



# Container Refrigeration

		Carrier Transicold Pte Ltd 251 Jalan Ahmad Ibrahim Singapore 629146		
<b>Model Number</b>		<b>Date of Manufacture:</b>		
<b>Parts ID Number:</b>	<b>Dry Wt:</b>	<b>Refrig:</b> 10.0 LB	R-744	
<b>Serial Number:</b>		<b>Charge:</b> 4.53 KG		
<b>Voltage:</b> 380/460	<b>Phase:</b> 3	<b>Hertz:</b> 50/60	<b>Max Amp Draw:</b> 25	
<b>Net Refrigeration Capacity:</b>		<b>Interior Temperature:</b>	<b>Ambient Temperature:</b>	
20500 BTU/HR	5995 Watts	at 0F / -17.8 C *	100 F / 37.8 C *	
32000 BTU/HR	9358 Watts	at 35 F / 1.7 C *	100 F / 37.8 C *	
<b>Item:</b>	<b>Months:</b>	Warranty Period From Date In Service In Accordance With 62-11798 Rev A Except As Noted		
<b>Basic Unit:</b> Fan				
<b>Motors:</b>		<b>Warranty Number:</b>	1132335	
<b>Compressor:</b>				
MADE IN SINGAPORE		Place Date Label 62-10392-00 Here		

## Warranty Administration Policy and Procedures



# Warranty Administration Policy and Procedures

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# **Section 1**

## **Introduction**

The purpose of this manual is to provide authorized Carrier Transicold Container Service Centers with a complete description of the Warranty Administration Policies and Procedures for Container Unit and Genset standard warranty, extended warranty, and Container Aftermarket Parts (CAP) service parts warranty. The manual is to be used to ensure the proper understanding and application of Carrier Transicold Container product warranties.

When these policies and procedures are followed, the customers are assured of the best possible service and the service providers are assured of prompt payment for their warranty service.

Any general questions about the Warranty Administration Policy and Procedures manual should be directed to the Warranty Administrator or Field Service Manager for your region. Additional contact information is included throughout this manual, as appropriate, for questions relating to other specific areas and is summarized in Appendix B, [Section 11](#).

## **Section 2**

### **Warranty Documentation Systems**

Carrier Transicold's on-line WebClaim™ 2.0 warranty filing system is a comprehensive tool for handling warranty repair claims. The system is designed to be “user friendly” and automatically performs many of the time-consuming and error-prone steps involved with manual documentation. It also offers concise access to all documentation previously submitted.

Container Service Centers are expected to submit warranty documentation using WebClaim 2.0, as this expedites the review and reimbursement process and provides an automatic record of all submittals.

The WebClaim 2.0 warranty filing system is available to Container Service Centers through Carrier's SSO Dashboard which can be found at <https://sso.carrier.com/>. Access to this requires an assigned User ID and Password which has been assigned to you when your account was set up.

Contact your Local Field Service Engineering Manager to get contact information for assistance with, or questions about, Carrier Transicold's electronic systems. Contact numbers or e-mail addresses can be found on the container public website at: [www.carrier.com/container-refrigeration](http://www.carrier.com/container-refrigeration). From the Contact Us page, select your region and then scroll down to find the Service Engineering heading.

## Section 3

### Warranty Coverage - Basic Conditions and Limitations

#### 3.1 Container Products (Refrigeration Units and Generator Sets)

Carrier Transicold's statement of manufacturer's warranty differs depending on product lines and models. Current samples of some of these are given after this section as shown below:

[Figure 3.1](#) - Container Refrigeration Unit Manufacturer's STANDARD Warranty

[Figure 3.2](#) - Generator Set Standard Warranty

[Figure 3.3](#) - Generator Set Premium Warranty, 5 Year

[Figure 3.4](#) - Generator Set Premium Warranty, 7 Year

[Figure 3.5](#) - Container Refrigeration Unit SeaCare™ Warranty Renewal

[Figure 3.6](#) - Generator Set SeaCare™ Warranty Renewal

[Figure 3.7](#) - Container Refrigeration Telematics Warranty

[Figure 3.8](#) - Service Parts or Components Manufacturer's Warranty

[Figure 3.9](#) - Container Refrigeration EverFRESH Warranty

The following basic conditions and limitations apply to all products and models:

1. Carrier Transicold does not warrant the workmanship of the installer and will not bear any cost due to faulty or incorrect installation or damage in shipment, nor shall this warranty apply in the case of accidental damage to the finish of the product, abuse, misuse, flood, fire, or if the unit serial plate has been altered, defaced, or is missing.
2. This warranty shall not apply to any Carrier Transicold product, which, in the opinion of Carrier Transicold, has been altered, installed, or repaired in a manner affecting the efficiency or performance of the equipment.
3. For the remainder of this manual 'Service Center' includes: Premium Service Center, Advanced Service Center, Service Center and Genset Service Center. 'Container Service Center' is defined as those firms specifically authorized to perform warranty work by Carrier Transicold. An authorized service center can be found using the service center locator in the ContainerLINK™ app that is available on-line at <https://www.carrier.com/container-refrigeration/>
4. Warranty repairs or replacements shall be performed by Service Centers at their place of business during normal working hours.
5. In the event a Service Center does not perform warranty repairs, said warranty repair claims will be administered through the nearest Carrier Transicold Regional office in accordance with the specified manufacturer's warranty.
6. The Service Center is responsible for repairs or replacements during the warranty period in accordance with the procedures contained herein.
7. Carrier Transicold's warranty is limited to the repair or replacement of defective parts during the warranty period. Labor charges for the repair or replacement of defective parts within the warranty period will be reimbursed at the Service Center's authorized straight time hourly labor rate times the appropriate labor allowance as published in the Carrier Transicold Warranty Labor Allowance Schedule (WLAS).
8. The Owner/End User shall be responsible for maintenance of his equipment, and normal wear and tear are not covered under the warranty. Carrier Transicold is not liable for and does not warrant damage or failures due to neglect of normal maintenance.
9. Charges for labor and parts used in making warranty repairs will be processed in U.S. currency.
10. Carrier Transicold is not liable for loss of time, equipment rental, late deliveries, or other incidental or consequential damages while the equipment is out of service for a warranty repair.

11. Batteries are not covered under standard or extended unit warranties.
12. 12vdc wet cell batteries are warranted by the battery manufacturer.
13. The Owner/End User shall be responsible for all non-warranted expenses, including those noted below:
  - a. Items as described above that are specifically not covered.
  - b. Service calls away from the Service Center's physical place of business.
  - c. Overtime premium or after-hour call-out rates that are above established Warranty Labor Allowance Schedule (WLAS) allowances at the Service Center's authorized straight time hourly labor rate. The Owner/ End User is only responsible for the portion of charges that are above the Warranty Labor Allowance Schedule.
  - d. Labor required in obtaining access to units (i.e., removing bulkheads, air ducts, or other accessories that may be attached to the unit) is not covered by warranty.
  - e. Container movements or repositioning of stacked equipment is not covered under warranty.
14. Electronic assemblies that have been opened, evidenced by the 'Warranty Void if Seal Broken' label being missing, damaged or perforated, are excluded from warranty coverage.

### **3.2 Container Aftermarket Parts (CAP) Service Parts**

Carrier Transicold's Container Aftermarket Parts (CAP) includes a service parts or components manufacturer's warranty. A sample of this warranty is shown in [Figure 3.8](#).

#### **1. Failed Parts installed onto a Unit**

- a. Parts taken from stock and installed into a unit, shelf warranty, should have a warranty claim submitted using the serial number of the unit the part was installed into.
- b. Warranty Claim should show total parts used and details of the failure of BOTH parts must be included in the warranty claim's failure description.

#### **2. Parts Shipment Shortages/Errors/Damage**

Detailed guidelines for parts shipment shortages or damage can be found online in E-marketplace or requested from your CSR. The major points include the following:

- a. Initially any losses or damage in shipment should be reported immediately by phone to Carrier Transicold/CAP at the number referenced in [Section 11](#).
- b. All claims for shortage or damage must be made within 5 days after receipt of shipment.
- c. Claims for lost shipments must be made within 30 days of receipt of invoice or other notification of shipment.
- d. Damaged or pilfered cartons should be saved until the claim is settled.
- e. Do not return any goods to CAP without obtaining prior approval and instruction from Carrier Transicold/ CAP; goods returned unauthorized will be refused.
- f. CAP will advise on how to handle the claim.

Review the web site for additional instructions and deadlines that apply for return of parts ordered or shipped in error.



