

WARRANTY PROCEDURES

May, 2006



Form No. WWP (Rev 5/15/06)

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Section I

The text of the warranty is included in the Installation Instructions (or User's Information Manual, if applicable) packaged with each unit.

Terms and Conditions

The warranty goes into effect at date of installation. If no proof of installation date is furnished, the warranty goes into effect 6 months after the date of shipment from the Company (Tradewinds Distributing, LLC.) factory.

Please note that the warranty on parts is 5 years for residential equipment (1 year for commercial). Labor is covered for the first 90 days on Whirlpool Gold and 30 days on Whirlpool after installation. See Section III – Labor Allowances (page 7) for specific labor coverage amounts.

Any new part provided as a replacement is warranted for the balance of the original equipment warranty or the supplier warranty if longer.

A component not manufactured by the original supplying O.E.M. that has the “form, fit, and function” of the O.E.M. component can be used as a replacement as long as it is approved by Tradewinds Technical Service prior to application. The warranty on a non-O.E.M. component used in such situations is the same as the warranty on an O.E.M. replacement part (see preceding paragraph). Any non-O.E.M. component installed during the 5-year warranty period will be credited at the cost of the O.E.M. component.

As outlined in Section III – Labor Allowances (page 7), Tradewinds is not liable for field charges for labor or other expenses incurred in the removal, repair, or replacement of a defective component part after the first 90 days from installation on Whirlpool Gold and 30 days on Whirlpool in the life of the warranty.

In order to receive credit for freight, a copy of the freight bill should be attached to a warranty claim form on all authorized returns of parts (as defined in this publication). If a part or unit is not found to be defective, the freight costs will be billed to the distributor.

NOTE: When processing in-warranty transactions, returns, claims, etc., dealers and wholesalers are required to use the appropriate procedures, tags, and documents outlined in this publication.

Section II

Filing Warranty Claims

There are two methods for filing warranty claims with Tradewinds:

1. Filing electronically using the EDI system
2. Using Warranty Claim Form WC-2

All labor claims must be accompanied by dealer invoice copies, and must be signed by the distributor's representative. Claims received directly from dealers will be denied.

All claims must be submitted within 90 days of failure date. Claims submitted beyond 90 days of service completion date will be denied and claimant will be notified.

All claims must have the Component Code and Reason Code listed (see page 6 for list of codes).

Warranty labor claims will be paid in accordance with the published Warranty Labor Policy where applicable. See page 7 of this publication for coverage and amounts for the first 90 days for Whirlpool Gold and 30 days for Whirlpool from date of installation.

All claims will be **audited** to determine authenticity of claim and to assist in quality control evaluations and warranty statistics.

Tradewinds Distributing, LLC. reserves the right to audit claims with homeowners to verify quality of work and validity of claim.

Filing Electronically Using the EDI On-line System

Filing warranty claims on-line using the EDI system involves less paperwork and results in quicker credit returns than the traditional method of filing using Warranty Claim Form WC-2.

When filing on-line using the EDI system, all parts returned to the factory must have a printed copy of the on-line warranty claim attached to them.

If mailing supportive documentation such as dealer invoice copies, please include a printed copy of the on-line warranty claim.

Filing Using Warranty Claim Form WC-2

Claims for labor and in-warranty parts may be submitted on Tradewinds Distributing, LLC. Warranty Claim Form WC-2 (see example on page 5). If parts are to be returned to the factory, the hard copy of form WC-2 must be attached.

- Use one form per part returned.
- Parts must be returned within 90 days of corrective work.
- To ensure prompt credit, the entire form must be clearly filled out with the following information:

Continued on next page

A. Unit Data

1. Unit Model Number
2. Unit Serial Number
3. Unit Installation Date
4. Part Failure Date

B. Part Data

1. Failed Part Number (use only Whirlpool part numbers)
2. Replacement Part Number
3. Part Description/Labor
4. Failed Compressor Serial Number (only if it is the part which failed)
5. Replacement Compressor Serial Number (only if compressor is replaced)
6. Debit Memo Number
7. Component Code – listed on back of claim form (see example on page 6)
8. Reason Code – listed on back of claim form (see example on page 6)
9. Field Scrap
10. Shelf Stock
11. Failure Detail/Comments entered for further explanation
12. Describe Work Performed to repair the unit/part
13. Was Factory Notified (yes/no) about the problem?
14. Date Notified is entered if #13 answer is “yes”
15. Person Contacted is entered if factory was notified
16. Factory Authorized Allowance for labor

