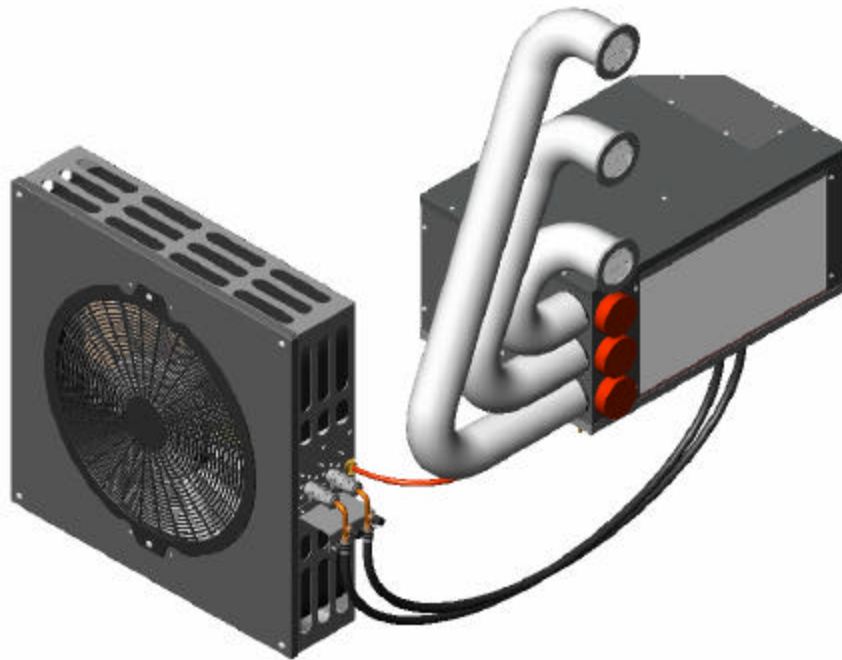


# **COMFORTGUARD™**

## **COMFORTGUARD™ CAB AIR Service Rate Schedule and Policies**



**RV Products  
A Division of Aixcel, Inc.  
P.O. Box 4020  
Wichita, KS 67204**

## TABLE OF CONTENTS

A.	Basic Warranty-Commitments/Exclusions . . . . .	2
B.	Responsibility of Service Agent . . . . .	2
C.	Responsibility of RV Products . . . . .	2
D.	Handling of In-Warranty Calls . . . . .	3
E.	Equipment Required To Perform Service . . . . .	3
F.	Flat Rate Labor Schedule Background . . . . .	3
G.	In-Warranty Labor Allowances . . . . .	3
H.	Warranty Parts Freight Policy (Out Bound) . . . . .	3
I.	Warranty Parts Freight Policy (In Bound) . . . . .	3
J.	Warranty Part Returns . . . . .	3
K.	Credit Policy . . . . .	4
L.	Limited Warranty On Repair Parts (Must Return Parts) . . . . .	4
M.	Warranty Invoice Problems Which Cause a Delay in Processing Warranty Invoices . . .	4
N.	RVP Warranty Process . . . . .	6
O.	Flat Rate Labor Schedule Tables . . . . .	7

This publication contains the policies and procedures for handling in-warranty service.

The manual should be thoroughly read in its entirety to obtain a complete understanding of RV Products warranty methods.

**This policy will become effective 6-1-08 and will remain in effect until rescinded or replaced at a later date. RVP reserves the right to edit or revise this publication without notice.**

RVP desires to fairly compensate companies for field service support of our products. We hope you will consider our relationship close enough that you will seek our assistance any time you experience invoice processing difficulties. Please feel free to call (316) 832-3404 with any questions concerning warranty invoice processing or payment.

If you need help in diagnosing a problem or have general technical questions, we have a special technical line with a technician waiting to assist you. Please call (316) 219-4567.

### A. BASIC WARRANTY – COMMITMENTS/EXCLUSIONS

The basic RVP warranty is a guarantee to both the retail consumer and the servicing agent.

1. Retail Consumer – RVP guarantees our products against defects in material or workmanship (see product certificate of warranty). RVP utilizes the Cummins Distributorship Network to facilitate the warranty process.
2. Servicing Agent – RVP agrees to provide the agent with service information, to sell repair parts, and to reimburse the firm for services in accordance with this service rate schedule and policies manual and current product warranties. RVP reserves the right to deny future invoices for warranty service for any reason, after a company has been so notified.

The service policy is to repair products in the field.

If a product owner/dealer/distributor is unable or is not equipped to provide warranty service, RVP will assist in obtaining service. Our Customer Service personnel can help diagnose the operation problem and ship any required replacement parts.

The warranty does not cover damage that occurs during shipping or installation. Damages as a result of improper handling are not warranted.

The warranty on RVP products covers defects in material and factory workmanship for a period of two calendar years from the date of original purchase.