**Figure 3.1 Container Refrigeration Unit Manufacturer's STANDARD Warranty**



## **Manufacturer's Warranty**

### **MODEL 69NT CONTAINER REFRIGERATION**

Carrier Transicold Division, Carrier Corporation ("Carrier Transicold"), through designated Container Service Centers will, at Carrier Transicold's option, repair or replace, with a new or remanufactured part, any parts or components of the product identified above which UNDER NORMAL USE AND SERVICE malfunction as a result of defects in material or workmanship for periods as specified in the original sales contract. Contact Carrier Transicold for a current list of Container Service Centers designated to administer warranty. See 62-02489 – Warranty Administration Policy and Procedures manual for full details.

In the event warranty repairs are not performed by a designated container service center, such warranty repair claims will be administered through Carrier Transicold's Syracuse Warranty Department. Claimant will be reimbursed labor expense at the rate of thirty-six (36) U.S. dollars per hour times the allowable time for the applicable repair, as indicated in Carrier Transicold's Warranty Labor Allowance Schedule, or for the actual labor, whichever is less. Labor expense reimbursement is for work performed at a repair facility during normal working hours only. Parts will be reimbursed at Carrier Transicold's current list price, less the applicable discount from the parts depot in the local geographic area, plus 5% for handling. If requested by claimant, replacement parts will be shipped to claimant F.A.S. (INCOTERMS 2010) Continental U.S.A. port by surface shipment or F.A.S. (INCOTERMS 2010) nearest port of embarkation from Carrier Transicold parts depots outside Continental U.S.A.

This warranty does not cover consumable or maintenance items which may include, but are not necessarily restricted to, the following: grease and lubricants, filters and filter elements including EverFRESH and XtendFRESH filters, cleaning materials, fuses, light bulbs, refrigerant gases, oils, driers and batteries.

Carrier Transicold is not responsible for any duties, taxes or associated charges as may be applicable in accordance with the regulations of the country where warranty repair is performed.

This warranty does not apply to any equipment, which in Carrier Transicold's sole judgment, has been subject to misuse, negligence in handling or accident, operated contrary to manufacturer's printed instructions or has been so repaired or altered as to adversely affect its operational integrity.

**THE FOREGOING WARRANTIES ARE EXPRESSLY GIVEN IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHICH ARE HEREBY DISCLAIMED.**

#### **LIMITATION OF LIABILITY**

**Carrier Transicold and its affiliates SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES. THE BUYER'S SOLE AND EXCLUSIVE REMEDY AND CARRIER TRANSICOLD'S AND ITS AFFILIATES SOLE AND EXCLUSIVE LIABILITY, WHETHER FOUNDED IN STATUTE, CONTRACT, TORT (INCLUDING STRICT LIABILITY AND NEGLIGENCE) OR ANY OTHER THEORY OF LIABILITY, SHALL BE LIMITED TO THE REPAIR OR REPLACEMENT OF PARTS OR COMPONENTS IDENTIFIED ABOVE SUBJECT TO THE LIMITATIONS HEREIN.**

**Figure 3.2 Generator Set Manufacturer's STANDARD Warranty**



## **Manufacturer's Warranty**

### **GENERATOR SETS MODELS UG & RG**

#### **TWO YEAR WARRANTY (LABOR AND MATERIAL)**

Within twenty five (25) months after the date of shipment from the manufacturer's plant, Carrier Transicold Division, Carrier Corporation ("Carrier Transicold") through designated Container Service Centers will, at Carrier Transicold's option, repair or replace, with a new or remanufactured part, any parts or components of the products identified above which UNDER NORMAL USE AND SERVICE malfunction as a result of defects in material or workmanship. Contact Carrier Transicold for a current list of Container Service Centers designated to administer warranty. See 62-02489 – Warranty Administration Policy and Procedures manual for full details.

In the event warranty repairs are not performed by a designated container service center, such warranty repair claims will be administered through Carrier Transicold's Syracuse Warranty Department. Claimant will be reimbursed labor expense at the rate of thirty-six (36) U.S. dollars per hour times the allowable time for the applicable repair, as indicated in Carrier Transicold's Warranty Labor Allowance Schedule, or for the actual labor expense, whichever is less. Labor expense reimbursement is for work performed at a repair facility during normal working hours only. Parts will be reimbursed at Carrier Transicold's current list price, less the applicable discount from the parts depot in the local geographic area, plus 5% for handling. If requested by claimant, replacement parts will be shipped to claimant F.A.S. (INCOTERMS 2010) Continental U.S.A. port by surface shipment or F.A.S. (INCOTERMS 2010) nearest port of embarkation from Carrier Transicold parts depots outside Continental U.S.A.

This warranty does not include consumable or maintenance items. Consumable and maintenance items include, but are not necessarily restricted to, the following: engine oil, grease, lubricants, fuel, filters and filter elements, injector nozzles, glow plugs, cleaning materials, belts, fuses, light bulbs, refrigerant gases, oils, driers, shock mounts and batteries (batteries are warranted by the battery manufacturer).

In the event warranty repairs are affected outside the boundaries of the United States of America, Carrier Transicold is not responsible for any duties, taxes or associated charges as may be applicable in accordance with the regulations of the country where such warranty repair is performed.

This warranty does not apply to any equipment which in Carrier Transicold's sole judgement has been subject to misuse, negligence in handling or accident, operated contrary to manufacturer's printed instructions or has been so repaired or altered as to adversely affect its operational integrity.

**THE FOREGOING WARRANTIES ARE EXPRESSLY GIVEN IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHICH ARE HEREBY DISCLAIMED.**

#### **LIMITATION OF LIABILITY**

Carrier Transicold and its affiliates **SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES. THE BUYER'S SOLE AND EXCLUSIVE REMEDY AND CARRIER TRANSCOLD'S AND ITS AFFILIATES SOLE AND EXCLUSIVE LIABILITY, WHETHER FOUNDED IN STATUTE, CONTRACT, TORT (INCLUDING STRICT LIABILITY AND NEGLIGENCE) OR ANY OTHER THEORY OF LIABILITY, SHALL BE LIMITED TO THE REPAIR OR REPLACEMENT OF PARTS OR COMPONENTS IDENTIFIED ABOVE SUBJECT TO THE LIMITATIONS HEREIN.**

**Figure 3.3 Generator Set Manufacturer's PREMIUM Warranty, 5 Year**



## **Manufacturer's Warranty**

### **GENERATOR SETS MODELS UG & RG PREMIUM WARRANTY**

#### **FIVE YEAR WARRANTY (LABOR AND MATERIAL)**

Within sixty one (61) months after the date of shipment from the manufacturer's plant, Carrier Transicold Division, Carrier Corporation ("Carrier Transicold") through designated Container Service Centers will, at Carrier Transicold's option, repair or replace, with a new or remanufactured part, any parts or components of the products identified above which UNDER NORMAL USE AND SERVICE malfunction as a result of defects in material or workmanship. Contact Carrier Transicold for a current list of Container Service Centers designated to administer warranty. See 62-02489 – Warranty Administration Policy and Procedures manual for full details.

In the event warranty repairs are not performed by a designated container service center, such warranty repair claims will be administered through Carrier Transicold's Syracuse Warranty Department. Claimant will be reimbursed labor expense at the rate of thirty-six (36) U.S. dollars per hour times the allowable time for the applicable repair, as indicated in Carrier Transicold's Warranty Labor Allowance Schedule, or for the actual labor expense, whichever is less. Labor expense reimbursement is for work performed at a repair facility during normal working hours only. Parts will be reimbursed at Carrier Transicold's current list price, less the applicable discount from the parts depot in the local geographic area, plus 5% for handling. If requested by claimant, replacement parts will be shipped to claimant F.A.S. (INCOTERMS 2010) Continental U.S.A. port by surface shipment or F.A.S. (INCOTERMS 2010) nearest port of embarkation from Carrier Transicold parts depots outside Continental U.S.A.

This warranty does not include consumable or maintenance items. Consumable and maintenance items include, but are not necessarily restricted to, the following: engine oil, grease, lubricants, fuel, filters and filter elements, injector nozzles, glow plugs, cleaning materials, belts, fuses, light bulbs, refrigerant gases, oils, driers, shock mounts and batteries (batteries are warranted by the battery manufacturer).

In the event warranty repairs are affected outside the boundaries of the United States of America, Carrier Transicold is not responsible for any duties, taxes or associated charges as may be applicable in accordance with the regulations of the country where such warranty repair is performed.

This warranty does not apply to any equipment which in Carrier Transicold's sole judgement has been subject to misuse, negligence in handling or accident, operated contrary to manufacturer's printed instructions or has been so repaired or altered as to adversely affect its operational integrity.

