approves labor to replace compressor.
- Dealer does repair and starts a warranty claim and saves the claim but **does not submit**.
- Dealer sends the claim number to Tech Support.

Replace Compressor



- Tech support attaches the DOA compressor form to an Email and adds the Salesforce case number in the comment section and sends it to Warranty for Processing.
- stx.warranty@carrierenterprise.com
- Warranty adds the Defect Code U101 and submits the claim.
- Warranty notifies Tech Support the claim has been processed.

30 DAY DOA Condenser Coil Leak

- Customer calls in with a 30-Day DOA Coil Leak.
- Troubleshoot Coil with Tech Support.
- The leak must be in the fin pack.
- Piping leaks i.e., Service valve leaks/comp stub leaks do not qualify for this allowance.
- Coil is determined to be bad.
- Tech Support to send a Refrigerant Leak Form.
- Dealer takes a video of the nameplate and the leak with bubbles and submits a Leak Report.

<https://cestxtechsupport.com/refrigerant-leak-reporting-form>

Unit Exchange



- Tech support approves the changeout.
- Dealer to replace unit and start a claim in ServiceBench and save it but do not submit.
- Dealer sends claim number to Tech Support:
GPCE7STX.TechnicalSupport@carrierenterprise.com
- Tech support attaches the DOA Refrigerant leak Report form to an Email and adds the Salesforce case number in the comment section and sends it to with Warranty for Processing.

Unit Exchange



stx.warranty@carrierenterprise.com

- Warranty adds the Defect Code U103 and submits the claim.
- Warranty notifies Tech Support the claim has been processed.

Replace Coil



- Tech Support approves labor to replace condenser coil.
- Dealer does repair and starts a warranty claim and saves the claim but does not submit.
- Dealer sends the claim number to Tech Support.
- GPCE7STX.TechnicalSupport@carrierenterprise.com

Replace Coil



- Tech support attaches the DOA Refrigerant leak Report form to an Email and adds the Salesforce case number in the comment section and sends it to with Warranty for Processing.

stx.warranty@carrierenterprise.com

- Warranty adds the Defect Code U103 and submits the claim.
- Warranty notifies Tech Support the claim has been processed.

30 DAY DOA Weekends and Holidays

We understand that The technician cannot always call Tech Support for assistance with a DOA unit.

Gather all the information you can from the job.

Take a picture of the nameplate and Email it to Tech Support.

Call Tech Support and tell them what happened.

Submit DOA compressor or Refrigerant leak report.

GPCE7STX.TechnicalSupport@carrierenterprise.com

<https://cestxtechsupport.com/30-day-doa-compressor-form>

<https://cestxtechsupport.com/refrigerant-leak-reporting-form>

These rules still apply

- The DOA program is for Residential applications only.
- We have 2 options - cover the labor to replace the component or the unit exchange, but not both.
- No 3-phase equipment is allowed in this program.
- Must be in the first 30 days of start-up.
- Must be an ARHI matched system.
- Must be registered to the homeowner.
- Noisy compressors do not qualify in this program.
- Must have tried hard start kit.

COD account Equipment Exchanges

- Have customer place order using the Salesforce Case# as the PO.
- Have the dealer submit a completed SCA with documentation for the Condenser Coil leak and/or information about the compressor failure, less the new system information.
- Once you have the SCA and documentation build the Servicebench claim and attach all information at that time less new equipment information.
- Once everything is built. Send an email to the Credit Manager of the account asking to release the order without payment.
 - Include the Customers Order#, Customers PO#, Servicebench claim number.
 - Once Credit releases the order, we should get the replacement system Invoice Number and M# & S# to place in the ServiceBench claim to complete the warranty submission.

Warranty Out of Stock

When a customer is inquiring about a warranty part it is our responsibility to find them the quickest solution especially when a part is out of stock or has an extended shipping lead time from the factory.

The following process is only used after you have looked for parts in RC Community and in ICIW, (take the company number out before searching)

To do this, there are some additional steps and information that we must gather in order to assist the customer. We must take the initiative to acquire the information from the customer in order to assist them in a timely manner (right now). By being proactive in gathering the information we can speed up the process tremendously keeping everyone satisfied in an already frustrating time trying to get the parts needed or a resolution.

