



**Bus Air Conditioning  
Standard  
Warranty Claim Instructions  
Warranty Policy  
Labor Standards**

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# **Manufacturer's Bus Air Conditioning Equipment Basic 2 Year Warranty**

**The Following Statement of Warranty appears on the reverse side of the customers copy of the warranty registration report:**

- A. Subject to the conditions hereinafter stated, the Manufacturer (Thermo King Corporation) warrants its equipment to be free from defects in material and workmanship for a period of two years from the date in service or 30 months from date of ex-factory shipment. This warranty extends only to the original owner of the equipment and is limited to repair or replacement (at Manufacturer's option) at any of its authorized service agencies of any part or parts which are returned to the Manufacturer by the service agency, and which, on Manufacturer's examination, will conclusively appear to have been defective.

This warranty shall not apply to any equipment which either (1) had been shipped from the plant more than 30 months before becoming defective or (2) had been so repaired or altered outside the Manufacturer's plant as, in the Manufacturer's judgment, to affect its stability or (3) had been subjected to misuse, negligent handling or accident or (4) had been installed or operated contrary to the Manufacturer's printed instructions.

The manufacturer reserves the right to make changes or improvements in design or product without thereby obligating itself to install the same upon its products previously manufactured.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR PURPOSE, OR OTHER WARRANTY OR QUALITY, WHETHER EXPRESSED OR IMPLIED, AND OF ALL OTHER LIABILITIES AND OBLIGATIONS ON THE MANUFACTURER'S PART. The Manufacturer neither assumes, nor authorizes any other person to assume for it, any obligations or liabilities except as herein expressed.

The Manufacturer is not responsible, and will not be held liable in contract or in tort (including negligence) for special, indirect, or consequential damaged, including injury or damage caused to vehicles, contents, product cargo, or persons, by reason of the installation of any Thermo King product or its mechanical failure.

The decision of the Manufacturer shall be final and conclusive on any question in connection with the application or scope of this warranty.

- B. When the date in service exceeds 90 days from the date of installation, a second pre-delivery inspection service must be performed by an authorized Thermo King dealer at the expense of the company selling the unit.

## **Services Provided for Thermo King Owners**

**The Following statement appears on the reverse side of customers copy of the Warranty registration report:**

### **A. Parts and Labor**

Any parts of a unit which are repaired or furnished as replacements under terms of the Manufacturer's Warranty (except parts which have previously been repaired or furnished as replacements) will be installed by any authorized Thermo King service agency without charge to owner for materials or labor. Such Warranty Services will be performed only by an authorized Thermo King service agency during regular working hours, and will not include overtime, telephone calls or telegrams. WHERE REPAIRS UNDER WARRANTY ARE EFFECTED OUTSIDE THE BOUNDARIES OF THE U.S.A., THE OWNER WILL BE CHARGED CUSTOM DUTIES AND ANY TAXES APPLICABLE TO PARTS AND LABOR ACCORDING TO THE REGULATIONS OF THE COUNTRY WHERE SUCH WARRANTY IS PERFORMED.

### **B. Service Identification**

This certificate when presented to any authorized Thermo King Service Agency, entitles the original owner to receive the above Warranty Services. If the registration plate is blank and the owner cannot establish the date in service, the service agency is not authorized to render said Warranty Services without charge. If a charge is made, the owner must present the paid invoice to the dealer from whom the unit was purchased for validating with the Manufacturer. The owner should make every effort to receive Warranty Services from the dealer who sold the unit.

## **Manufacturer's Limited Warranty for New Service Parts**

Subject to the conditions hereinafter stated, the Manufacturer (Thermo King Corporation) warrants its new Service Parts to be free from defects in material and workmanship for a period of 90 days from date in service. Certain Service Parts covered by extended or Prorated warranties will not be specified separately herein or in a Dealer warranty bulletin.

This warranty extends only to the original owner and is limited to repair or replacement (at Manufacturer's option) at any of its authorized service agencies of any part or parts which are returned to the Manufacturer by the service agency, and which, on Manufacturer's examination, will conclusively appear to have been defective.

This warranty shall not apply to any equipment which either (1) had been shipped from the plant more than one year before becoming defective or (2) had been so repaired or altered outside the Manufacturer's plant as, in the Manufacturer's judgment, to affect its stability or (3) had been subjected to misuse, negligent handling or accident or (4) had been installed or operated contrary to the Manufacturer's printed instructions.