**THE FOREGOING WARRANTIES ARE EXPRESSLY GIVEN IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHICH ARE HEREBY DISCLAIMED.**

#### **LIMITATION OF LIABILITY**

**Carrier Transicold and its affiliates SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES. THE BUYER'S SOLE AND EXCLUSIVE REMEDY AND CARRIER TRANSCOLD'S AND ITS AFFILIATES SOLE AND EXCLUSIVE LIABILITY, WHETHER FOUNDED IN STATUTE, CONTRACT, TORT (INCLUDING STRICT LIABILITY AND NEGLIGENCE) OR ANY OTHER THEORY OF LIABILITY, SHALL BE LIMITED TO THE REPAIR OR REPLACEMENT OF PARTS OR COMPONENTS IDENTIFIED ABOVE SUBJECT TO THE LIMITATIONS HEREIN.**

**Figure 3.4 Generator Set Manufacturer's PREMIUM Warranty, 7 Year**



## **Manufacturer's Warranty**

### **GENERATOR SETS MODELS UG & RG PREMIUM WARRANTY**

#### **SEVEN YEAR WARRANTY (LABOR AND MATERIAL)**

Within eighty five (85) months after the date of shipment from the manufacturer's plant, Carrier Transicold Division, Carrier Corporation ("Carrier Transicold") through designated Container Service Centers will, at Carrier Transicold's option, repair or replace, with a new or remanufactured part, any parts or components of the products identified above which UNDER NORMAL USE AND SERVICE malfunction as a result of defects in material or workmanship. Contact Carrier Transicold for a current list of Container Service Centers designated to administer warranty.

In the event warranty repairs are not performed by a designated container service center, such warranty repair claims will be administered through Carrier Transicold's Syracuse Warranty Department. Claimant will be reimbursed labor expense at the rate of thirty-six (36) U.S. dollars per hour times the allowable time for the applicable repair, as indicated in Carrier Transicold's Warranty Labor Allowance Schedule, or for the actual labor expense, whichever is less. Labor expense reimbursement is for work performed at a repair facility during normal working hours only. Parts will be reimbursed at Carrier Transicold's current list price, less the applicable discount from the parts depot in the local geographic area, plus 5% for handling. If requested by claimant, replacement parts will be shipped to claimant F.A.S. (INCOTERMS 2010) Continental U.S.A. port by surface shipment or F.A.S. (INCOTERMS 2010) nearest port of embarkation from Carrier Transicold parts depots outside Continental U.S.A.

This warranty does not include consumable or maintenance items. Consumable and maintenance items include, but are not necessarily restricted to, the following: engine oil, grease, lubricants, fuel, filters and filter elements, injector nozzles, glow plugs, cleaning materials, belts, fuses, light bulbs, refrigerant gases, oils, driers, shock mounts and batteries (batteries are warranted by the battery manufacturer).

In the event warranty repairs are affected outside the boundaries of the United States of America, Carrier Transicold is not responsible for any duties, taxes or associated charges as may be applicable in accordance with the regulations of the country where such warranty repair is performed.

This warranty does not apply to any equipment which in Carrier Transicold's sole judgement has been subject to misuse, negligence in handling or accident, operated contrary to manufacturer's printed instructions or has been so repaired or altered as to adversely affect its operational integrity.

**THE FOREGOING WARRANTIES ARE EXPRESSLY GIVEN IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHICH ARE HEREBY DISCLAIMED.**

#### **LIMITATION OF LIABILITY**

**Carrier Transicold and its affiliates SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES. THE BUYER'S SOLE AND EXCLUSIVE REMEDY AND CARRIER TRANSCOLD'S AND ITS AFFILIATES SOLE AND EXCLUSIVE LIABILITY, WHETHER FOUNDED IN STATUTE, CONTRACT, TORT (INCLUDING STRICT LIABILITY AND NEGLIGENCE) OR ANY OTHER THEORY OF LIABILITY, SHALL BE LIMITED TO THE REPAIR OR REPLACEMENT OF PARTS OR COMPONENTS IDENTIFIED ABOVE SUBJECT TO THE LIMITATIONS HEREIN.**

**Figure 3.5 Container Refrigeration Unit SEACARE Warranty Renewal**



## **Manufacturer's Warranty**

### **MODEL 69NT CONTAINER REFRIGERATION UNITS SEACARE WARRANTY RENEWAL**

#### **WARRANTY (LABOR & MATERIAL)**

Carrier Transicold Division, Carrier Corporation ("Carrier Transicold") through designated Container Service Centers will, at Carrier Transicold's option, repair or replace, with a new or remanufactured part, those parts which UNDER NORMAL USE AND SERVICE malfunction as a result of defects in material or workmanship as specified in the SeaCare contract. Contact Carrier Transicold for a current list of Container Service Centers designated to administer warranty. See 62-02489 – Warranty Administration Policy and Procedures manual for full details.

In the event warranty repairs are not performed by a designated container service center, such warranty repair claims will be administered through Carrier Transicold's Syracuse Warranty Department. Claimant will be reimbursed labor expense at the rate of thirty-six (36) U.S. dollars per hour times the allowable the applicable repair, as indicated in Carrier Transicold's Warranty Labor Allowance Schedule, or for the actual labor expense, whichever is less. Labor expense reimbursement is for work performed at a repair facility during normal working hours only. Parts will be reimbursed at Carrier Transicold's current list price, less the applicable discount from the parts depot in the local geographic area, plus 5% for handling. If requested by claimant, replacement parts will be shipped to claimant F.A.S. (INCOTERMS 2010) Continental U.S.A. port by surface shipment or F.A.S. (INCOTERMS 2010) nearest port of embarkation from Carrier Transicold parts depots outside Continental U.S.A.

This warranty does not cover consumable or maintenance items which may include but are not necessarily restricted to the following: grease and lubricants, filters and filter elements including XtendFRESH filters (Inlet and outlet panel, scrubber and sensor filters), cleaning materials, fuses, light bulbs, refrigerant gases, oils, driers and batteries.

Carrier Transicold is not responsible for any duties, taxes or associated charges as may be applicable in accordance with the regulations of the country where warranty repair is performed.

This warranty does not apply to any equipment which in Carrier Transicold's sole judgment has been subject to misuse, negligence in handling or accident, operated contrary to manufacturer's printed instructions or has been so repaired or altered as to adversely affect its operational integrity.

**THE FOREGOING WARRANTIES ARE EXPRESSLY GIVEN IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHICH ARE HEREBY DISCLAIMED.**

#### **LIMITATION OF LIABILITY**

Carrier Transicold and its affiliates **SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES. THE BUYER'S SOLE AND EXCLUSIVE REMEDY AND CARRIER TRANSICOLD'S AND ITS AFFILIATES SOLE AND EXCLUSIVE LIABILITY, WHETHER FOUNDED IN STATUTE, CONTRACT, TORT (INCLUDING STRICT LIABILITY AND NEGLIGENCE) OR ANY OTHER THEORY OF LIABILITY, SHALL BE LIMITED TO THE REPAIR OR REPLACEMENT OF PARTS OR COMPONENTS IDENTIFIED ABOVE SUBJECT TO THE LIMITATIONS HEREIN.**



**Figure 3.6 Generator Set SEACARE Warranty Renewal**



## **Manufacturer's Warranty**

### **GENERATOR SETS MODELS UG & RG SEACARE WARRANTY RENEWAL**

#### **WARRANTY (LABOR & MATERIAL)**

Carrier Transicold Division, Carrier Corporation ("Carrier Transicold") through designated Container Service Centers will, at Carrier Transicold's option, repair or replace, with a new or remanufactured part, those parts which UNDER NORMAL USE AND SERVICE malfunction as a result of defects in material or workmanship. Contact Carrier Transicold for a current list of Container Service Centers designated to administer warranty.

In the event warranty repairs are not performed by a designated container service center, such warranty repair claims will be administered through Carrier Transicold's Syracuse Warranty Department. Claimant will be reimbursed labor expense at the rate of thirty-six (36) U.S. dollars per hour times the allowable the applicable repair, as indicated in Carrier Transicold's Warranty Labor Allowance Schedule, or for the actual labor expense, whichever is less. Labor expense reimbursement is for work performed at a repair facility during normal working hours only. Parts will be reimbursed at Carrier Transicold's current list price, less the applicable discount from the parts depot in the local geographic area, plus 5% for handling. If requested by claimant, replacement parts will be shipped to claimant F.A.S. (INCOTERMS 2010) Continental U.S.A. port by surface shipment or F.A.S. (INCOTERMS 2010) nearest port of embarkation from Carrier Transicold parts depots outside Continental U.S.A.