### B. RESPONSIBILITY OF SERVICE AGENT

In order to provide proper service, it is necessary for Servicing Agents to maintain an adequate supply of repair parts. Service on the appliances should be completed in a timely manner. It is also necessary for the service agency to file the invoice with RVP within thirty (30) days.

### C. RESPONSIBILITY OF RV PRODUCTS

The responsibility of RVP under this service policy shall be to provide replacement parts within the warranty period, and to reimburse the servicing agency in accordance with the “Labor Allowances” section of this policy.

RVP is not responsible for paying requests for labor or for providing warranty parts to rectify deficiencies which can be attributed to sources other than RVP, i.e., miswiring or any other problems associated with the installation of the appliance. Nor shall RVP be responsible for defective merchandise as a result of misuse or abuse by the user and/or installer.

In cases where RVP is not liable for the service work, the responsible party should be contacted for payment of services rendered.

**D. HANDLING OF IN-WARRANTY CALLS**

1. Taking the call for service.

Prior to performing the service, the Service Agent should secure all information possible from the customer. The information you should request is:

- A. Air conditioner model and serial number off the evaporator portion of the HVAC.
- B. Customer date of purchase of the air conditioner.
- C. **It is extremely important to advise the customer that he is obligated for all service not covered by the warranty.**

2. While performing the service:

- A. Determine the cause of failure. If the problem is a direct result of a defect in material or workmanship, RVP will handle per the terms set forth in the certificate of warranty supplied with the product and the flat rate schedule and service policy.

IF THE PROBLEM IS A DIRECT RESULT OF IMPROPER INSTALLATION, IMPROPER SET UP, OR IS A PART OF NORMAL CUSTOMER MAINTENANCE OR ADJUSTMENT, RVP WILL NOT BE RESPONSIBLE FOR ANY SERVICE EXPENSE. SERVICE WORK PERFORMED THAT CANNOT BE ATTRIBUTED TO DEFECTS IN MATERIAL AND RVP FACTORY WORKMANSHIP MUST NOT BE BILLED TO RVP. IN CASES WHERE RVP IS NOT LIABLE FOR THE SERVICE WORK, THE RESPONSIBLE PARTY SHOULD BE CONTACTED FOR PAYMENT OF YOUR SERVICES.

- B. Complete all warranty repairs and check for proper operation.
- C. Record in detail any defects found and what corrections were required.
- D. Handle parts carefully to prevent damage. Parts received damaged are not acceptable for warranty.

**E. EQUIPMENT REQUIRED TO PERFORM SERVICE**

RVP equipment is built so that all components are accessible for service. In order to perform service, a good assortment of hand tools are required. There is, of course, a need for certain test equipment. Some of the test instruments required include:

- Refrigerant Recovery Equipment
- Electronic Scale
- Brazing Torch (support equipment)
- Leak Detector
- Vacuum Pump
- Thermometers
- Ampmeter
- Manifold Gauges
- Volt-Ohm Meter

**F. FLAT RATE LABOR SCHEDULE BACKGROUND**

The flat rate service concept has spread into every industry where in-warranty service is performed by servicing organizations.

**G. IN-WARRANTY LABOR ALLOWANCES - AIR CONDITIONING**

1. Labor for Replacement Parts

In addition to providing in-warranty replacement parts, RVP will also pay a reasonable amount for on-the-job labor time for replacement of any part which, upon our inspection, is shown to be defective. The exact labor rate to be paid is stated in this manual, Section O.

2. Labor allowances for invoices not involving a defective part.

The vast majority of service problems require a replacement part. However, the policy makes provisions for the few that may not. If a problem can be directly attributed to RVP, a labor invoice for correction of the problem may be submitted. A complete detailed description on the invoice will expedite payment.

**H. WARRANTY PARTS FREIGHT POLICY (OUT BOUND)**

The policy concerning the freight on out bound RVP replacement parts is as follows: RVP will ship repair parts prepaid using normal ground service.

**I. WARRANTY PARTS FREIGHT POLICY (IN BOUND)**

Parts required to be returned should be sent freight prepaid. The freight charges may be added to your invoice.

**J. WARRANTY PART RETURNS**

RVP does not require all defective in-warranty parts to be returned for verification. **The following parts are required to be returned for warranty.**

Compressors  
Motors  
Printed Circuit Boards  
Thermostats  
Evaporators  
Condensers

**IMPORTANT**

**No credit will be issued for the return of the compressor data plate only. When returning a compressor, it is necessary to properly seal the ports.**

**K. CREDIT POLICY**

If it is determined that a replacement part is required from RVP, and the Service Agent orders this part from RVP, it will be shipped at our discretion either:

1. No Charge: Parts shipped at no charge do not require the return of a defective part.
2. Warranty Terms: All must return parts will be invoiced for the cost of the part. Defective parts should be returned within thirty (30) days to RVP. Upon receipt of the defective part by RVP, credit will be issued and the invoice will be cancelled.
  - All warranty parts will be sent prepaid UPS ground or other suitable ground transportation.