The manufacturer reserves the right to make changes or improvements in design or product without thereby obligating itself to install the same upon its products previously manufactured.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR PURPOSE, OR OTHER WARRANTY OR QUALITY, WHETHER EXPRESSED OR IMPLIED, AND OF ALL OTHER LIABILITIES AND OBLIGATIONS ON THE MANUFACTURER'S PART. The Manufacturer neither assumes, nor authorizes any other person to assume for it, any obligations or liabilities except as herein expressed.

The Manufacturer is not responsible, and will not be held liable in contract or in tort (including negligence) for special, indirect, or consequential damages, including injury or damage caused by vehicles, contents, product cargo, or persons, by reason of the installation of any Thermo King product or its mechanical failure.

The decision of the Manufacturer shall be final and conclusive on any question in connection with the application or scope of this warranty.

## **Warranty Services**

Under the terms of the Manufacturer's Limited Warranty, defective Service Parts will be replaced or repaired (at the Manufacturer's option) by any authorized Thermo King service agency without charge to the owner except for removal and installation labor, prorated adjustment and incidental expenses. Warranty services will be performed only at the premises of an authorized Thermo King service agency during regular working hours, and will not include overtime, telephone calls or telegrams.

WHERE REPAIRS UNDER WARRANTY ARE EFFECTED OUTSIDE THE BOUNDARIES OF THE U.S.A., THE OWNER WILL BE CHARGED CUSTOM DUTIES AND ANY TAXES APPLICABLE TO PARTS AND LABOR ACCORDING TO THE REGULATIONS OF THE COUNTRY WHERE SUCH WARRANTY IS PERFORMED.

## **Service Identification**

This certificate when presented to any authorized Thermo King Service Agency, entitles the original owner to receive the above Warranty Services. If the owner cannot establish the date in service, the service agency is not authorized to render said Warranty Services without charge. If a charge is made the owner must present the paid invoice and the defective part to the dealer from whom it was originally purchased for validating with the Manufacturer. The owner should make every effort to receive Warranty Services from the dealer who sold the part.

## **Clarification on New Service Parts**

### **Coverage**

1. Includes PARTS ONLY on items which are not repairable in the field.
2. Includes PARTS & BENCH LABOR on field repairable assemblies.
3. Coverage EXCLUDES LABOR to R & R assembly from unit, motor oil, refrigerant or other miscellaneous material or labor.
4. The unexpired portion of the original new unit warranty shall supersede the replacement parts warranty in any case where applicable.

### **Exclusions**

The replacement parts warranty is intended to cover DEFECTIVE material only. Consult directly with the SERVICE PARTS DEPARTMENT for specific instructions for handling material that falls into any of the following categories.

1. New Non-defective Parts
2. Mis-packaged Parts
3. Mis-numbered Parts
4. Obsolete Stock
5. Short Shipments
6. Shipping Damage

# **Special Warranty Policy**

## **Maintenance and Consumable items**

Thermo King warranty does not extend coverage to maintenance or consumable items which require periodic replacement as a result of normal wear such as those listed below:

1. Engine Oil
2. Lubricants
3. Filters
4. Cleaning Materials
5. Injector Nozzles
6. Spark Plugs - Glow Plugs
7. Ignition Points, Condensers
8. Drive Belts
9. Water Hoses
10. Starter/Generator Brushes

These items ARE COVERED however, against DEFECTS in material and workmanship by the manufacturer for a 90 day period. In addition, certain items may be covered if replacement was required as a result of warrantable failure elsewhere in the unit. An example would be replacement of oil and filters if they had been contaminated by an engine failure under warranty.

## **Field Repairable Assemblies**

Thermo King dealers are required to perform adjustments or repairs as necessary on complete assemblies. Complete assemblies with minor problems that are easily corrected in the field include: Compressors with shaft seal leaks, alternators with blown isolation diodes, radiators with a small pin hole in the tank, and so forth. Other common field repairable assemblies include items such as engines, water pumps, injectors, starters, control panels, clutches, etc.

While repairing complete assemblies is always encouraged, in certain cases a point can be reached where it is simply not economical to do so. When material and bench labor begin to exceed 80 % to the cost of the assembly, it may be in everyone's best interests to consider a brand new replacement. Dealers are therefore requested to exercise good judgment when appraising the cost of rebuilding major components under warranty. In those cases where justified, it is recommended to consult the warranty department for specific authorization.