Warranty Out of Stock

Goal:

- To be able to fulfill the customer's request with one phone call without sending them to multiple people during the process of needing a warranty part that is out of stock or has significant lead time.

Warranty Out of Stock

Information needed:

1. Customer name
2. Customer account number
3. Customer PO
4. Model number
5. Serial number
6. Equipment startup date
7. Part number
8. CE Order number
9. RC PO number
10. Direct PO (yes or no)
11. RC case number
12. Attach email from the RC expedite team
13. Warehouse number where item ordered
14. Representative creating order & expedite

Once items 1-7 have been gathered we must verify warranty validation using ServiceBench

Collect all information in **Yellow** on the form prior to getting off the phone with the customer.

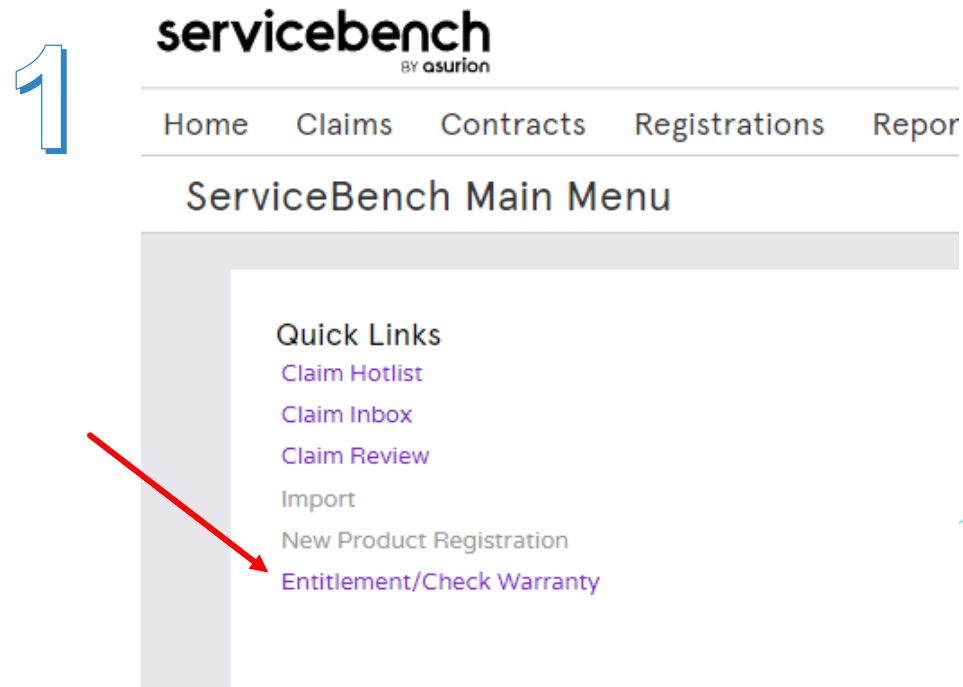
CE would like all orders from the factory to go direct to the customer

Warranty Out of Stock

How to verify warranty validation.

When verifying warranty, we must keep in mind a proper registration and a subsequent owner. These items will also let us know if failed part “IS” or “IS NOT” a warranty part. A customer may think the part is in warranty but in fact it very well might not be a warranty part simply due to the equipment not being registered or not the original owner of said equipment.

Once logged into ServiceBench ->
Entitlement



Warranty Out of Stock

2

servicebench
BY asurion

Home Claims Contracts Regi

Service Administrator Sele

Service Administrator
<input checked="" type="checkbox"/> CARRIER - Carrier Corporation

Click check box






Enter serial
number

3



servicebench
BY asurion

Home Claims Contracts Registrations Reports Admin

Entitlement Search

Service Administrator	Carrier Corporation
Serial Number*	<input type="text"/>
 Model Number	<input type="text"/>
 First Name	<input type="text"/>
 Last Name	<input type="text"/>
 Phone	<input type="text"/>
 Service Contract Number	<input type="text"/>

Check Entitlement

 Install Date	<input type="text"/>
 Application Type	Select Application Type ▼






Warranty Out of Stock

4



servicebench
BY asurion

Home Claims Contracts Registratio

Entitlement Search

Service Administrator	Carrier Corporation
Serial Number*	<input type="text" value="2417E12721"/>
 Model Number	<input type="text"/>
 First Name	<input type="text"/>
 Last Name	<input type="text"/>
 Phone	<input type="text"/>
 Service Contract Number	<input type="text"/>