C. Sales Data

1. Wholesaler’s Name, Address, City, State, Zip Code, Telephone
2. Dealer’s Name, Address, City, State, Zip Code, Telephone
3. Owner’s Name, Address, City, State, Zip Code, Telephone
4. Submitted By – signed and dated by distributor’s representative

D. Company Use

Completed by Warranty Department personnel

Mail white copy of completed warranty claim form to:

Tradewinds Distributing, LLC.
Attn: Warranty Department
421 Monroe Street
Bellevue, OH 44811

Distributor retains yellow copy. Dealer retains pink copy.

Attach hard copy to part and return to:

Tradewinds Distributing, LLC.
Attn: Receiving Department
421 Monroe Street
Bellevue, OH 44811

All claims must be accompanied by supportive documentation such as dealer invoice copies, photographs, etc., and must be signed by the distributor’s representative. **Claims received directly from dealers will be denied.**

Section III

Labor Allowances

NOTE: All dollar amounts listed are in U.S. dollars.

The following are the allowances for in-warranty work performed on Whirlpool products within the first 90 days on Whirlpool Gold or 30 days on Whirlpool of installation of unit. All labor claims must be accompanied by dealer's detailed invoice. Labor rates are calculated at a standard rate of \$55 per hour. Increased labor allowances and warranty of work performed after 90 days may be requested by a participating Distributor Service Representative (DSR) member. The DSR must fill out an "Out of Scope" Special Request Form (a copy of this form can be found at the end of this publication). Submitting this form does not guarantee approval; you will be notified regarding the authorization of the request. Distributors must participate in the DSR program to apply for an "out of scope" request. Approval will be the sole discretion of the company's warranty processing agent.

1. Compressor Replacement

1-1/2 through 3 ton	\$165.00
3-1/2 through 5 ton	\$220.00
7-1/2 ton and above	\$247.50

Refrigerant recovery included in compressor replacement times.

Dead-on-Arrival (DOA) compressors are an additional \$50.00 regardless of size.

2. Coil Replacement

Indoor coil:	\$137.50
Outdoor coil:	\$192.50

Refrigerant recovery included in coil replacement times.

3. Refrigerant Leaks

1-1/2 through 3 ton	\$137.50
3-1/2 through 5 ton	\$165.00
7-1/2 ton and above	\$192.50

Refrigerant recovery included in refrigerant leak times.

4. Refrigerant Allowance

When leak repair, coil replacement, or compressor replacement is necessary, the refrigerant allowance will be credited at dealer cost per pound of refrigerant up to the approved cataloged charge of the unit.

No refrigerant allowances will be made for compressors not within the first 90 days of warranty.

5. Heat Exchanger Replacement

Replacement of heat exchanger within the labor allowance period – \$150.00.

All labor and refrigeration allowance claims must be submitted on Warranty Claim Form WC-2 (or on-line using the EDI system) and must include the information as spelled out in Section II (beginning on page 3).

It is the responsibility of the distributor to submit all claims for labor. Requests for labor directly from dealers will not be allowed.

In-warranty work on the following components within 90 days of installation will receive the following allowance for labor.

The following are the allowances for in-warranty work performed on Whirlpool products within the first 90 days on Whirlpool Gold or 30 days on Whirlpool of installation of unit. All labor claims must be accompanied by dealer's detailed invoice. Labor rates are calculated at a standard rate of \$55 per hour. Increased labor allowances and warranty of work performed after 90 days may be requested by a participating Distributor Service Representative (DSR) member. The DSR must fill out an "Out of Scope" Special Request Form (a copy of this form can be found at the end of this publication). Submitting this form does not guarantee approval; you will be notified regarding the authorization of the request. Distributors must participate in the DSR program to apply for an "out of scope" request.

