

Trans/Air Manufacturing

Warranty Procedures

- 1) **Call** (fax or email) **the Trans/Air Warranty Department** (to make sure the unit is registered for warranty and is under warranty) **and get Prior Authorization**. Be sure to have the VIN# and serial numbers and/or the warranty registration # available to give to our warranty administrators to track the vehicle.
NOTE: If you are working on a vehicle over the weekend, or after hours, and cannot obtain a prior authorization number, make sure to fax, email or call and leave a voice mail message containing the information. That way, when the claim comes to us without an authorization number, Trans/Air has records that an attempt had been made.
- 2) **Diagnose the system** and call, fax, or e-mail the Trans/Air warranty department to obtain **authorization before any repair is made**. **Trans/Air will send any parts needed**, and an RGA # to return parts if applicable.
 - a) Any parts that are supplied by Trans/Air will be supplied at no charge for warranty repairs. Charges for these parts on the Warranty Claim Form are not acceptable.
 - b) For warranty work, please do not purchase parts from the parts department.
 - c) Parts stocked by customer can be used for repair, Trans/Air will cover cost of parts plus 25%.
- 3) Perform the work on the unit **using** the times allowed on the **Trans/Air flat rate schedule**.
- 4) If an RGA# has been issued, parts must be returned with **the RGA# marked on the outside of the box**. Please use Fed Ex ground, you may add the freight cost to the claim form under return freight. **The RGA must be returned to Trans/Air within 30 days of the date issued**. If for some reason, this cannot be done due to unusual circumstances, please call the warranty department for other arrangements. **If the RGA is received at Trans/Air after 30 days, Trans/Air will reject them at the door**, unless prior arrangements have been made.
- 5) All service centers can file a claim online at www.transairmfg.com.
- 6) **Mail a detailed copy of your invoice/work order** with breakdown of all labor times and parts to the following address within 30 days of repair:
Trans/Air Manufacturing
480 E Locust Street
Dallastown, PA 17313

If the claim is not received within 30 days of repair, your claim will be denied in full.

All claims will then be processed at Trans/Air according to the Trans/Air Warranty Policies.

Trans/Air Manufacturing

Warranty Policy

- ◆ If prior authorization for repairs over \$500.00 is not obtained, the claim will be denied.
- ◆ If an RGA (Returned Goods Authorization) is issued and no parts are returned, the cost of the parts will be deducted from the claim.
- ◆ If an RGA expires and the service center wants to return parts, 50% of the cost of parts will be added back to the claim, plus freight.
- ◆ If parts are shipped on a control invoice (free of charge) and RGA is not returned, we will deduct the customer's cost of parts from claim. If the cost of the parts exceeds the total cost of the claim, the balance can be carried forward to an invoice. Again, all parts must come from Trans/Air unless otherwise authorized.
- ◆ Warranty coverage will begin based on the following dates as made available to Trans/Air: date of in service, then date of install. If the unit is not registered for warranty and a component serial number is available, Trans/Air will use the date of shipment as the beginning date of the warranty.
- ◆ Trans/Air does not pay for miscellaneous expenses. All parts must be itemized out to be covered.

If there are any questions or concerns, feel free to contact the Warranty Department at 800-673-2446.

COMPLETING WARRANTY CLAIM FORM

Below are step-by-step instructions explaining how to properly fill out a TRANS/AIR claim form:

1. **Claim No.** - This number will be assigned when the claim is submitted online or when the claim is submitted to Trans/Air.
2. **Warranty Registration No.** - The registration number is found in the top right corner of the "Warranty Registration Report" (Customer Copy). Or can be found online at transairmfg.com under the warranty tab.
3. **Authorization No.** - This number must be obtained before attempting repairs and can only be obtained from the TRANS/AIR Warranty Department by calling 1-800-673-2446. Authorizations numbers can also be found on the packing list of parts sent by Trans/Air's Warranty Department.
4. **Repaired By** - The name of your company/business (only authorized TRANS/AIR Warranty Service Centers in good standing are allowed to repair TRANS/AIR systems).
5. **Address** – The address of your company/business.
6. **Customer No.** - Your customer number, as assigned by TRANS/AIR Manufacturing. Contact TRANS/AIR if your number is unknown.
7. **RGA No.** - This number must be listed if replacement parts are to be returned to TRANS/AIR for evaluation.
8. **Mileage** - Vehicle mileage.
9. **VIN No.** - This is the Vehicle Identification Number (usually consists of 17 digits) and must be listed.
10. **Date Of Delivery** - Found on Warranty Registration Report Section #5. This is the effective start date of the warranty period.
11. **Date Repaired** - The date you finished the warranty repair.
12. **Condition And Cause of Failure** - What was the problem/failure, and what was done to rectify it?

PARTS AND MATERIALS

13. **Part No.** - If TRANS/AIR supplied parts are used, list the TRANS/AIR part number, quantity, and description.
 - Parts supplied by TRANS/AIR cannot be marked up.
 - If TRANS/AIR supplied parts are stocked by the customer and are used for the repair, list the TRANS/AIR part number and description. Parts can be Marked up by 25% from purchase price when submitting the claim.
 - All Consumable Non-TRAN/AIR parts that are used, list quantity, description, and cost of each.

LABOR TIMES AND CHARGES

14. **Flat Rate Code** – Labor codes and descriptions are listed in the TRANS/AIR Manufacturing Standard Flat Rate Schedule (form # WR007). **Time. Description. Rate** – *Note: Authorized Warranty Service Centers warranty labor rate must be on file at TRANS/AIR on the Service Center Authorization Agreement.* **Total.**
15. **Service Center Authorized Signature** – Signature of service center representative.
16. **Parts Total** – The total cost of parts used that were NOT supplied by TRANS/AIR.
17. **Return Freight** – To be filled in only if there was a Return Freight charge.
18. **Sales Tax** – To be filled in if applicable.
19. **Labor Total** – The total cost of labor, per the TRANS/AIR flat rate schedule.
20. **Claim Total** – Total of LABOR TIMES AND CHARGES.