## **Sublet Repairs**

Sublet repairs for special services not normally performed in the shop will be considered under warranty.

Such services include: radiator repair, injection pump service, heli-arc welding, etc.

Warranty policy does not include provisions for a dealer mark-up on sub-contracted repairs. Invoices for sublet repairs must be attached to the AWA and will be approved at dealer actual cost.

Special consideration for unusual or out of warranty situations should be cleared with the Warranty Department before proceeding with the repairs. An SWC form(Special Warranty Consideration) confirming the mutual agreement will be mailed to the dealer to attach directly to the claim form.



## **Customer Reimbursements**

Whenever a customer has been billed for repairs which were later covered under warranty, the reimbursement must be made at the prices which were **ORIGINALLY CHARGED**. . . not the amount of credit the dealer received from the warranty department. For example, if the parts on the original invoice were billed out at **LIST PRICE**, the customer is entitled to receive a credit at **LIST PRICE**, not dealer net. In such a case, the difference between List Price and Dealer Net must be adjusted internally by the dealer and not passed on to the customer. The same procedure must be observed for labor and incidental material.

## **Special Warranty Agreement**

The policy outlined in this publication applies generally to the standard line of Bus Air Conditioning units. Certain OEM bus applications may have special warranty agreements which extend or limit the coverage differently than herein stated. Dealers are therefore advised to consult the factory for specific clarification of warranty on any unusual or special application before proceeding with repairs.

## **Diesel Injection Pumps**

Bosch and Diesel Kiki injection pumps are to be repaired under warranty by their own network of service stations. The correct procedure is to remove the component, deliver to the nearest authorized injection pump dealer, confirm date placed in service, and ask for warranty consideration. If warranty is granted, apply to Thermo King Corporation for labor to R & R component and attach the injection pump dealer's No Charge or Warranty invoice to AWA claim. If warranty is denied by the injection pump dealer because of abuse or neglect, Thermo King Corporation will also disapprove any claim resulting from this same repair.

## **Diesel Engine Oil Consumption**

This procedure is to provide Thermo King dealers with a uniform test to determine the rate of oil consumption in diesel engines. This test is required by the engine manufacturers and Thermo King if the engine is to be repaired under warranty. This test may also be used for gasoline engines. Consult the Service Department for specific oil consumption valves on gasoline powered units and small 1-cylinder diesels.

Engines which are to be tested for warranty consideration must not have been in service more than 12 months or have less than 500 hours running time.

1. Fill the crankcase to the **FULL** mark.
2. Run the unit in high speed for 24 hours. Stop the unit.
3. Again, carefully measure the amount required to fill to full.
4. This added oil represents the oil consumed in the 24-hour period.
5. A consumption of one quart or more in the 24 hour period indicates action should be taken to determine and correct the cause.
6. The cost of performing this test, 1.0 hours labor plus 20 gallons of fuel oil, will be credited with the engine repair provided the engine is within the warranty period and approval for the repair has been granted by the Warranty Department. The cost of the test will not be credited if the rate of oil consumption does not indicate repairs are required.

**IMPORTANT! See "Oil Consumption" under "Unwarrantable Repairs".**



## **Unwarrantable Items**

The warranty coverage expressed in this publication is applicable exclusively to defective components manufactured or supplied by Thermo King Corporation. Under no circumstances will Thermo King extend warranty coverage to any failure, repair, damage or alteration such as the examples noted below.

### **Shop Supplies Surcharge**

The practice of charging a certain percentage of the bill for "shop supplies" is being used today by some dealers. The percentages seem to have quite a wide range from 1-10% of material, labor or both. This surcharge is intended to cover the cost of cotter pins, gasket cement, terminal ends, nuts & bolts, and other miscellaneous material sometimes difficult for the mechanic to identify on the work order.

Most dealers however, tend to consider material of this nature the same as any other overhead expense and include the cost in their hourly labor rate. Thermo King agrees with this policy and therefore makes no special provision to accommodate this surcharge in the warranty.

### **Missing Components**

Occasionally, engines and other major items are received into the Warranty Department without external accessories such as the starter, injection pump, etc. Missing components from complete assemblies claimed under warranty will be deducted from the dealer claim at current dealer net prices.