COOLING/HEAT PUMP	
Part	Allowance
Service Valve	\$165.00
Flexorator (Assembly)	\$165.00
Expansion Valve	\$165.00
Reversing Valve	\$165.00
Defrost Control	\$55.00

Section IV

Cooling Products and Heat Pumps

Compressors Used in Our Products

1. The installing dealer or his representative is responsible for inspecting an inoperative cooling unit and determining the fault(s). Tradewinds Distributing, LLC. provides technical publications for troubleshooting air conditioning and heat pump units.
2. If a part other than the compressor is discovered to be defective, application for in-warranty claims and exchange of defective parts should be made through the distributor (see Section VI – In-Warranty Claims: Parts and Motors).
3. A new compressor may be hard to start under normal operating conditions. Once started and left running for a period of time, most new compressors will start normally thereafter. It is not necessary to replace a hard starting compressor. It may be necessary to use a Hard Start kit. This kit is not furnished free of charge, but a \$25 allowance will be credited. Submit warranty claim to receive \$25 allowance credit. In the warranty claim form Failure Detail section, specify Hard Start kit.
4. If the dealer determines the compressor failed due to a burnout, the system must be flushed and all acid or moisture removed before a replacement compressor is started. Refrigeration parts distributors can furnish the tools and components needed to properly remove moisture from air conditioning and heat pump systems, such as, but not limited to, **suction** and **liquid line driers**. Failure to clean out a system properly after a burnout will usually cause a repeat burnout. If this occurs, it will be considered **abuse** under the terms of the warranty, and no additional replacement compressors will be covered under warranty by Tradewinds.
5. If it is determined that the compressor requires replacing and the unit is in the first 90 days for Whirlpool Gold and 30 days for Whirlpool of warranty from installation date, act promptly to ensure that the Labor Allowance will be applied (see Section III – Labor Allowances). Failure to file a claim promptly within the first 90 days from install of the life of the warranty will result in claim denial.

If the compressor failure date is not listed on the warranty claim form, the failure date will be automatically established as 30 days prior to receipt of an inoperative compressor at Tradewinds Distributing, LLC.

Failure to return the rating plate of an inoperative compressor promptly within the life of the warranty could result in loss of recourse established under the warranty.

6. Before removing the faulty compressor, make a final check using “Compressor Replacement” instructions provided with the replacement compressor.
7. **Do not use a hacksaw to cut refrigerant line. Use of a hacksaw is considered abuse and the claim will be denied.**
8. Upon receipt of the defective compressor, the distributor shall verify warranty claim.
9. **All compressors shall be field scrapped. Only the rating plate off the compressor must be returned. Returning a compressor will result in a \$75 scrap fee.**

An example of a rating plate can be found on page 11.

Credit for the Whirlpool replacement compressor will be issued at OEM current price list.

- 10. To field scrap a compressor, carefully remove the rating plate. EDI users should send the rating plate along with a copy of the on-line claim form to the Tradewinds warranty department. WC-2 claim form users should attach the plate to the hard copy of the claim form and mail along with the top white copy to the Tradewinds warranty department.**

NOTE: The compressor plate must be in legible condition.

11. The compressor failure date should be listed in the Failure Detail section of the completed warranty claim form. If the failure date is not listed on the warranty claim form, upon receipt of the compressor or field-scraped compressor rating plate, Tradewinds Distributing, LLC. will record the date of failure as 30 days prior to receipt and will enter this date into the warranty record to establish when the failure occurred within the 5-year warranty.

Tradewinds reserves the right to request proof of installation to verify the warranty (i.e., installation invoice, utility connection, etc.). This is the owner's responsibility, as stipulated in our Limited Warranty.



If the compressor is determined to be in warranty, credit may be issued to the distributor within 30 days after the plate is received at Tradewinds Distributing, LLC. (see item 9 on page 9).

Rating Plate Example


Copeland

First two digits indicate year.
 Letter indicates month
 (see Date Code Table).


MADE IN U.S.A. THERMALLY PROTECTED


MODEL ZR61K3-TF5-230



SERIAL 94F131316



CUST. 12345678901234



VOLTS	HZ	LRA	PH	MOT	PRO	OIL	PLT
200/230	60	123.0	3	C	T	57	8
200	50	122.0					

Date Code Table

- A – January
- B – February
- C – March
- D – April
- E – May
- F – June
- G – July
- H – August
- I – September
- J – October
- K – November
- L – December

Section V

Heating Products: Heat Exchangers

1. The installing dealer or his representative is responsible for inspecting an inoperative heating unit and determining the fault(s).
2. If a heat exchanger (element) fails during the in-warranty period applicable to that model, the dealer shall diagnose the failure, order a replacement heat exchanger (element) from the distributor, and replace it for the user within a reasonable period of time.
3. The dealer must fill in the top and bottom portions of Warranty Claim Form WC-2, insert all copies in the envelope, and securely attach the envelope to the faulty heat exchanger.
4. The claimed defective heat exchanger should be returned to the distributor from whom the replacement heat exchanger was obtained.
5. All faulty heat exchangers should be field scrapped unless Tradewinds requests that the heat exchanger be returned to the factory for further analysis. When field scrapping a heat exchanger, the invoice number covering the purchase of the replacement heat exchanger (as shown on the front of the shipping envelope) must be noted on the warranty claim form.