This warranty does not include consumable or maintenance items. Consumable or maintenance items include but are not necessarily restricted to the following: engine oil, grease and lubricants, fuel, filters and filter elements, injector nozzles, glow plugs, cleaning materials, belts, fuses, light bulbs, refrigerant gases, oils, driers, shock mounts and batteries.

Carrier Transicold is not responsible for any duties, taxes or associated charges as may be applicable in accordance with the regulations of the country where warranty repair is performed.

This warranty does not apply to any equipment which, in Carrier Transicold's sole judgment has been subject to misuse, negligence in handling or accident, operated contrary to manufacturer's printed instructions or has been so repaired or altered as to adversely affect its operational integrity.

**THE FOREGOING WARRANTIES ARE EXPRESSLY GIVEN IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHICH ARE HEREBY DISCLAIMED.**

#### **LIMITATION OF LIABILITY**

Carrier Transicold and its affiliates **SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES. THE BUYER'S SOLE AND EXCLUSIVE REMEDY AND CARRIER TRANSCOLD'S AND ITS AFFILIATES SOLE AND EXCLUSIVE LIABILITY, WHETHER FOUNDED IN STATUTE, CONTRACT, TORT (INCLUDING STRICT LIABILITY AND NEGLIGENCE) OR ANY OTHER THEORY OF LIABILITY, SHALL BE LIMITED TO THE REPAIR OR REPLACEMENT OF PARTS OR COMPONENTS IDENTIFIED ABOVE SUBJECT TO THE LIMITATIONS HEREIN.**

**Figure 3.7 Container Refrigeration Telematics Warranty**



## **Manufacturer's Warranty**

### **CONTAINER REFRIGERATION TELEMATICS**

Carrier Transicold Division, Carrier Corporation ("Carrier Transicold"), through designated Container Service Centers will, at Carrier Transicold's option, repair or replace, with a new or remanufactured part, any parts or components of the product identified above which UNDER NORMAL USE AND SERVICE malfunction as a result of defects in material or workmanship for a period of 36 months commencing 30 days after date of shipment. Contact Carrier Transicold for a current list of Container Service Centers designated to administer warranty. See 62- 02489 – Warranty Administration Policy and Procedures manual for full details

In the event warranty repairs are not performed by a designated container service center, such warranty repair claims will be administered through Carrier Transicold's Syracuse Warranty Department. Claimant will be reimbursed labor expense at the rate of thirty- six (36) U.S. dollars per hour times the allowable time for the applicable repair, as indicated in Carrier Transicold's Warranty Labor Allowance Schedule, or for the actual labor expense, whichever is less. Labor expense reimbursement is for work performed at a repair facility during normal working hours only. Parts will be reimbursed at Carrier Transicold's current list price, less the applicable discount from the parts depot in the local geographic area, plus 5% for handling. If requested by claimant, replacement parts will be shipped to claimant F.A.S. (INCOTERMS 2010) Continental U.S.A. port by surface shipment or F.A.S. (INCOTERMS 2010) nearest port of embarkation from Carrier Transicold parts depots outside Continental U.S.A.

This warranty does not cover consumable or maintenance items which may include but are not necessarily restricted to the following: Remote sensors, grease and lubricants, cleaning materials, fuses, light bulbs and batteries.

Carrier Transicold is not responsible for any duties, taxes or associated charges as may be applicable in accordance with the regulations of the country where warranty repair is performed.

This warranty does not apply to any equipment which in Carrier Transicold's sole judgment has been subject to misuse, negligence in handling or accident, operated contrary to manufacturer's printed instructions or has been so repaired or altered as to adversely affect its operational integrity.

**THE FOREGOING WARRANTIES ARE EXPRESSLY GIVEN IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHICH ARE HEREBY DISCLAIMED.**

#### **LIMITATION OF LIABILITY**

Carrier Transicold and its affiliates **SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES. THE BUYER'S SOLE AND EXCLUSIVE REMEDY AND CARRIER TRANSCOLD'S AND ITS AFFILIATES SOLE AND EXCLUSIVE LIABILITY, WHETHER FOUNDED IN STATUTE, CONTRACT, TORT (INCLUDING STRICT LIABILITY AND NEGLIGENCE) OR ANY OTHER THEORY OF LIABILITY, SHALL BE LIMITED TO THE REPAIR OR REPLACEMENT OF PARTS OR COMPONENTS IDENTIFIED ABOVE SUBJECT TO THE LIMITATIONS HEREIN.**

**Figure 3.8 Service Parts & Components Manufacturer's Warranty (Page 1 of 2)**



## **MANUFACTURER'S WARRANTY & LIMITATION OF LIABILITY**

### **SERVICE PARTS OR COMPONENTS**

#### **WARRANTY**

For the period of time after the date of original purchase by the end user, set forth in the following Coverage Table, Carrier Transicold Division, Carrier Corporation ("Carrier Transicold") agrees to repair or replace at its option any Carrier Transicold service replacement part or component found by Carrier Transicold to be defective in material or workmanship under normal use and service. Replacement of parts will be through our designated dealer or by Carrier Transicold, Syracuse NY. All shipments will be FCA (INCOTERMS 2010).

The warranty periods stated herein are inclusive of any warranty previously made by Carrier Transicold, and in the event the part warranted hereunder is used to replace a part subject to a previous warranty made by Carrier Transicold, the period of warranty shall be limited to the unexpired portion of the previous warranty.

This warranty does not include consumable or maintenance items or transportation costs. As stated in the Warranty Administrative Manual, this Service or Service Components warranty is "parts" only. Labor to replace a defective service part that falls within the warranty period is at the owner's expense.

Consumable and maintenance items include but are not restricted to the following: engine oil, grease and lubricants, fuel, filters and filter elements, injector nozzles, glow plugs, cleaning materials, ignition points, condensers, spark plugs, fuses, light bulbs, refrigerant, oils, driers and belts.

This warranty does not apply to any new equipment which has been subject to misuse, negligence in handling or accident, operated contrary to manufacturer's printed instruction or has been repaired or altered as to adversely affect its operational integrity.

**THE FOREGOING WARRANTIES ARE EXPRESSLY GIVEN IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHICH ARE HEREBY DISCLAIMED.**

#### **LIMITATION OF LIABILITY**

Carrier Transicold and its affiliates **SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES. THE BUYER'S SOLE AND EXCLUSIVE REMEDY AND CARRIER TRANSICOLD'S AND ITS AFFILIATES SOLE AND EXCLUSIVE LIABILITY, WHETHER FOUNDED IN STATUTE, CONTRACT, TORT (INCLUDING STRICT LIABILITY AND NEGLIGENCE) OR ANY OTHER THEORY OF LIABILITY, SHALL BE LIMITED TO THE REPAIR OR REPLACEMENT OF PARTS OR COMPONENTS IDENTIFIED ABOVE SUBJECT TO THE LIMITATIONS HEREIN.**



**Figure 3.8 Service Parts & Components Manufacturer's Warranty (Page 2 of 2)**



## MANUFACTURER'S WARRANTY & LIMITATION OF LIABILITY

### SERVICE PARTS OR COMPONENTS

#### COVERAGE TABLE

Component or Part	Coverage
Basic Component or Part	90 Days
Accessories and Kits	90 Days
eSolutions Warranty (Refer to eSolutions™ Hardware and Accessories Limited Warranty Statement, document 62-12111)	--
Alternators - New, 30-00409 and 30-50409 Series	18 Months
Alternators - New, 30-01114 Series	2 Years
Alternators – New, All others	1 Year
Alternators - Remanufactured	9 Months
Clutch - 50-01173 Series	1 Year
Compressors - Container Application - Carrier, New Reciprocating or Scroll	2 Years
Compressors - Container Application - Carrier "Select Line"	2 Years
Compressors - Other Than Carrier Manufacturer - i.e. Automotive Style	90 Days
Controllers, Microprocessor, Displays, Solid State or Keypad Components (Replacement or Repair)	1 Year
Data Recorders - DataCorder™, DataLink™, DataCOLD, DataLink2	1 Year
Engines, 4 Cylinder (New or Remanufactured Carrier + TK Replacement)	2 Years
Generators - Container Genset	1 Year
Generators - All Other	90 Days
Motors, Electric - All	90 Days
Software, PC	90 Days
Starters (New and SelecLINE)	1 Year
Battery Chargers	1 Year

62-12369

Figure 3.9 Container Refrigeration EverFRESH Warranty



## Manufacturer's Warranty

### EverFRESH Option Warranty

Within 24 months from the date of original installation, Carrier Transicold Division, Carrier Corporation ("Carrier Transicold"), through designated Container Service Centers will, at Carrier Transicold's option, repair or replace, with a new or remanufactured part, any parts or components of the product identified above which UNDER NORMAL USE AND SERVICE malfunction as a result of defects in material or workmanship for periods as specified in the original current list of Container Service Centers designated to administer warranty. See 62-02489 – Warranty Administration Policy and Procedures manual for full details.