Check Entitlement

 Install Date	<input type="text"/>
 Application Type	<input type="text" value="Select Application Type"/>

Enter serial number and click enter






5

servicebench
BY asurion



Home Claims Contracts Registratio

[Product History](#)

Entitlement Search

Service Administrator	Carrier Corporation
Serial Number*	<input type="text" value="2417E12721"/>
 Model Number	<input type="text" value="25VNA048A003"/>
 First Name	<input type="text"/>
 Last Name	<input type="text"/>
 Phone	<input type="text"/>
 Service Contract Number	<input type="text"/>

Check Entitlement

 Install Date	<input type="text"/>
 Application Type	<input type="text" value="Select Application Type"/>

Model will auto populate as seen



Warranty Out of Stock

The below information will show with the completion of step 4 from previous slide

Registration Id:	R264228616	Manufactured Date:	06/13/2017
Product Name:	INFINITY SERIES VARIABLE	Shipped Date:	06/22/2017
Model Number:	25VNA048A003	Date Installed:	06/29/2017
Discrete Model Number:	25VNA048A0030040	Registration Date:	07/03/2017
Serial Number:	2417E12721		
Owner:	ARCHAMBO, LARRY		
Address:	1817 SPEEDWAY AVE WICHITA FALLS, TX 76301		
Phone:			
Manufactured Date:	06/13/2017		
Shipped Date:	06/22/2017		
Date Installed:	06/29/2017		
Registration Date:	07/03/2017		
Date Transferred:			
Warranty Policy Code:	CP6		
Warranty Policy Description:	FOR SPECIFIC COVERAGE ON NON-REGISTERED UNITS INSTALLED IN OWNER OCCUPIED, NON-OWNER OCCUPIED AND COMMERCIAL APPLICATIONS, REFER TO WARRANTY CERTIFICATE		
Mark As:			
Sold to Distributor Name:	South Central Distribution, Carrollton, LE		
Sold to Distributor Number:	41246		
Sold to Distributor City:	Carrollton		
Sold to Distributor State:	TX		
Replacement Of Model(s):			
Replacement Of Serial Number(s):			

Warranty Claims Must Be Submitted Within 90 Days of the Repair Date Claims submitted beyond 90 days from the date of repair may be automatically rejected.

Warranty Information

Brand	Application Type	Original Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
ALL	Owner Occupied Residential	Original	Enhanced Parts Warranty	10 years	01/01/2009	06/29/2017	06/29/2027
			Exchange Product Warranty	30 days			07/29/2017
Brand	Application Type	Original Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
ALL	Owner Occupied Residential	Subsequent	Standard Parts Warranty	5 years	01/01/2012	06/29/2017	06/29/2022

Warranty Out of Stock

It is important that we ask the customer “what is your homeowners name” rather we tell them who we show as the registered owner.

By doing so, it keeps everyone honest. Sometimes customers will attempt to help someone by manipulating the system.

- *If the ServiceBench registered owner matches what the customer told us, then we are to assume them as the original owner and said equipment will follow “Original Owner Warranty” of 10 years.*
- *If ServiceBench registered owner DOES NOT match what the customer told us, then we are to assume them as the subsequent owner and said equipment will follow “Subsequent Owner Warranty” of 5 years.*

Warranty Out of Stock

Original Owner vs Subsequent Owner

is submitted beyond 90 days from the date of repair may be automatically rejected.

Original Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
Original	Enhanced Parts Warranty	10 years	01/01/2009	06/29/2017	06/29/2027
	Exchange Product Warranty	30 days			
Original Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
Subsequent	Standard Parts Warranty	5 years	01/01/2012	06/29/2017	06/29/2022

RESIDENTIAL APPLICATIONS

This warranty is to the original purchasing owner and subsequent owners only to the extent and as stated in the Warranty Conditions and below. The limited warranty period in years, depending on the part and the claimant, is as shown in the table below.

