



## **Trane Factory Installed and CSO Installed Warranty Process**

### **Warranty support process for Trane TR1/TR200 Series VFD**

*This process applies to all Trane brand drives purchased from Danfoss*

- 1. Trane CSO Service Technician/Mechanical Contractor Action**
  - a. Troubleshoot HVAC system.
  - b. Call Danfoss for technical support, 877-872-6363.
- 2. Danfoss Technical Support Action**
  - a. Provide technical support, assist with recommended parts or replacement drive.
    - i. Technician to provide the required Danfoss remanufactured drive model number and Trane mnemonic if a whole drive replacement is required.
    - ii. Note: Falcon lists a filed for return to headquarters description.
  - b. Danfoss must approve replacement items listed as "Return w/authorization".
  - c. For items marked "Return w/authorization" obtain a "TW" authorization number from Danfoss.
- 3. Trane CSO Service Technician/Mechanical Contractor and Trane Parts Center Action**
  - a. Parts Center counter personnel confirm that needed panel/drive/parts are set up and orderable in Oracle CS.
    - i. Confirm that only refurbished drive is used for warranty replacement.
    - ii. If calling Global Parts Parts Identification Team you will need the "TW" number to receive identification assistance.
  - b. As a general rule the following mnemonics are required to be returned and will require a "TW" number from the servicing technician for proper warranty support. The mnemonics are:
    - i. DRV, BRD, MOD and CNT
    - ii. Note: CNT panels should never be ordered for warranty support, only CNT cards.
  - c. Order replacement drive/panel/parts from Trane Parts Center.
  - d. Replacement drives must be ordered as "refurbished"
    - i. Failure to order a refurbished drive could result in non-payment of material claims.
  - e. Include Danfoss "TW" authorization number if provided.
    - i. If a replacement drive is being ordered a "TW" authorization number must be provided.

- ii. The Danfoss “TW” number does not guaranty warranty claim payment. It ensures the drive has gone through the proper troubleshooting process and documentation.
- iii. If Danfoss determines the product failed for non-warranty causes, the FALCON claim will be reversed even though a “TW” number was assigned the claim.
- f. Submit a claim using the Falcon claim handling system.
  - i. For field installed TR1/TR200 units, use the drive unit serial number when creating this claim.

**4. Trane CSO Service Technician/Mechanical Contractor Action**

- a. Complete repair or replacement.
- b. Call Danfoss for additional technical support as needed.
  - i. Alternative: Issue a PO to the local Danfoss authorized DrivePro service partner for onsite repair.

**5. Trane Parts Center Action**

- a. Return defective material within 30 days of replacement to the address provided on the Warranty Return Packing List.
- b. Include the following:
  - i. Completed Trane TR1/TR200 VFD Series warranty claim form
    - 1. Available on the web at: [www.Tranedrives.com](http://www.Tranedrives.com)
  - ii. Warranty Return Packing List generated by Falcon

**6. Danfoss Action**

- a. Analyze returned material.
- b. Determine warranty eligibility
  - i. Having items marked “Return w/authorization” and a “TW” number **does not** guarantee or imply that the claim will be paid. Drives and components need to be evaluated by Danfoss before final warranty eligibility can be determined.
  - ii. Items marked “Return w/authorization” and returned without an authorization number will be denied warranty eligibility if NFF.
  - iii. Items found to have been damaged by overload, misuse, negligence, accident, or repaired or altered without Danfoss approval will be deemed non-warranty.

**7. Danfoss Action**

- a. Approved warranty reimbursement payment to Trane
  - i. Danfoss supplied material cost plus \$300 for each drive repair/replacement and \$120 for repairs/replacement of additional drives serviced on the same visit.

**8. Danfoss Action**

- a. Retain denied warranty claim material for 30 days from the date the claims are submitted to Trane or 90 days maximum from the date of material receipt.

**9. Trane CSO**

- a. Request denied material returns through Trane corporate.
  - i. Note: Shipping and handling charges will apply.

Special Circumstances: As always please escalate all special circumstances through your Trane/Danfoss field representative.