In the event warranty repairs are not performed by a designated container service center, such warranty repair claims will be administered through Carrier Transicold's Syracuse Warranty Department. Claimant will be reimbursed labor expense at the rate of thirty- six (36) U.S. dollars per hour times the allowable time for the applicable repair, as indicated in Carrier Transicold's Warranty Labor Allowance Schedule, or for the actual labor expense, whichever is less. Labor expense reimbursement is for work performed at a repair facility during normal working hours only. Parts will be reimbursed at Carrier Transicold's current list price, less the applicable discount from the parts depot in the local geographic area, plus 5% for handling. If requested by claimant, replacement parts will be shipped to claimant F.A.S. (INCOTERMS 2010) Continental U.S.A. port by surface shipment or F.A.S. (INCOTERMS 2010) nearest port of embarkation from Carrier Transicold parts depots outside Continental U.S.A.

This warranty does not include consumable or maintenance items which may include, but not limited to the following: EverFRESH PTI kit, sample air filter, minor rebuild kit, major rebuild kit, cargo curtain kit.

Carrier Transicold is not responsible for any duties, taxes or associated charges as may be applicable in accordance with the regulations of the country where warranty repair is performed.

This warranty does not apply to any equipment which in Carrier Transicold's sole judgement has been subject to misuse, negligence in handling or accident, operated contrary to manufacturer's printed instructions or has been so repaired or altered as to adversely affect its operational integrity.

**THE FOREGOING WARRANTIES ARE EXPRESSLY GIVEN IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHICH ARE HEREBY DISCLAIMED.**

### LIMITATION OF LIABILITY

Carrier Transicold and its affiliates **SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES. THE BUYER'S SOLE AND EXCLUSIVE REMEDY AND CARRIER TRANSCOLD'S AND ITS AFFILIATES SOLE AND EXCLUSIVE LIABILITY, WHETHER FOUNDED IN STATUTE, CONTRACT, TORT (INCLUDING STRICT LIABILITY AND NEGLIGENCE) OR ANY OTHER THEORY OF LIABILITY, SHALL BE LIMITED TO THE REPAIR OR REPLACEMENT OF PARTS OR COMPONENTS IDENTIFIED ABOVE SUBJECT TO THE LIMITATIONS HEREIN.**

## Section 4

### Warranty Types - Refrigeration Models

#### 4.1 Warranty Types - Refrigeration Models

For Carrier Transicold unit or component repairs and replacements, the Service Center must first verify the type of warranty coverage that exists on the unit and/or component. This section provides details and illustrations that will assist the Service Center in making this determination.

##### 4.1.1 Refrigeration Unit Warranty

Refrigeration unit warranty coverages from the factory are listed on the unit serial plate (see [Figure 4.1](#)), located on the unit frame, and verifies warranty coverage (in months) that is in effect from the date in service also shown on the unit serial plate.

##### 1. Basic Coverage

All components on the unit are covered for the period of months shown under Basic Unit. (But see XtendFRESH™ and EverFRESH™ exception below).

##### 2. Extended or Premium Coverage

Certain components may have additional warranty coverage. These components and the total applicable warranty are listed by component under the Basic Unit coverage. Any Extended or Premium coverage is limited to the items listed.

##### 3. Date in Service



Although the date in service is shown on the serial plate, Service Centers should consult the warranty lookup feature of ContainerLINK to verify which coverage is still active.

**Figure 4.1 Unit Serial Plate**

Unit identification numbers are required when corresponding with Carrier Transicold about a specific unit. It is important to have all three of these available.

Basic unit items covered by warranty listed here along with coverage terms in months

Additional extended warranty coverage items are listed in this area.

		Carrier Transicold Pte Ltd 251 Jalan Ahmad Ibrahim Singapore 629146											
<b>Model Number:</b> 69NT40-571-112		<b>Date of Manufacture:</b> XX/20XX											
<b>Parts ID Number:</b> NT3XXX <b>Serial Number:</b> XXX #####		<b>Dry Wt:</b> 811 LB 368 KG	<b>Refrig. Charge:</b> 9.5 LB 4.32 KG	R-134a									
<b>Voltage:</b> 380/460 <b>Phase:</b> 3 <b>Hertz:</b> 50/60 <b>Max Amp Draw:</b> 25													
<b>Net Refrigeration Capacity:</b>		<b>Interior Temperature:</b>		<b>Ambient Temperature:</b>									
22500 BTU/HR    6580 Watts    at    0°F / -17.8°C		100°F / 37.8°C											
40900 BTU/HR    11961 Watts    at    35°F / 1.7°C		100°F / 37.8°C											
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th>Item:</th> <th>Months:</th> </tr> <tr> <td>Basic Unit:</td> <td>XX</td> </tr> <tr> <td>Fan Motors:</td> <td>XX</td> </tr> <tr> <td>Compressor:</td> <td>XX</td> </tr> </table>		Item:	Months:	Basic Unit:	XX	Fan Motors:	XX	Compressor:	XX	Warranty Period From Date In Service In Accordance With 62-11798 Except As Noted			
Item:	Months:												
Basic Unit:	XX												
Fan Motors:	XX												
Compressor:	XX												
<div style="border: 1px solid black; width: 100px; height: 30px; margin: 0 auto;"></div> MADE IN SINGAPORE		<div style="border: 1px solid black; width: 200px; height: 30px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">         Place Date Label 62-66184-00 Here       </div>											

Date-in-service label located in this area identifies when warranty coverage starts.

#### **4.1.2 SeaCare Warranty**

SeaCare Warranty is a contract-based warranty extension that is specific to each unit and customer and is in place after the original new unit warranty expires. To verify if a unit is covered by SeaCare, reference should be made to the specific unit warranty coverage found by using the warranty look-up feature in ContainerLINK.

#### **4.1.3 XtendFRESH and EverFRESH Option Warranty**

The XtendFRESH and EverFRESH components come with a 24-month warranty regardless of the warranty period of the unit it is installed on. The warranty start date is either the unit in service date for factory installed option or the XtendFresh or EverFresh date in service on the face of the unit.

#### **4.1.4 CAP Parts**

CAP's Manufacturer's Warranty & Limitation of Liability that applies to all parts shipped can be found on their website, and this warranty statement also lists the specific warranty periods by part or component. Contact the Warranty Department or CAP as required, to clarify/verify reported Service Parts warranties. Numbers and e-mail addresses can be found on the container public website at: [www.carrier.com/container-refrigeration](http://www.carrier.com/container-refrigeration).

#### **4.1.5 Generator Unit Warranty (Standard / Premium)**

Generator unit warranty coverage is 24 months from date in service or 27 months from manufacturing date. The manufacture date, Month / Year can be found on the unit serial plate. Customers may also purchase longer warranty periods and a Service Center should use the warranty look-up feature in ContainerLINK to confirm warranty coverage.

## **Section 5**

### **Repair Review (Warranty Verification / Requirements)**

Warranty repairs to a Carrier Transicold manufactured unit that fails because of defective material or manufacturer's workmanship should be handled according to the instructions that follow.

These instructions should be used as a guide to determine what is covered by Carrier Transicold's Manufacturer's Warranty and what the responsibilities are of the Owner/End User and Service Center. These guidelines apply to any warranty repairs.

These steps should be followed before performing any warranty work on Carrier Transicold manufactured equipment.

#### **5.1 Unit Serial Plate Warranty Verification**

To ensure the Owner/End User receives full value for the coverage they purchased with the unit, it is essential that the Service Center review the coverage for the unit. This information is shown on the unit serial plate which provides unit identification data and the original data and duration of coverage for various unit components. This information should be reviewed in the warranty look-up feature in ContainerLINK.

Be sure that the unit or component is under warranty before performing warranty service.

##### **5.1.1 Improper Serial Plate**

If the unit serial plate decal is illegible, or shows evidence of tampering, do not perform warranty work until the unit's warranty status can be verified. In instances where confirmation is not available, the Owner/End User should be billed and instructed that a Warranty Request will be filed when confirmation of the unit's warranty status can be made.

Warranty coverage verification/confirmation can be obtained by using the warranty look-up feature in ContainerLINK to confirm coverage. Questions concerning coverage should be directed to the appropriate Carrier Transicold Regional Warranty Department.

