

F.R.I. FIELD REPAIR INVOICE

As noted in our "RS Conditions of Sale of Products", there are no labor reimbursements for field repairs: *Purchaser agrees to repair all RS branded equipment/products they purchase and install free of labor charges to the consumer or RS. . .* And while this is the official policy; we can and do provide some support for the dealers through an FRI process. This process helps ease some of the labor burden on system failures within the first two months of installation.

There have been some modifications made to the FRI procedures and forms. These will be outlined on the following pages.

Customer satisfaction surveys will be randomly performed; not insomuch that the system failed, but on how the failure was resolved. This will be similar to the Consumer Surveys for Comfort Specialist dealers.

FRI's do not cover diagnostics, travel time, freight (or other situations where the parts department is unable to support the dealers), recovery of refrigerant or multiple technicians on a job. A flat rate pricing guide that allocates reimbursement rates is included with this FSR plan.

Repairs to commercial products over 5 tons can be compensated at a rate no greater than 150% of the flat rate pricing if a crane lift is involved. A dated crane receipt with job address must accompany FRI paperwork for additional compensation.

The following page lists the requirements of an FRI. Once the dealer has this information put together; they should submit this information to the office for processing.

TRANE

PROCEDURES FOR SUBMITTING FIELD REPAIR INVOICES 1 ½ - 5 TON RESIDENTIAL EQUIPMENT 6 – 25 TON LIGHT COMMERCIAL EQUIPMENT

The intent of the FIELD REPAIR INVOICE is to assist the dealer in recovering part of the direct labor cost related to the repair of a unit that has failed within sixty (60) day of the initial installation or start-up. TRANE'S intended use of the FIELD REPAIR INVOICE is for failed compressors and refrigerant leaks only. However, on occasion, we realize repair or replacement of other components is necessary. The PHOENIX DEALER SALES OFFICE which includes all of Arizona extends the parameters of the FIELD REPAIR INVOICE to include other repairs as well. FIELD REPAIR INVOICES do **not** reimburse for travel time, diagnostics, lodging, etc. If you feel a repair is an exceptional circumstance and requires special consideration for additional expenses submit an additional back up information sheet with the FRI showing the details.

All claims must be forwarded to the Field Service Representative who will submit them electronically to the factory. Requests can take up to 6 weeks to process. To be reimbursed in a timely manner the appropriate information must be supplied by the dealer and the following guidelines must be followed:

- (1) - Failure **must** have occurred within the first 60 days of start-up.
- (2) - Reimbursement request **must** be submitted within 30 days of repair.
- (3) - All applicable information on the FIELD REPAIR INVOICE **must** be completed when it is submitted as listed below:
 - (A) - Homeowners name, address and phone number.
 - (B) - Complete model and serial number of equipment.
 - (C) - Date of installation and installation invoice if available.
 - (D) - A detailed description of what failed, as well as how it failed.
*Replaced **Bad** or **DOA** part is not descriptive.*
 - (E) - A detailed description of how the repair was made.
 - (F) - Attach a copy of the service ticket / invoice completed by the servicing technician at the time of repair.
 - (G) - A copy of the warranty invoice from our parts department if available

TRANE
FIELD REPAIR INVOICE
REIMBURSEMENT AMOUNT FOR
REPLACEMENT OF COMPONENTS
THAT FAIL IN THE 1ST 60 DAYS
AFTER START-UP.

REFRIGERATION CIRCUIT

COMPRESSOR CHANGE OUT	\$250.00 (ADD \$75.00 FOR 2 ND COMPRESSOR)
LEAK SEARCH AND REPAIR	\$150.00
CONDENSER COIL	\$240.00
INDOOR COIL	\$120.00 (\$240.00 FOR ATTIC INSTALLATION)
EXPANSION VALVE	\$180.00
REVERSING VALVE	\$210.00
CHECK OR SERVICE VALVE	\$120.00

ELECTRICAL CONTROLS

(RESIDENTIAL AND LIGHT COMMERCIAL)

COMPONENT (RELAY, BOARD, ETC.)	\$30.00
HARD START KIT	\$30.00
TRANE THERMOSTAT	\$60.00
CRANKCASE HEATER	\$30.00

CONDENSER FAN SECTION

(RESIDENTIAL AND LIGHT COMMERCIAL)

FAN BLADE	\$30.00
MOTOR (BLADE AND CAPACITOR)	\$60.00

EVAPORATOR SECTION

(RESIDENTIAL AND LIGHT COMMERCIAL)

BLOWER WHEEL	\$60.00
MOTOR (WHEEL AND CAPACITOR)	\$90.00
MODULE	\$30.00

HEATING SECTION

(RESIDENTIAL AND LIGHT COMMERCIAL)

COMPONENT (IGNITOR, SENSOR, ETC.)	\$30.00
HEATING ELEMENT	\$60.00
INDUCER MOTOR	\$60.00
GAS VALVE	\$60.00
HEAT EXCHANGER	\$240.00 (\$300.00 FOR ATTIC INSTALLATION)
BURNER	\$30.00

Commercial compressor replacements over 5 tons of capacity may be reimbursed up to 150% of flat rate pricing if a crane lift is utilized—copy of dated crane receipt with address must be attached.



Field Repair Invoice

For failures within the first 60 days of installation
 All paperwork must be turned in within 90 days of installation

CUSTOMER INVOICE/REFERENCE NUMBER

Labor Claim Data

HEADER INFORMATION

CLAIM TYPE - (CHECK ONE)

RETROFIT LABOR (Retrofit Bulletin) _____

RETROFIT MATERIAL (Retrofit Bulletin) _____

DISTRIBUTOR/DEALER ID#

-

Distributor Name

DEALER INFORMATION

Name _____

Address _____

City _____

State _____

Zip _____

CUSTOMER INFORMATION

Name _____

Address _____

City _____

State _____

Zip _____

Phone Number _____

COMMENTS (Describe work performed, reasons for consideration for amount requested)

PRODUCT INFORMATION

SERIAL#	MODEL#	START DATE	FAIL DATE		ACTUAL HOURS	REQUESTED \$

SUBLET INFORMATION

REFRIGERANT (LBS)	REFRIGERANT \$ (8.00 LB MAX R-22 and R-410A)

* Refrigerant is reimbursed up to system data plate reading