Be sure to mark Field Scrap on the warranty claim form.

Tradewinds will issue full credit for a heat exchanger but will not issue any credit for labor unless it is in compliance with Section III – Labor Allowances (beginning on page 7). Nor will credit be issued for other expenses incurred in the removal or replacement of a faulty heat exchanger.

NOTE: All claims for credit must be submitted to the Warranty Department within 90 days of the date of the field scrapping of a faulty heat exchanger.

6. If upon factory request the faulty heat exchanger is to be returned to the factory for further analysis, the distributor should retain the yellow copy of the completed Warranty Claim Form WC-2 and attach the hard copy to the heat exchanger. If filing on-line, attach a printed copy of the claim to the heat exchanger. The heat exchanger should be shipped freight collect to Tradewinds Distributing, LLC., using the carrier authorized by the factory.

Section VI

In-Warranty Claims: Parts and Motors

In-warranty claims for compressors and heat exchangers (heating elements) are covered in Sections IV and V. This section covers claims for all other heating and cooling unit components.

The following definition applies in this section:

PARTS: Thermostats, controls, motors, etc.

A. PARTS

1. All parts over 18 months old can be field scrapped. **All parts that fall into the following categories that are older than 18 months but less than 5 years old should be held by the distributor for 30 days before they are field scrapped (Tradewinds reserves the right to audit these parts). **The only parts that must be returned to Tradewinds are those that fall into the following categories and are less than 18 months old. To find out component age, determine the installation date and failure date of the component. If the period of time between the installation date and failure date is less than 18 months, and the part is on the following list, the part must be returned.

- | | |
|------------------------------|---------------------|
| * Variable Speed Motors | * Ignition Controls |
| * Variable Speed Controllers | * Blower Controls |
| * Draft Inducers | * Thermostats |
| * Defrost Controls | * Gas Valves |
| * Oil Burners | |

All parts that are being returned to Tradewinds must be returned within 90 days of the date of failure.

2. All parts other than those listed above should be field scrapped.
3. If parts are being returned to the factory, a warranty claim form must be submitted for each part (see Section II – page 3).
4. If more than one part is being returned, each part must have a claim form attached and a list of all parts being returned must accompany the shipment. When filing on-line using the EDI system, all parts returned to the factory must have a printed copy of the on-line warranty claim attached to them (see page 3).
5. To prevent shipping or handling damage, pack parts with care. Even though inoperative, these parts have salvage value if they are in an undamaged condition.

NOTE: Tradewinds reserves the right to deny credit or refuse shipments of in-warranty parts that are received in damaged condition.

Small parts, such as controls, should be individually packaged; preferably wrapped. These parts should be placed on top of larger items and separated from them by a layer of corrugated cardboard. All parts should be packed so that little or no internal movement will occur during transit.

Each carton should be taped, and/or banded, securely and marked FRAGILE and THIS SIDE UP.

Ship the carton, freight collect, to Tradewinds Distributing, LLC.** using the carrier authorized by Tradewinds. **If found to be not defective and/or not in warranty, freight costs will be billed back to the distributor.**

6. On receipt of an order for replacement parts, Tradewinds will make every reasonable effort to ship the parts promptly to the destination designated by the distributor and will invoice the distributor for the replacement parts.
7. If upon inspection the returned material is found to be in-warranty and defective, a credit memo at the current price will be issued to the distributor.
8. If the date code of the part cannot be read, the installation date and failure date shown on the warranty claim form will, if within reason, govern. Proof of installation, such as the bill of sale or installer's original invoice, may be required under these circumstances.

B. MOTORS

1. Arrangements have been made for field scrapping motors which fail within the standard 5-year Limited Warranty period, with the exception of induced blower assemblies and variable speed motors. These must be returned to Tradewinds Distributing, LLC.** complete.
2. Complete a warranty claim form (either WC-2 or on-line EDI – see page 3) with all information requested. Return the white copy and hard copy (WC-2) or printed copy of warranty claim (EDI) to Tradewinds Distributing, LLC.** along with either:
 - The end plate from the motor. This round plate is approximately 1-1/2" in diameter and can be pried off the motor.