Note: This policy may be terminated or modified at any time at the sole discretion of RVP. If questions arise regarding the policy, you should contact the RVP Customer Services Department.

**L. LIMITED WARRANTY ON REPAIR PARTS PURCHASED AND INSTALLED ON OUT-OF-WARRANTY PRODUCTS**

All repair parts purchased and installed on out-of-warranty products carry a one (1) year part only warranty from the part purchase date. Inoperative parts will be credited or replaced during the one (1) year warranty period. This warranty DOES NOT include any labor, mileage, travel time, transportation charges or other miscellaneous expenses.

THERE ARE NO OTHER WARRANTIES EXPRESSED OR IMPLIED. NO WARRANTY OF MERCHANTABILITY NOR FITNESS FOR A PARTICULAR PURPOSE. CONSEQUENTIAL DAMAGES AND INCIDENTAL EXPENSES ARE HEREBY EXCLUDED.

**M. WARRANTY INVOICE PROBLEMS WHICH CAUSE A DELAY IN PROCESSING OF WARRANTY INVOICES**

A warranty invoice which has been properly filled out and filed with RVP can be processed within thirty (30) days of the receipt of the invoice by RVP. If the warranty invoice has a must return part, please allow an additional thirty (30) days to test the part.

**FAXED COPIES WILL BE ACCEPTED**

The following is a list of common problems which will cause a delay in processing and/or denial of a warranty invoice.

1. Inadequate information provided on the warranty invoice.

When an invoice is received without all the pertinent information, it will be necessary to delay the invoice pending notification to the servicing agent. If the information cannot be obtained from the servicing agency, the invoice may be denied.
2. Filing a warranty invoice for non-RVP related service work.

If it is determined that our product is beyond the warranty, a warranty invoice should not be filed with RV Products. The retail consumer should be notified that they are responsible for all charges.

3. Invoice filed with non-RVP parts.

When changing out a defective part on an RVP appliance, check the part number against the RVP parts list. If it is determined that the defective part is not an RVP part, the warranty invoice should not be submitted. The customer should be advised at that time that they are responsible for these charges.
4. An invoice submitted with part that does not apply to the product serviced.

When an invoice is filed and a defective part is involved, the servicing agent should take extra care to make sure that the correct part is returned. A check of our records will indicate if the part returned was supplied as an original equipment part on the model listed on the invoice.

5. Not listing the air conditioner model and serial number as well as the original date of purchase.
6. Invoices submitted more than thirty (30) days after the service work was performed.

RV Products feels that thirty (30) days from the date of service should be more than enough time to submit the invoice and defective part.

If an invoice is received more than thirty (30) days after the date of service, it becomes difficult, if not impossible for RVP to return the part to our vendors for credit.

Invoices submitted for payment will be accepted up to ninety (90) days from the date of service.

7. Parts returned with no information.

If a servicing agent elects to return a part without an invoice, the warranty information must still be provided.

8. Invoices and parts not returned together.

Invoice processing will be more efficient if the part and invoice are returned together in the same carton.

9. Invoices and/or parts returned to the wrong address.

If returning the part and invoice by UPS, please use the following address:

**RV Products  
5260 E. 36<sup>th</sup> St. N.  
Wichita, KS 67220**

If returning the part and invoice through the U.S. Postal Service, please use the following address:

**RV Products  
P.O. Box 4020  
Wichita, KS 67204**

10. Parts improperly packaged for return.

Special care should be taken to package all defective parts that are being returned for credit to prevent damage during shipping.

11. Inquiring about invoice disposition without necessary information.

When inquiring about the disposition of a warranty invoice, whether by letter or telephone, the person inquiring should be prepared to provide the invoice number, date of service, date the part and invoice were forwarded to RVP, what transportation method was used to forward the invoice and part, and to what address they were sent.

When the above information is not provided, it is extremely difficult to locate the invoice.