Product	Item	Limited Warranty (Years)	
		Original Owner	Subsequent Owners
Air Conditioner or Heat Pump Condensing Unit	Parts	10* (or 5)	5
	Compressor	10* (or 5)	5

* If properly registered within 90 days of original installation, otherwise 5 years (except in California and Quebec and other jurisdictions that prohibit warranty benefits conditioned on registration). See Warranty Conditions below.

From warranty card
of said example

* There may be discrepancies in names in instances such as landlord/tenant situations that may require some additional information needed for validation.

Warranty Out of Stock

Once it is identified that the said needed part is a warranty part then the next step is to acquire the expedite number and ship date from RCD.

How to acquire an RC Expedite

- ▶ Verify part availability in RC Community.
- ▶ If not available collect sections 1 & 2 on the attached form from the customer.
- ▶ Create an order in NXTrend.
- ▶ Create a PO that is “03 Expedite” = P5 in the RC world.
- ▶ Wait about 1 hour, sometimes longer.
- ▶ Go to RC Community HVACparnters / Support / Customer Care Center / RC community.



Replacement Components
Carrier

[HOME](#) [TRAINING RESOURCE](#) [WATER SOURCE HEAT PUMPS](#) [FAQ](#) [EXPEDITE REQUEST FORM](#)

Welcome Josh Goodman

We are working to resolve your request as quickly as possible. If you have an urgent matter, please use the Chat button or call us:
Carrier/Bryant/Payne Distributors 315-432-7278
CCS (Carrier Commercial Service) 833-982-2345

- ▶ Click on Expedite Request Form and enter the information.


How to acquire an RC Expedite

Enter Carrier
Enterprise PO#

Enter CESTX RC
Customer #

HOME TRAINING RESOURCE WATER SOURCE HEAT PUMPS FAQ EXPEDITE REQUEST FORM

Welcome Wade Dunham


Turn to the experts

Requestor Information

Name Wade Dunham Email wade.dunham@carrierenterprise.com Date 05/31/2023

Request Details

Customer PO #

* Reason

* Customer Number

* Quantity

* Part

* Customer Type

Description

Select Carrier,
Bryant, Payne
(CBP) the first
option

They know what the part is. So, enter why we need the expedite. Example for a school, someone in hospice care, only system in the building, etc. This is how they are prioritized when supply comes in.

How to acquire an RC Expedite

- ▶ Upon submission you will get an email confirmation with the expected delivery date.
- ▶ If greater than 7 days for the part to ship complete, submit a WOS request form.
- ▶ Add the expedite number and all needed information into the WOS request form in the proper location.
- ▶ Complete the WOS form with the information.
- ▶ <https://cestxtechsupport.com/warranty-out-of-stock-wos-form>
- ▶ If you need to contact RC, Call (315) 432-7278

Warranty Out of Stock

****IMPORTANT****

If you have not yet registered for the CEMA Training/Technical Support website, you **MUST** do so to log in accordingly and complete the WOS Form.

<https://cestxtechsupport.com/>

Once registered and logged in, navigate to the following page:

Home Page


>Warranty Resources

>CE Associate Tools (You can also find a copy of this presentation on the CE Associate Tools page)

>Warranty Out of Stock Form

Warranty Out of Stock

[Other CE Sites](#) [Polls Display](#) [My account](#) [Logout](#) [Cart](#) [Contact Us](#)

 **Carrier Enterprise Mid-Atlantic Technical Support Site**
Carrier, Bryant and Payne Technical training and support

[Home](#) [Training Schedule](#) [Troubleshooting Videos](#) [Podcasts](#) [Self-Study Courses](#) [Dealer Resources](#) [Warranty Resources](#)

[CE Associate Tools](#)
[Dealer Warranty Tools](#)

CE Associates Tools

Warranty Out of Stock

This form is required prior to any equipment replacement decisions

- Submit form before contacting Customer Assurance
- Only to be used with equipment still in warranty
- Used when parts not available or has a significant lead time

[Click Here](#)

Need help with an out of Warranty Part

Can't find what you're looking for or not sure what something is called?

- Not sure of a substitution
- Is it NSS or NLA
- or, you're just not sure what you're looking for

[Click Here](#)

Downloadable Tools

Helpful tools and documents

- EPIC abbreviation list
- Dealer Warranty Guide
- Warranty out of Stock Training Guide
- DOA Training Guide
- — and more

[Click Here](#)

Warranty Out of Stock

Complete the ENTIRE “WOS Part Expedite Order Form” and submit.