### **Clogged Transfer Pumps**

Hand pumps and transfer pumps that are clogged with foreign material from the fuel tank are not warrantable. When the impurities are removed, these pumps function properly and are not defective. Dealers are advised to inspect and clean filter screens and internal parts before condemning the pump as defective. Claims of this nature will not be considered as warrantable.

### **Freight Carrier Damage**

#### **Visual Damage**

- A. If damage is severe, refuse shipment and do not sign freight bill.  
Order or release duplicate shipment necessary to satisfy dealer requirements.  
Recommend crating or packaging improvements which would prevent future shipping damage of a similar nature.
- B. At option of dealer:  
If damage is superficial and dealer wishes to perform repairs, shipment may be accepted.  
Damage should be clearly defined on freight bill and signed by driver as freight carrier responsibility.  
Rework expenses are to be negotiated and charged directly to freight carrier.

### **Concealed Damage**

- A. Every effort should be made to thoroughly inspect shipment prior to signing freight bill.

Note on freight bill and have driver sign for tears or signs of impact in cardboard or packaging, which may support a concealed damage claim discovered at a later date.

- B. Report concealed damage to freight carrier immediately or in any event, no later than 15 days after receipt of shipment.

Clearly establish responsibility, if possible.

Appraise extent of rework or replacement required to render equipment acceptable.

Recommend improvements in packaging which would prevent future concealed damage of a similar nature.

### **Electric Fuel Pumps**

Electric fuel pumps will appear to malfunction if available voltage drops under 8 volts. A low voltage condition could be from a low battery during or after an extended period of cranking or a poor ground. In either case, it can easily mislead a mechanic into believing the pump is defective.

Fuel pumps should therefore be double checked with a good 12 volt battery before claiming them as defective. Pumps received by the factory without defects will not be considered as warrantable.

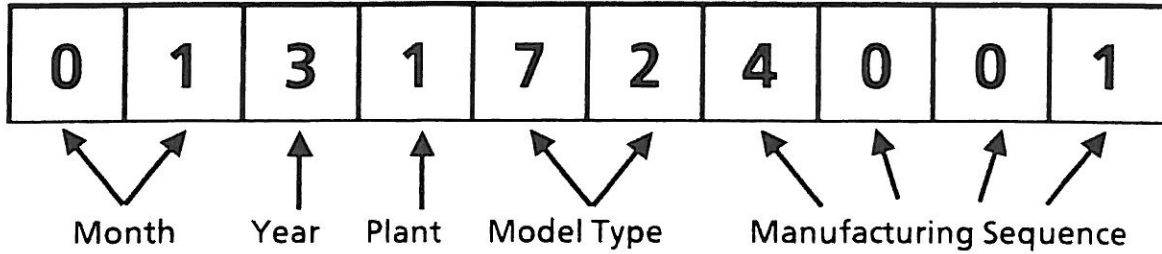
### **Summary of Expenses Not Extended Warranty Coverage**

1. Labor or equipment charges for removal of complete assemblies or units that are field repairable or not defective.
2. Normal wear and tear items such as belts.
3. Rebuilt exchange items (starter, alternator, etc.).
4. Pickup and delivery charges.
5. Thermostat calibration.
6. Temporary repairs.
7. "Comebacks".
8. Services performed at unauthorized repair agents.
9. Towing, down time, rental automobiles, lodging, telephone, telegraphs or other intangibles.
10. Overtime or premium labor or material charges.
11. Improper installation, careless or negligent workmanship on the part of the installer or dealer.
12. "Shop Supplies" surcharge on invoices.
13. Consequential damage or load loss.
14. Vehicle or equipment modifications of any kind.
15. Unit or engine adapter kit modifications.
16. Freight carrier damage.
17. Components of the air conditioning system or installation not supplied by Thermo King Corporation.

### Unit Serial Number Identification

A sample serial number is shown with an explanation of each digit.

Serial number



Above sample = D-1 Cond/Evap built in Minneapolis, MN January 1983

### Plant Code

- |                           |                           |                            |
|---------------------------|---------------------------|----------------------------|
| 1. Minneapolis, Minnesota | 4. Minneapolis, Minnesota | 7. Champinas, S. P. Brazil |
| 2. Louisville, Georgia    | 5. Galway, Ireland        | 8. Arecibo, Puerto Rico    |
| 3. Liege, Belgium         | 6. Ciales, Puerto Rico    | 9. Factory School          |