

# **WARRANTY GUIDELINES**

## **FOR COMFORT PACK AND SPLIT-SYSTEM CONDENSERS**



**HEATING & AIR CONDITIONING EQUIPMENT**

*A Division of National Refrigeration & Air Conditioning Products, Inc.*

**539 Dunksferry Road • Bensalem, PA 19020 • (215) 244-1400 • 1-800-523-7138 • Fax: (215) 639-1674**

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# National Comfort Products

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## WARRANTY GUIDELINES FOR NATIONAL COMFORT PRODUCTS (NCP) BENSALEM, PA COMFORT PACK AND SPLIT-SYSTEM CONDENSERS

### PRODUCT LIMITED PARTS WARRANTY

#### COMFORT PACK

Warranty covers **five (5) years on parts (gas and electric), five (5) years on compressor (gas and electric), and ten (10) years on heat exchanger (gas only)**, from the date of installation (must have receipt of purchase and/or installation invoice). If a warranty start-up sheet or installation invoice is not returned to the factory on our Comfort Pack product, start-up date is considered as day shipped from the factory.

#### SPLIT-SYSTEM CONDENSERS (A/C and Heat Pumps)

Warranty covers **one (1) year on parts, five (5) years on compressor** from the date of installation (must have receipt of purchase and/or installation invoice). If a warranty start-up sheet or installation invoice is not returned to the factory on our split-system condensers product, start-up date is considered as day shipped from the factory.

1. Parts warranty **only** covers the **defective part** within the specified warranty timeframe. The warranty **does not** cover the labor or the freight costs for shipping parts in or returning defective parts.
2. In order to claim the part warranty, the following criteria must be met:
  - a. Part must still be in warranty status according to the prescribed warranty timeframe. If a warranty start-up sheet was not returned to the factory on our product, the start-up date is considered as day shipped from the factory.
  - b. Part must have been used in its designed fashion and not abused.
  - c. We reserve the right to refuse warranty if the product was found not to be installed per our installation instructions.

#### The "RMA Request Form" is to be used for:

1. Warranted parts claim.
2. Applicable labor claims (must be approved by the sales manager prior to doing work).
  - a. The RMA Request Form (see page 3) must be filled out in its entirety by the wholesaler handling the claim and faxed back to National Comfort Products for approval.
  - b. Credit will be withheld if all information is not present on the RMA request form.
  - c. See installation instructions for the timeframe for returning defective parts.

#### The "Return Authorization Tag Form" is to be used for:

1. The Return Authorization Tag (see page 4) will be issued to the wholesaler with the return authorization number. The defective part can then be shipped back to National Comfort Products if required (consult factory).
  - a. Once the part or tag is returned to National Comfort Products with the Return Authorization Tag form affixed to the outside of the box, a credit for the replacement part purchase order will be considered.

#### COMFORT PACK

**5 YEAR**  
WARRANTY  
ON PARTS

**5 YEAR**  
WARRANTY  
COMPRESSOR

**10 YEAR**  
WARRANTY  
HEAT EXCHANGER

#### SPLIT-SYSTEM CONDENSERS

**1 YEAR**  
WARRANTY  
ON PARTS

**5 YEAR**  
WARRANTY  
COMPRESSOR

**Parts that must be returned are the following:**

1. All compressors 18 months old or less. Older than 18 months, only send tag off compressor.
2. All indoor blower and condenser motors.
3. All Venter motors - gas unit only.
4. All gas furnace assemblies.
5. All combination gas valves.
6. All control boards.
7. All defrost boards.
8. All evaporator and/or condenser coils.
9. All capillary tube assemblies.