OR

- The label sticker attached to the body of the motor.

Use caution when removing the motor tag label. The best method for removing the label is to pry it up at one corner and gently peel it off the motor. If the label should tear, send all torn pieces with the returned form.

Attach motor end plate or label to the back of the WC-2 hard copy or printed EDI copy.

NOTE: Motors received without end plates and/or labels are ineligible for in-warranty credit.

3. Upon receipt of the completed warranty claim form and the appropriate end plate or motor label, and upon verification by Tradewinds that the motor failure was in-warranty and due to defective materials and/or workmanship, a credit memo at the current price will be issued to the distributor.
4. If the age of a motor is doubtful or beyond the warranty period, the installation date and failure date shown on the warranty claim form will, if within reason, govern. Proof of installation, such as the bill of sale or installer's original invoice, may be required under these circumstances.
5. All claims must be filed within 90 days of the failure date of the motor.

** Tradewinds Distributing, LLC.
Attn: Receiving Department
421 Monroe Street
Bellevue, OH 44811

Section VII

Complete Units: Furnaces, outdoor units, evaporator coils, air handlers, etc.

Complete units are occasionally returned for inspection as well as for credit. **Prior approval from Tradewinds must be received before any unit is returned.**

For units that have been installed:

1. Contact the Tradewinds Technical Service Department to request authorization to pull the unit. Be prepared to provide the reason for returning the unit, unit model number and serial number, and invoice number on which the unit was originally billed.
2. If Tradewinds approves the return, a case number will be assigned and the distributor will be sent a Product Return Tag (see example on page 16). This tag must be attached to the unit. Fill out Warranty Claim Form WC-2 and attach the hard copy to the unit. Mail the original white copy to the Tradewinds warranty department. If filing on-line, print a copy of the warranty claim and attach it to the unit.
3. Ship the unit freight collect to Tradewinds using the carrier authorized by Tradewinds.

NOTE: Tradewinds will refuse to credit any unit shipped without a Product Return Tag, and will charge back the freight to the distributor.

For unit that have not been installed:

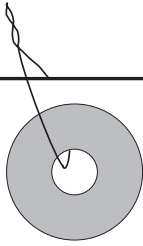
1. Write or telephone your Internal Sales representative and give the reason for returning the unit, unit model number and serial number, and invoice number on which the unit was originally billed.
2. If Tradewinds approves the return, the distributor will be sent a Return Material Authorization (RMA) form. The green copy of this form must be returned with the unit. Keep the yellow copy for your records.
3. Ship the unit per instructions on the RMA.

NOTE: Tradewinds will refuse any unit shipped without prior approval and/or without the green form and will return the unit to the distributor.

Manufacturer's Responsibility

1. After a unit has been received at the factory, Tradewinds will proceed in accordance with the distributor's instructions. Any appropriate debit or credit will be issued in accordance with standard warranty policy.
2. If no defect is found, or if the defect should have been field repaired, Tradewinds will either debit the costs of freight and reworking or will debit the costs of scrapping the unit against the distributor's account.

Product Return Tag



TAG NO. _____

PRODUCT RETURN TAG

Return to:

**TRADEWINDS DISTRIBUTING, LLC.
421 MONROE STREET
BELLEVUE, OHIO 44811**

ATTACH THIS TAG TO PRODUCT

RETURN AUTHORIZATION # _____

SIGNED _____ DATE _____

MODEL/PN _____ S/N _____

REV. 10/01

REMOVE AND STAPLE TO WARRANTY CLAIM

AUTHORIZATION NO. _____

SIGNED _____ DATE _____

Whirlpool Serial Number/Date Code Sequence

The date that a unit was manufactured can be determined by looking at the unit serial number. Compare the unit serial number to the example provided below and look for the number or letters which identify the date of manufacture.