##### **5.1.2 Date Label Incorrect or Unit Not Registered**

In the event that the unit is not in the warranty database via the warranty look-up feature in ContainerLINK, the Warranty Department must be notified immediately to correct the situation and to obtain the relevant warranty information.

#### **5.2 Expiration Dates**

Carrier Transicold will not accept warranties for any repairs beyond the warranty expiration date. Unusual circumstances or requests for any additional payment beyond the warranty sold with the product should be discussed with the local Sales or Service Representative prior to proceeding with the repair. In those instances where the local representative approves any payment beyond the warranty you will be provided with written approval by email containing an approval number and this approval number **MUST** be entered into the claim along with specific details of what was additionally approved to allow follow-up verification.

Claims submitted outside the warranty period without any prior authorization will be rejected.

#### **5.3 Major Repairs**

##### **5.3.1 Pre-authorization & Approval**

Claims for (Air) Compressor, Microprocessor controller, O<sub>2</sub> and CO<sub>2</sub> Sensors, VFD parts, Telematics Modules, Generators & Engines must have the pre-authorization box ticked in Webclaim 2.0 for Pre-Approval.

### **NOTICE**

**External engine components such as water pumps, injectors, and cylinder head gaskets do not require prior approval for change out.**

### 5.3.2 Field Repairable Assemblies

When repairing components in lieu of replacing the component, the Service Center must use good discretion in determining when it is economical to make the repair. As a general rule, it is not economical to repair a component when the cost of repair (parts and labor) exceeds 50% of the replacement cost.

## NOTICE

**Any re-winding of an in-warranty electric motor or use of repaired electric components is not allowed. Unusual circumstances should be discussed with your local Service Engineer and an authorization number obtained prior to proceeding with the repair.**

### 5.4 Cause of Unit Failure

Carrier Transicold relies on the ability of the Service Center to determine if a failure was the result of defective material or workmanship. If the Service Center concludes that the failure was the result of defective material or manufacturer's workmanship, warranty work should be completed. A warranty request should be submitted in WebClaim 2.0, following the WOD requirements. The Warranty Department's decision regarding the equipment failure will be based on the Service Center's supplied failure explanation and supporting documentation, so the description of the failure should include sufficient detail to assist the Warranty Department in making this decision. This detail should include but not be limited to:

1. Any unit alarm.
2. Step by step results from alarm troubleshooting.
3. Pre trip test number failure.
4. Step by step pre trip troubleshooting.
5. Results of any test carried out to identify a fault. Some examples are listed below:
  - a. Superheat test results for TXV changes.
  - b. Acid test result for compressor burn-out.
6. Condition of refrigerant system at the start of repairs if refrigerant is being claimed.

Descriptions such as Faulty, Broken, Inoperative, Not Functional, or Cracked should not be used alone as they do not provide sufficient information to determine the cause of failure.

It is important that full details are included at the time of claim submittal to prevent delay or rejection of the claim.

### 5.5 Purchase and Use of Genuine Carrier Transicold Parts

Any repairs, for which warranty reimbursement is requested, must be made as follows:

1. Any repairs for which warranty reimbursement is expected must be made using genuine Carrier Transicold parts, with the exception of consumable and common hardware items not sold by Carrier Transicold.
2. No warranty coverage is provided for any parts used other than those supplied by Carrier Transicold or those purchased from an Authorized Service Provider pursuant to the applicable warranty claims procedure unless approved by a Carrier Transicold Service Engineer prior to repairs starting. You will be provided with written approval by email containing an approval number and this approval number MUST be entered into the claim.
3. No upgrade of parts is allowed. Parts used for warranty repairs must be on a like-for-like basis and in the event there are alternative parts of differing standards then the replacement must conform to the original installed in the factory. For example, standard black painted filter drier versus aluminized spray coated filter drier. If the customer requests that the part be upgraded at the time of the warranty repair, the cost difference should be billed to the customer.

4. SelectLINE parts
  - a. SelectLINE parts are not permissible for use on standard or premium warranty repairs, except as noted.
  - b. Permissible Repairs
    - a) On units four (4) years or older, SelectLINE controllers should be used for extended warranty replacement.
    - b) SelectLINE parts should be used for warranty repairs on units being repaired under SeaCare coverage.

## **5.6 Non-Warrantable Owner / End User Charges**

### **5.6.1 Travel**

Travel charges to a unit location are not recoverable under warranty, and the Owner/End User must be notified of this fact prior to the service call.

### **5.6.2 After Hours Callout**

Various Service Centers have different rates for after-hours or holiday callout. The premium labor charges above the Service Center's authorized straight time hourly rate is the responsibility of the Owner/End User, and the Owner/End User should be notified of this fact prior to the repairs. Carrier Transicold only covers the Service Center's authorized straight time hourly labor rate for the warranty repair.

### **NOTICE**

**If it is necessary because of stationary equipment or Owner/End User insistence that warranty repairs be made away from the Service Center's facility, or that repairs be made other than during normal working hours, Carrier Transicold will not accept related charges such as mileage, premium labor rate above Service Center authorized straight time hourly rate, travel expenses, tolls, or travel time. These charges must be borne by the Owner/End User or by the Service Center, and the Owner/End User should always be notified of these type charges prior to the repair.**

### **5.6.3 Labor for Service Parts Warranty Replacement**

CAP Parts Warranty is "parts" only. Labor to replace a defective service part that fails within the warranty period is at the Owner/End User's expense.

### **NOTICE**

**If a service part fails within the CAP Parts Warranty period and it can be repaired economically rather than replaced, the labor to repair the part is covered under warranty. This coverage does not include the labor to remove and replace the part.**

### **5.6.4 Additional Repair Considerations**

If necessary, review scope of anticipated repairs against Basic Conditions and Limitations, Section 3, to determine any additional repair considerations that might be at the Owner/End User's expense. Additional expense details are also provided in [Section 7](#), Final Repair Analysis.

### **5.6.5 Refrigerant Traceability**

All refrigerant utilized for warranty repairs on a unit must be traceable by unit number and refrigerant cylinder number to the original purchase by the Service Center.



## Section 6

# Warranty Part Returns and Disposition

### 6.1 Removed Parts

1. All parts replaced as a result of warrantable repairs are to be held by the Service Center until one of the following actions occurs:
  - a. Parts are requested to be returned by Carrier Transicold via Webclaim 2.0 or via e-mail.
  - b. 120 days from the date of repair have passed.
  - c. The Service Center has been notified that the parts may be disposed.
2. It should be noted that Service Centers should review all warranty parts held on the shelf at least monthly and parts that have exceeded the 120-day limit should be disposed of in accordance with any local ordinances or regulations.

### 6.2 Identification of Warranty Parts

1. Affix the top section of an MPR Return Material Tag, shown in [Figure 6.1](#), to parts that are requested to be returned. This will be the reference used when communicating about a specific warranty part.
2. For proper recording of the MPR Tag number during WebClaim submission, the lower section of the Tag should be attached to the repair order, or other like form(s), used by the Service Center.
3. For parts required for return under the mandatory programs, ONLY enter the MPR Tag number when prompted by the WebClaim system application.

### NOTICE

**The MPR Tag number is required by the system for any parts that fall under the mandatory return programs. Without this number, WebClaim will not allow continuation of these types of claim submissions.**

### 6.3 Mandatory Part Returns (MPR)

1. A few parts are placed on a mandatory return list for a variety of reasons. These will be advised to the Service Center as the warranty claim is entered into the WebClaim system. Carrier reserves the right to add and remove parts within this mandatory parts return program as required to conduct its business. When filing a claim using the WebClaim system, the appropriate screens will be displayed identifying a part that is required to be returned.
2. Mandatory parts not received within 90 days from the date of failure can result in rejection of the warranty claim on which the parts were filed.

### 6.4 Selective Part Returns

Occasionally Carrier will also request the return of parts that are not on the mandatory list. These parts should be returned following the instructions given at the time of the specific request.

### 6.5 Warranty Parts with Core Value

1. Warranty reimbursement for parts with Core value is done with the core value deducted.
2. If the part is not required under Mandatory Parts Return (MPR) the part should be submitted for Core reimbursement AFTER the warranty is paid and in accordance with CAP guidelines for core returns.
3. When a part is both MPR and has Core value, CAP will be notified when the part is received for warranty and CAP will handle the core reimbursement.



4. The MPR Tag number is required by the system for any parts that fall under the mandatory or core programs. Without this number, WebClaim 2.0 will not allow continuation of these claim submissions.
5. For all other warranty replaced parts, the service center's own registration / tag system can be used as a reference to hold part until the claim has been paid, the 120 days have passed, or the specific part is requested for return to Carrier Transicold. Refer to previous section for part disposition requirements.