**Labor Allowance:**

1. Limited to the first 90 days after purchase (must have receipt of purchase and/or installation invoice).
  2. Must submit a descriptive quote with the RMA Request Form to be considered.
  3. Subject to sales manager approval.
- a. **Leaks and restrictions** - \$210.00 maximum allowance (includes refrigerant, driers, etc.).
1. A labor allowance is available to offset dealer warranty costs within the first 90 days of original installation for the repair of factory leaks and or restrictions.
    - a. The leak or restriction allowance applies only to the repair of leaks at factory joints or coil defects that result in a refrigerant leak. Leak allowances also apply to defective expansion devices or reversing valve if applicable. Leak allowance does not apply to compressors (see compressor replacement below).
    - b. The RMA Request Form must be completed in its entirety by the wholesaler handling the claim and accompanied by a detailed labor quote submitted by the mechanical contractor. Both the RMA Request Form and the detailed labor quote must then be submitted to National Comfort Products by the wholesaler handling the claim for review by the sales manager.
    - c. After review by the sales manager, a Return Authorization Tag will be issued with the RMA number. Affix this tag to the outside of the box the DOA part will be sent back to National Comfort Products in.
- b. **Compressor replacement** - \$325.00 maximum allowance (includes refrigerant, driers, etc.).
1. A labor allowance is available within the first 90 days of original installation for the replacement of a malfunctioning, factory-installed compressor.
  2. All compressors covered under the labor allowance guidelines must be returned to the wholesaler so it can be shipped back to National Comfort Products for inspection.
  3. When returning compressors, use the rubber plugs provided with the new compressor to seal off the old compressor stubs. **DO NOT PINCH OFF THE OLD COMPRESSOR STUBS.** This prevents testing and will void the warranty.
  4. **DON'T HOLD ON TO THE WARRANTY COMPRESSORS MORE THAN 30 DAYS FROM THE FAIL DATE.** A warranty compressor will not be accepted and a credit will not be issued after 30 days from the fail date.
- c. **Field scrapping**
1. When a compressor is more than 18 months old, the compressor may be field scrapped (you will be directed at time of RMA Request). The name plate off the compressor must accompany the RMA Request Form. **THE NAMEPLATE MUST BE INTACT.**
- d. **DOA components** - \$105.00 maximum allowance.
1. A labor allowance is available to offset dealer warranty costs within the first 90 days of original installation for a DOA component replacement.
    - a. The RMA Request Form must be completed in its entirety by the wholesaler handling the claim and accompanied by a detailed labor quote submitted by the mechanical contractor. Both the RMA Request Form and the detailed labor quote must then be submitted to National Comfort Products by the wholesaler handling the claim for review by the sales manager.
    - b. After review by the sales manager, a Return Authorization Tag will be issued with the RMA number. Affix this tag to the outside of the box the DOA part will be sent back to National Comfort Products in.
    - c. No labor allowance will be considered if the component(s) are not returned. All defective parts must be collected from the work site and taken to the wholesaler handling the claim. The wholesaler will return the part(s) for inspection by National Comfort Products once the Return Authorization Tag is issued.



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RMA REQUEST FORM

RMA # Issued: \_\_\_\_\_ Replacement PO #: \_\_\_\_\_

[ ] Parts Warranty

[ ] Labor Claim (See Warranty Guidelines)

Wholesaler Handling Claim: \_\_\_\_\_

Wholesaler Contact Name: \_\_\_\_\_

Wholesaler Phone #: \_\_\_\_\_

Wholesaler Fax #: \_\_\_\_\_

Contractor Performing Repair: \_\_\_\_\_

Address of End User: \_\_\_\_\_

Unit Model #: \_\_\_\_\_

Unit Serial #: \_\_\_\_\_

Installation Date: \_\_\_\_\_

Fail Date: \_\_\_\_\_

FAILED COMPONENTS

Table with 4 columns: QUANTITY, PART(S) #, DESCRIPTION, PRICE. Contains 3 empty rows for data entry.

Explanation of Failure: \_\_\_\_\_

\_\_\_\_\_

PLEASE FILL OUT COMPLETELY BEFORE FAXING BACK TO (215) 639-1269

\*\* DO NOT RETURN ANY PARTS UNTIL THE RMA# HAS BEEN ISSUED \*\*

\*\*PART OR TAG MUST BE RETURNED WITHIN 60 DAYS OF THE FAILURE DATE\*\*

PARTS RETURNED AFTER 60 DAYS WILL NOT BE ELIGIBLE FOR CREDIT AND WILL BE REFUSED.

CAPACITOR MUST BE REPLACED WITH NEW MOTOR (OR COMPRESSOR). USED CAPACITOR TO ACCOMPANY RETURNED PART. FAILURE TO REPLACE AND SEND BACK WILL VOID ANY WARRANTY OF NEW COMPONENT.

TO: \_\_\_\_\_ FAX #: \_\_\_\_\_

**\*\* RETURN AUTHORIZATION TAG \*\***

Ship to:

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RGA #: \_\_\_\_\_

Model #: \_\_\_\_\_

Serial #: \_\_\_\_\_

Part #: \_\_\_\_\_

Part Description: \_\_\_\_\_

Description of Malfunction: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please attach Tag to the box containing the item returned.**

**Part or tag must be returned immediately after the issuance of RMA #.**



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