Once submitted, the form will automatically be sent to the below group email box:

GPCE7STX.TechnicalSupport@carrierenterprise.com

The Website Form

Warranty Out Of Stock (WOS)

Step 1 of 3



Your Name *

First

Last

Email *

Your Phone Number *

Callback Number If Different

Customer / Dealer Name *

Customer / Dealer Account # *

6 of 6 max characters.

Customer / Dealer PO for this order *

Customer/Dealer Contact Name *

Customer / Dealer Phone *

Dealer / Customer Contact Email *

Next

[Save and Resume Later](#)

The Website Form

Warranty Out Of Stock (WOS)

Step 2 of 3

Equipment Model Number

Equipment Serial Number *

Startup Date *

 / /

End User Name *

First

Last

For warranty verification

Address *

Address Line 1

City

State

Zip Code

Are there any health concerns,
infants, elderly.....etc

☐ Yes

☒ No

Application Type *

☒ Residential

☐ Commercial

☐ Industrial

☐ Other (explain in notes)

Area Being Served

☒ Primary System (Single System
home or Building)

☐ Living Area

☐ Bedrooms

☐ 2nd Floor

☐ Other

Did you verify warranty? *

☒ Yes

☐ No

☐ I don't know how.

Previous

Next

[Save and Resume Later](#)

The Website Form

Warranty Out Of Stock (WOS)

Step 3 of 3

Part Number Needed *

1D10T

Part Description *

motor

CE Order # (In Trend) *

123456

CE PO # *

32423

RC Expedite # *

E-123456

Date Part Expected from RC *

09/30/2022

If they will not provide a date select 3 months out.

Is this being shipped direct to customer? *

☒ Yes

☐ No

What is being requested? Check all that apply. *

☒ Assistance Locating This Part

☒ Approve a Replacement Unit

☒ Approve or Locate an Alternative Part

☐ Other - Add notes for this

Description

This is for a school that has no other source of cooling or heating.

Please add notes to assist us in helping with this situation.

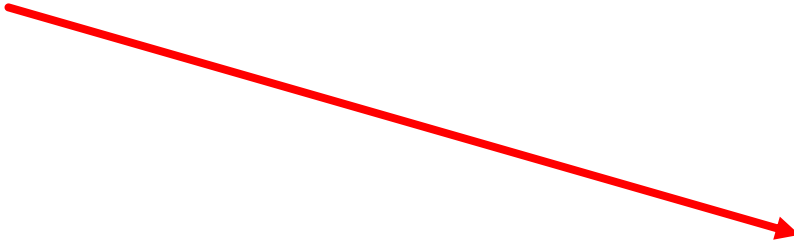
Previous

Submit

[Save and Resume Later](#)

The Website Form

After submitting the form, you will receive an email
in this format for you records



Warranty Out Of Stock (WOS)

Thank you for submitting this WOS form! We will be in touch with you shortly.

Your Name

Josh Goodman

Email

josh.goodman@carrierenterprise.com

Your Phone Number

(999) 999-9999

Callback Number If Different

Empty

Customer / Dealer Name

ABC Heating & Cooling

Customer / Dealer Account

123456

Customer / Dealer PO for this order

WO-12345

Customer/Dealer Contact Name

Brain Smith

Customer / Dealer Phone

(840) 641-5845

Dealer / Customer Contact Email

cma.techsupport@carrierenterprise.com

Equipment Model Number

Empty

Equipment Serial Number

4521v65987

Warranty Out of Stock

With this information Customer Assurance can then:

1. Contact RC for emergency stock that is not shown as available.
2. Locate alternative parts from RC.
3. Receive authorization for 3rd party parts to use for replacement.
4. Receive authorization for a replacement unit.

Other warranty questions

Minor DOA components (electrical, boards, valves, switches, etc.)

Damaged (**Freight Damage**) units are NOT considered DOA as well as items listed DOM under LIMITED WARRANTY NOT COVERED.

Empowerment:(Concession)

Each CAM has the authority to approve up to \$500 per a unit, over the unit's lifetime to help the customer and dealer thru situation that may happen outside of the normal warranty guidelines. Each case is handled on a case-by-case basis.