For units (other than packaged product) produced since March 2003:

84 03 D 12345

84 = Factory (16 = Orangeburg, 56 = Lennox, 60 = Coils, 84 = Armstrong)

03 = Year (ex: 2003)

D = Month (see below)

12345 = Sequential Number

Months

A = Jan **B** = Feb **C** = Mar **D** = Apr

E = May **F** = June **G** = July **H** = Aug

J = Sept **K** = Oct **L** = Nov **M** = Dec

For packaged units:

12345 03 25

12345 = Sequential Number

03 = Year (ex: 2003)

25 = Week Number of that Year (The 1st week in January is week #1)



Send completed form to:
Tradewinds Distributing, LLC.
Attn: Warranty Administrator
421 Monroe Street Bellevue, OH 44811

“Out of Scope” Special Request Form

(Use for allowance requests outside the standard warranty policy)

Please fill out completely. Failure to fill out completely will result in denial of request. IMPORTANT: This form must be signed by a Distributor Service Representative (DSR) and the warranty claim form (WC-2 or EDI printed copy) must be attached.

----- *Distributor Section* -----

Request Date _____
Requested by _____
Phone _____ Fax _____
Dealer Name and Phone _____
Job Name _____
Warranty Claim Number _____ (**claim form must be attached**)
Case Number (if applicable) _____
Requested Amount _____

Please attach copies of appropriate supporting documents. Use back of this page to explain in detail the reason for this request.

----- *DSR Section* -----

DSR Signature _____
DSR Level (1, 2, or 3) _____ (Level 2 and level 3 DSR’s are pre-approved for requests up to 30% over the standard warranty allowances.)

----- *Tradewinds Internal Use Only* -----

Sales Concession _____ DSM Name _____
Requested Amount _____ Approved Amount _____
Factory Signature _____ Date: _____

Changes and Modifications – Tradewinds will monitor and reserves the right to make any changes and modifications, including discontinuance by written notification.

This communication is confidential and may contain information that is privileged or exempt from disclosure under applicable law. Receipt by anyone other than the intended recipient does not constitute waiver or loss of the confidential or privileged nature of the communication. Any review or distribution by other than the intended recipient is strictly prohibited.

Labor Allowances

The following are the allowances for in-warranty work performed on Whirlpool products during the labor allowance period (within 90 days of installation for Whirlpool Gold products, within 30 days of installation for Whirlpool products). All labor claims must be accompanied by dealer's detailed invoice. Labor rates are calculated at a standard rate of \$55 per hour. **It is the responsibility of the distributor to submit all claims for labor. Requests for labor directly from dealers will not be allowed.**

Refrigerant recovery included in the times listed below.

Compressor Replacement

1-1/2 through 3 ton	\$165.00
3-1/2 through 5 ton	\$220.00
7-1/2 ton and above	\$247.50

Dead-on-Arrival (DOA) compressors are an additional \$50.00 regardless of size.

Coil Replacement

Indoor coil:	\$137.50
Outdoor coil:	\$192.50

Refrigerant Leaks

1-1/2 through 3 ton	\$137.50
3-1/2 through 5 ton	\$165.00
7-1/2 ton and above	\$192.50

Refrigerant Allowance

When leak repair, coil replacement, or compressor replacement is necessary, the refrigerant allowance will be credited at dealer cost per pound of refrigerant up to the approved cataloged charge of the unit.

No refrigerant allowances will be made for compressors not within the labor allowance period (Whirlpool Gold: 90 days, Whirlpool: 30 days).

Heat Exchanger Replacement

Replacement of heat exchanger within the labor allowance period – \$150.00.

In-warranty work performed on the following components during the labor allowance period (within 90 days of installation for Whirlpool Gold products, within 30 days of installation for Whirlpool products) will receive the following allowance for labor.

COOLING/HEAT PUMP	
Part	Allowance
Service Valve	\$165.00
Flexorator (Assembly)	\$165.00
Expansion Valve	\$165.00
Reversing Valve	\$165.00
Defrost Control	\$55.00

Returning Parts

**All parts over 18 months old can be field scrapped. All parts that fall into the following categories that are older than 18 months but less than 5 years old should be held by the distributor for 30 days before they are field scrapped (the factory reserves the right to audit these parts). **The only parts that must be returned to the factory are those that fall into the following categories and are less than 18 months old. To find out component age, determine the installation date and failure date of the component. If the period of time between the installation date and failure date is less than 18 months, and the part is on the following list, the part must be returned.

- ** Variable Speed Motors
- ** Ignition Controls
- ** Variable Speed Controller
- ** Blower Controls
- ** Draft inducers
- ** Thermostats
- ** Defrost Controls
- ** Gas Valves
- ** Oil burners

All parts being returned to the factory should be returned within 90 days of the date of failure.