**Figure 6.1 MPR Return Material**

**Front**

**Back**

**Top Section**

**Bottom Section**

**Required Information**

**Carrier**  
**TRANSCOLD**

**DEALER NAME/ADDRESS**  
John Smith  
Syracuse, NY 13221

**WARRANTY REQUEST #** A1500000

**FAILURE DESCRIPTION** \_\_\_\_\_

Display showed dashes  
Wiring checked OK  
Sensor changed

**Carrier**  
**TRANSCOLD**

**\*Z987654\***  
**MPR**  
**tag**  
Indicate failure description on reverse

**\*Z987654\***  
**MPR**  
**tag**  
STAPLE TO RO #

62-10805 Rev.

## 6.6 Return Procedures

1. All required part returns (MPR and core), or any additionally requested parts, must be shipped freight prepaid to the Carrier Transicold Parts Warehouse that is mentioned in the 'removed part' section of the claim.
2. All parts returned must be properly packaged and each part identified with an MPR Tag number. Parts that are not properly packaged to prevent further damage or are not tagged will be returned, freight collect, to the Service Center. Or these parts are scrapped and warranty credit disallowed. When returning MPR parts, a copy of the packing list, shown in [Figure 6.2](#), must be printed from WebClaim 2.0 and included with the shipment to fully identify all parts.
3. Freight charges for all returned warranty materials will be allowed, on prepaid shipments by either Truck or Parcel Post, (Not Air Freight) upon presentation of the freight bill, provided that warranty credit is granted for the returned material and that the parts returned are authorized and have sustained no further damage due to improper packaging.
4. To obtain the most economical freight & clearance rate on shipments it is mandatory that shipments have a proforma- or commercial invoice included with the HS code, CoO and a clear description that it concerns a failed part. Value of the part should be core or scrap value only.

**Figure 6.2 MPR Warranty Part Return Form**



**Shipping Details:**

Shipment Detail Number: SH-0000000000  
 Carrier: Others  
 Tracking Number:  
 Shipper Comments: MPR  
 Shipment Date: July 29, 2024

**Package Details:**

Unit of Measure (Weight): KG  
 Weight: 2.0  
 Unit of Measure (Dimension):  
 CM  
 Width: 50.0  
 Depth: 100.0  
 Height: 20.0

**Return Address:**

Return Location:  
 Kleijn Transport B.V.  
 Nieuwland Parc 425  
 Alblasserdam  
 Zuid Holland  
 THE NETHERLANDS  
 2952 DE

**Dealer Address:**

Dealer Name:  
 Carrier Transcold Ltd.  
 Waalhaven Oostzijde 85  
 Rotterdam  
 Zuid Holland  
 THE NETHERLANDS  
 3087 BM  
 +31 10 2380100

**Removed Parts Information:**

Claim Shipment Name	Claim	Work Order	Warranty Product	Removed Claim Part	MPR Tag Number	Shipment Due Date	Serial Number	Shipped Quantity	Shipping Instructions
12-00500-01SV	A1000000		12-00500-01SV	12-00500-01SV	D000001	October 27, 2024		1.00	
18-10178-00	A1000001		18-10178-00	18-10178-00	D000002	October 27, 2024	22A0001BT	1.00	
18-10178-00	A1000002		18-10178-00	18-10178-00	D000003	October 27, 2024	22A0002BT	1.00	

## **Section 7**

### **Final Repair Analysis**

After a unit that is in-warranty has been repaired and any required part returns have been completed, all related expenses should be reviewed. Items should be separated into warranty (Carrier Transicold) and non-warranty (Owner / End User) expenses, based on the criteria covered in previous sections and as outlined below.

#### **7.1 Review Owner / End User Consumable or Scheduled Maintenance Items**

Warranty does not include consumable or scheduled maintenance items, and Carrier Transicold does not extend coverage to maintenance or consumable items that require periodic addition, replacement, or adjustment. These types of items are covered under the standard unit warranty only if replacement was required as a result of a warrantable failure in the unit. Refer to the following list for examples.

##### **7.1.1 Refrigeration Unit**

1. Fuses are covered only if replaced due to a warrantable failure causing the fuses to fail.
2. A refrigerant charge is warrantable from date-in-service, if replacement was required as a result of a warrantable leak causing loss of charge but subject to the following statement. Any refrigerant charge remaining in a unit when refrigeration repairs are to be carried out must be recovered. Recovery methods used to recover refrigerant should be such that it is never mixed with refrigerant from another unit and can only be reused in the unit that it was taken from. This is to ensure there is no cross contamination from unit to unit.
3. A refrigerant drier is warrantable if the defect caused a complete loss of charge or if any major system component is replaced (i.e., condenser, evaporator, compressor, etc.) due to a warrantable failure.
4. A partial compressor oil charge is allowable only if the addition of oil is required as a result of another warrantable repair.
5. Gasket and Seals, with the exception of the compressor head and valve plate gaskets (which are covered by the three-year compressor warranty), all gaskets are covered against manufacturing defects by the standard unit warranty. Gasket replacement is also allowed if replacement is required as a result of any other warranted failure in the unit.
6. Other Miscellaneous items such as power plugs, cables, etc.

##### **7.1.2 Generator Set Units**

1. Engine oil is covered only if contaminated as a result of a warrantable engine failure. Contaminated oil is defined as oil having a high metal content as a result of an internal drivetrain failure or dilution as a result of a failure causing fuel or coolant to enter the oil pan. Oil is not warranted if the oil is removed from the engine to make a warranty repair such as gaskets, seals, etc., as the oil can be reused. Oil is also not warrantable if contaminated by faulty injector nozzles or failure to maintain the fuel system or perform recommended oil changes.
2. Oil filters are covered only if defective (leak) or contaminated as stated above.
3. Fuel and air filters are covered only if replaced due to a defect in the filter or contaminated by another warrantable failure.
4. Belts are covered only if replaced due to damage or breakage as a result of a warrantable failure or defect in the belt material. Belts are not warranted if failure occurred due to improper tension or other reasons that are associated with improper maintenance procedures.
5. Engine coolant is covered only if lost as a result of a warrantable failure in the cooling system. Coolant is not warranted if it is necessary to remove the coolant to make a warranty repair, as the coolant can be reused.
6. Gasket and Seals with the exception of the engine head gasket (which is covered by the two-year engine warranty), all gaskets are covered against manufacturing defects by the standard unit warranty. Gasket replacement is also allowed if replacement is required as a result of any other warranted failure in the unit.

7. Injector nozzles are covered as part of the injector under the standard unit warranty.
8. 12vdc wet cell Batteries are covered by the battery manufacturer and they should be contacted for details of replacement.

## **7.2 Failed Non-Carrier Transicold Parts**

If a failed part is found not to be a Carrier Transicold OEM part, the owner should be advised that warranty is not applicable on the failed part due to a non-Carrier OEM part having been used. Parts other than authorized Carrier Transicold parts are not covered by warranty.

## **7.3 Review Core Return Allowances**

Core return allowances should be reimbursed to the Owner/End User at the time the Owner/End User turns over the core to the Service Center, as long as received within the guidelines of CAP's Core Policy.

## **7.4 Review Use of Service Center Shop Supplies**

Materials such as cleaning agents, wire ties, soldering materials, nitrogen, gasket cements, miscellaneous hardware, and hazardous materials, etc., are considered Service Center overhead expense and as such included in the cost of the Service Center's authorized labor rate.

## **7.5 Review Geographical Limitations**

As specified in [Section 3](#), Warranty Coverage - Basic Conditions and Limitations, in the event warranty repairs are affected outside the boundaries of the United States of America, Carrier Transicold will pay only duties, taxes, or associated charges, as may be applicable in accordance with the annual service center agreements and regulations of the country where such warranty repair is performed.

## **7.6 Review Service Center Travel Expense, Labor, and Call-Out Charges**

1. Travel expense and premium labor above the Service Center authorized straight time hourly labor rate is the responsibility of the Owner/End User. Separate the warranty standard repair time (SRT) hours from the total hours, billing the Owner/End User only the difference (see additional note that follows regarding billing).
2. On any invoice to the Owner/End User for travel or after-hours callout, the invoice should show the total charges for the repair, and the portion of the charge covered by warranty should be itemized and deducted. The Owner/End User then owes the Service Center the balance.
3. Prepare an invoice for non-warranty items and bill the Owner/End User.
4. Prepare a warranty request for covered repairs or replacements, by referring to the instructions contained in the next two sections and the webclaim manual.

