



## Parts Weekly Update & News/Announcements Topic Submission Form

**Please choose those channels for which you would like your piece considered:**

- ✓ Parts Store Weekly Update (short, quick reads that fall under one of the follow categories: Updates, Reports, Service Bulletins, Products, Processes)

**AND/OR**

- ✓ The News (also gets published on North America Sales portal page) – broad-ranging announcements, new promotions/programs, items applicable to all Parts business; introduces larger ideas, like employee recognition and should be about a specific employee or success story
- ✓ HVAC & Refrigeration Parts Updates on My Ingersoll Rand: updates that need additional publicity within the Parts community
- ✓ HVAC Systems Announcements on My Ingersoll Rand: updates that apply to the entire HVAC Systems community

### **TR200 Warranty Process Announcement – Product Update**

**What is happening?** We want to take this opportunity to communicate the current warranty process for TR1/TR200 Series VFD's. The process has been updated to include clear communication about ordering remanufactured drives for warranty replacement as well as clarify the need to include Danfoss Technical Support as part of a troubleshooting process.

We have analyzed gaps in the current warranty process when servicing TR200 VFD's. Any whole drive requiring replacement under warranty will be replaced with a remanufactured drive. One of the major gaps in the process is that most of the remanufactured drive model numbers are not set up in Oracle. We have addressed that and are currently setting up high consumption units.

The process also clarifies the need for a technician to call Danfoss Technical Support for a troubleshooting process on the failed drive. The Danfoss Tech Support team will assist in identifying if components of the drive will need to be replaced or if a whole drive will be required. Based on the outcome of this conversation Danfoss will administer a TW number to be associated with the failed drive.

As always, please escalate all special circumstances through your Trane/Danfoss Regional Sales Representative. Also, a follow-up communication addressing warranty replacement on stocked drives sold through the Parts Center will be coming.

**Why is this important to the parts organization?** It is important for Trane Parts personnel to know this warranty process as we are responsible for servicing failed TR200 VFD's whether they were factory installed or sold through the CSO. It is important for the customer and Trane to ensure that the correct components or drive is being replaced in the event of failure. When the technician calls the Danfoss Technical Support resources it ensures that only the necessary components are being replaced and/or a remanufactured drive is ordered. Failure in not following this process could result in non-payment of the FALCON claim.

**What is the action item?** All warranty claims submitted using a new drive will be **denied** and not paid as of **Monday, October 17<sup>th</sup>**. It is important to review the current TR200 Drives warranty process (*Attached file – TR200 Warranty Process – 9.26.11*) and communicate it to your external customers, Trane Service Company and New Equipment Sales teams. It is important they understand the current troubleshooting process. It is also important that all Parts Associates understand that refurbished drives must be ordered for warranty replacement.

Please review the following support material as well:

- [TR200 VFD Regional Contact List](#)
- [Variable Frequency Drive Basics \(VFDs\) Presentation](#)
- TR200 VFD Remanufactured sku cross reference (See **TR200 Service Section**)
- The Trane Drives Website ([www.tranedrives.com](http://www.tranedrives.com)) contains valuable information on how and who to sell drives to as well as pricing and configuration tools. If you do not have a login and password please contact Matt Baranowski for sign-up process
- TR200 VFD Parts Identification Guidelines (See **TR200 Service Section**)

- Trane TR1/TR200 Series VFD Warranty Claim Form (See **Warranty Service** Section for Warranty Claim Form)

**Contact Information (for questions):** If you have any questions about the TR200 variable frequency drives feel free to contact Matt Baranowski, Global Parts IAQ Category Manager, at ([mbaranowski@trane.com](mailto:mbaranowski@trane.com), or 608-787-4888).

**If your submission is for the Parts Store Weekly Update, please [click here](#) and upload this form and any attachments to the appropriately-dated folder.** Please ensure that your attachment is clearly titled (so that we may match it to the appropriate submission form).

Parts Store Weekly Updates are distributed on MONDAY afternoon.

**Submissions must be received and uploaded by COB the FRIDAY prior.**

**Questions about this form?** Please contact [Liz Cohen](#).