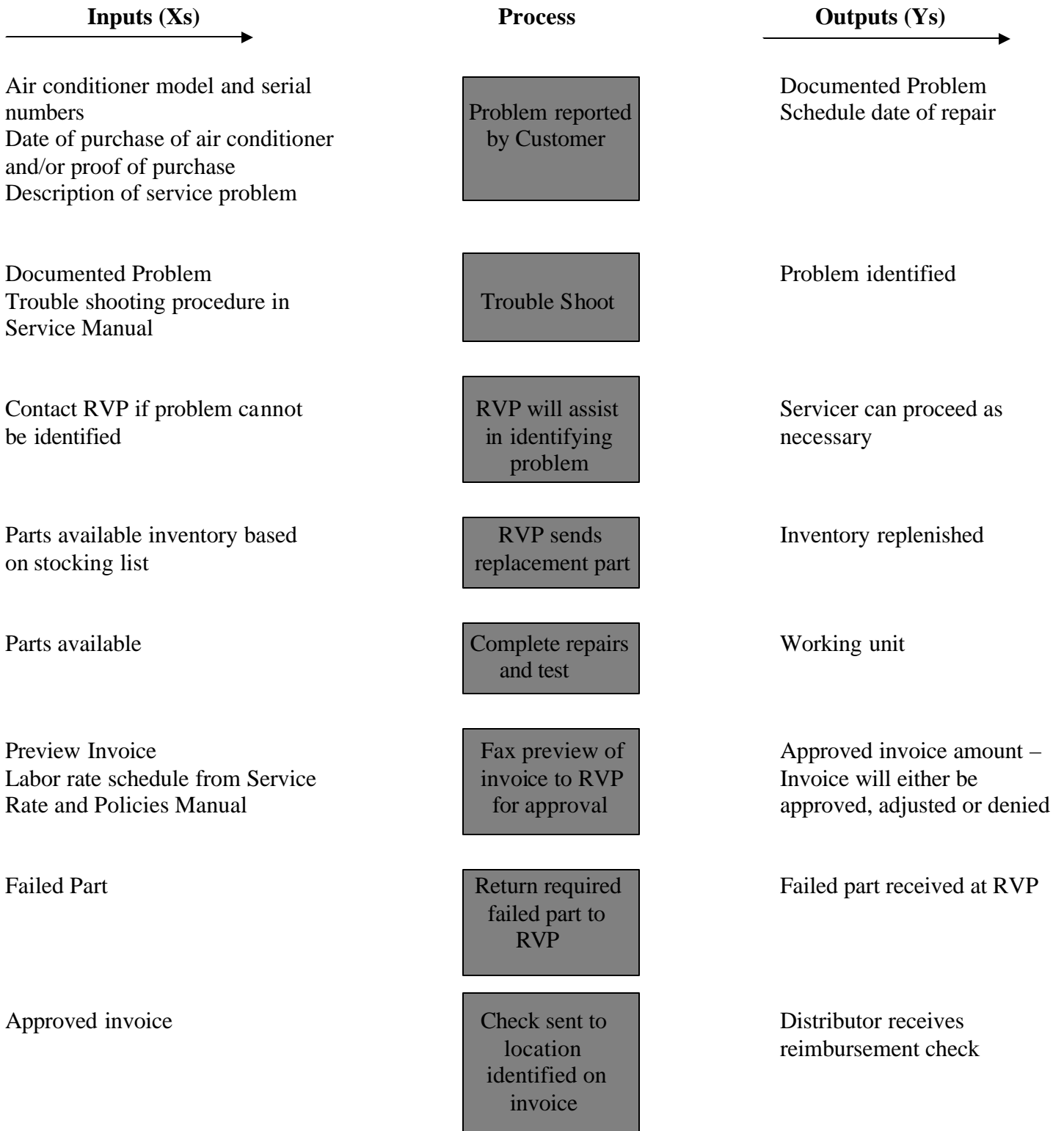
## **IMPORTANT**

**Any required service not shown in the Flat Rate Manual is to be approved by RV Products.**

**All unit replacements must have prior approval from RV Products.**

**For approval, please call RV Products in Wichita, Kansas at 316-219-4567.**

**N. RVP Warranty Process**



**O. FLAT RATE LABOR SCHEDULE TABLE**

<b>Description of Labor</b>	<b>Evaporator</b>	<b>Condenser</b>
Replace Motor Capacitor **	1 Hr.	
Replace Wall Thermostat	1 Hr.	
Replace Compressor Run Capacitor **	1 Hr.	
Replace Compressor Start Capacitor **	1 Hr.	
Replace Motor	2 Hr.	1 Hr.
Replace Impellor	1.5 Hr.	
Replace Freeze Switch	1 Hr.	
Replace Fan Blade	.75 Hr.	
Replace Overload	1 Hr.	
Replace Heat Element	1 Hr.	
Replace Relay	1 Hr.	
Replace Printed Circuit Board	2 Hr.	
Replace Start Device Relay	1 Hr.	
Replace Limit Switch	1 Hr.	
Refrigerant Leak *	\$150.00	
Air Conditioner Replacement ***	\$300.00	
Condenser Replacement ***	\$150.00	
Rectifier	1 Hr.	

\* This is a flat rate allowance which includes refrigerant, fittings, etc.

\*\* Total time allowance for multiple part replacements may not always be combined.  
Example: Only one (1) hour will be allowed when multiple electrical capacitors are replaced.

\*\*\* Must have prior approval from RV Products.