## Section 8

# Warranty Reimbursement Guidelines

In processing warranty requests Carrier Transicold will reimburse the Service Center according to the following guidelines for labor, parts, and other expenses.

### 8.1 Labor

Labor hours will be reimbursed in accordance with the rates published in the current Warranty Labor Allowance Schedule or as announced or modified by a Service Bulletin, at the Service Center's authorized straight time hourly labor rate on file with the Carrier Transicold Warranty Department.

1. Service Center Labor Rate

Requests for warranty labor rate changes can be made during service center agreement renewals, which generally occur once every 12 months.

2. Overlapping and Additional Time Repairs

Standard repair times, listed in the Warranty Labor Allowance Schedule, are all-inclusive and show the total time required to complete the listed repair and includes all necessary related repair steps with no further time allowed. However, Carrier Transicold does recognize that there are some instances where circumstances may warrant additional time or that some repairs overlap with another and that the times indicated for an individual repair may be in excess of what is fair.

- a. Refer to the Warranty Labor Allowance Schedule for more information regarding labor times allowed when filing a claim.
- b. For instances in which a Service Center believes additional time is warranted above published labor schedule rates, the Service Center should contact their local Service Engineering representative for authorization. The authorization number must be included in the box 'Reason for Additional Labor Time' in the labor section of the claim.
- c. For instances in which repairs overlap and the times indicated for each repair include some of the same steps, Carrier Transicold may, at its discretion, lower the total allowed time indicated.

For example: Compressor code CP100 and condenser coil code RF100 both include times for refrigerant reclaim, evacuation & charging, and filter drier replacement, etc. These same steps, for each code, amount to the same time as allowed under code RF416, Reclaim, Evacuation & Charging. Claims including both C100 and RF100 codes should have the total time submitted lowered by the amount of code RF416.

### 8.2 Parts Cost

1. Parts reimbursements are contingent upon the Service Center having complied with parts and core return requirements as outlined in [Section 6](#), Warranty Part Returns & Disposition. Cost calculation is based on the current Service Center cost of the part, at the time of repair, plus the appropriate reimbursement rate on file with the Warranty Department, when applicable. Warranty repairs must only use Carrier Transicold Genuine Container Aftermarket Parts (CAP) with the exception of consumables and common hardware not sold by CAP.
2. CAP SelectLINE. See [Section 5.5](#) item 4 regarding the use of SelectLINE parts.

### 8.3 Refrigerant

1. Costs for refrigerant used in warranty repairs, where allowed, are covered and paid at the rates effective with the most recent Service Center agreement on file with the Warranty Department.
2. As refrigerant can be recovered, only the additional amount to fully charge the unit should be claimed.

## **8.4 Other Authorized Expenses**

1. Transportation charges (Truck, UPS, Parcel Post, etc.) for defective warranty parts returned under MPR or as requested by Carrier Transicold can be submitted for warranty reimbursement. A copy of the freight bill must be uploaded and the original claim entered as parent claim.
2. Pre-authorized additional expenses should include the authorization number provided by the Field Service Engineer, a copy of the invoice uploaded with the claim and the Pre-Authorization box checked for Pre-Approval.

## **Section 9**

### **Warranty Request Filing**

1. For each unit warranty repair or replacement, a Warranty Request must be completed within 30 days from the date of failure.
2. Claims submitted more than 30 days from failure should include a justification for late submittal.
3. Failure to file the warranty within 30 days without justification may cause the warranty to be rejected.
4. For MPR claims, the warranty must be filed within 30 days and the part shipped to reach Carrier Transicold within 90 days. Parts not received within 90 days may cause the warranty to be rejected.
5. Warranty repairs must be claimed for each failure and not combined in a single claim. Each Major Component independent of the failure has to be filed on a separate claim and any special repair program must be filed separately as a Field Action claim.
6. A complete description of each symptom, alarm and/or PTI failure, process or troubleshooting procedure, actual physical problem found, should be detailed in the claim process.

## Section 10

### Appendix A - Critical Time Requirements

Item	Action	Time	From
CAP Shipments - Loss, Damage, Shortage, etc.	Call CAP (Appendix B, <a href="#">Section 11</a> )	Immediate	From shipment receipt
Unit serial plate not stamped or incorrect	Call local Service Engineering office (Appendix B, <a href="#">Section 11</a> )	Immediate	When discovered
Return required defective parts	Ship Received	Immediate Within 90 days	From date of failure
Other defective parts	Hold	120 days	From date of failure
Warranty Request & other required items	Submit claim	Within 30 days	From date of failure
Warranty Additional Information Request	Update claim and resubmit	Within 30 days	From date of notice
Rejected Claim	Appeal if applicable	Within 30 days	From date of Rejection



## Section 11

### Appendix B - Contact Information

The following, for your reference, are the direct phone numbers for various departments and regional offices of Carrier Transicold.

#### 11.1 Warranty Departments

Regional Offices	Location	Phone
Asia/Pacific	Singapore	+65-6213-6215
Europe, Middle East & Africa	Rotterdam	+31-10-2380141
North, South, & Central America	Syracuse, NY	+1-315-432-3677

#### 11.2 Warranty Mailing Addresses

Letters and other paper correspondences only. Do not send parts to these addresses unless specifically advised to do so! For Mandatory Parts Returns, Core Returns and/or other types of part returns please refer to specific program guidelines or consult with your local service engineering representative.

Singapore	The Netherlands	USA
Carrier Transicold Pte. Ltd. 251 Jalan Ahmad Ibrahim 629146 Singapore  <u>Singapore</u> Attention: Container Warranty Department	Carrier Transicold Limited Waalhaven Oostzijde 85 3087 BM Rotterdam  <u>The Netherlands</u>	Carrier Transicold Division Carrier Corporation P.O. Box 4805, Syracuse, New York 13222 USA

#### 11.3 Container Aftermarket Parts (CAP) - Warehouses & Depots

Warehouse	Location	E-mail
Asia/Pacific Warehouse	Singapore	<a href="mailto:cap-asia@carrier.com">cap-asia@carrier.com</a>
Australia Depot	Sydney	<a href="mailto:cap-asia@carrier.com">cap-asia@carrier.com</a>
Hong Kong Depot	Hong Kong	<a href="mailto:cap-asia@carrier.com">cap-asia@carrier.com</a>
Japan Depot	Yokohama	<a href="mailto:cap-asia@carrier.com">cap-asia@carrier.com</a>
Korea Depot	Kyungsangnam Do (Yangsan)	<a href="mailto:cap-asia@carrier.com">cap-asia@carrier.com</a>
New Zealand Depot	Auckland	<a href="mailto:cap-asia@carrier.com">cap-asia@carrier.com</a>
Americas Warehouse	Syracuse, NY	<a href="mailto:containeraftermarketparts@carrier.com">containeraftermarketparts@carrier.com</a>
Brazil Depot	Santos	<a href="mailto:containeraftermarketparts@carrier.com">containeraftermarketparts@carrier.com</a>
Chile Depot	San Antonio	<a href="mailto:containeraftermarketparts@carrier.com">containeraftermarketparts@carrier.com</a>
Panama Depot	Colon	<a href="mailto:containeraftermarketparts@carrier.com">containeraftermarketparts@carrier.com</a>
West Coast USA Depot	Anaheim, CA	<a href="mailto:containeraftermarketparts@carrier.com">containeraftermarketparts@carrier.com</a>
European Warehouse	Rotterdam	<a href="mailto:rcg.rotterdam@carrier.com">rcg.rotterdam@carrier.com</a>
South Africa Depot	Cape Town	<a href="mailto:rcg.rotterdam@carrier.com">rcg.rotterdam@carrier.com</a>

## 11.4 Service Engineering Offices

Your Local Field Service Engineering Manager's contact information can be found on the container public website at: <https://www.carrier.com/container-refrigeration/en/worldwide/locator/contact-us/>

Worldwide Service Emergency Hotline: 800-668-6283

This number connects to a cellular phone that is carried by a container service engineer and is manned 24 hours a day, 7 days a week. The main purpose of this service is to provide emergency repair advice for loaded containers should the technician working on the reefer or generator set be unable to effect repairs to sustain the load. Non-emergency and other general inquiries should be directed to the appropriate regional service engineering office during normal business hours. Keep in mind that because this is a cellular phone, transfer to other Carrier Transicold internal numbers is not possible.

\*From within the USA and Canada dial 1-800 then the #. All other locations will likely have to dial the AT&T access code (local connection fees are not covered by this service) for the country you are in. When the automated response prompts you, dial 800-668-6283, or if the AT&T operator answers ask to be connected to the "toll free number." International users should not use a "1" in front of the 800 number.



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Syracuse, NY 13221

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