

service engineers are called District Managers. District Managers have been assigned by Carrier Commercial Service region, with the exception of the East Zone that has been split in two at Washington D.C. The current district manager assignments are given at the end of this bulletin.

The district managers primary job functions are:

Provide technical support

Supply Information to Engineering so that engineering can find and fix the root cause of the problem

Concession Processing, Warranty Claim Resolution and Dispute Resolution

The district manager will be a primary focus for obtaining and distributing product information, best practices for warranty repair, and information needed about product problems. They supplement the detailed product line knowledge of the Syracuse-based service engineers. In order to assure effectiveness in this role, the district manager needs to be informed of all major equipment problems in the regular warranty period and all concessions.

In order to assure that the district manager is fully utilized, and warranty costs are minimized, the following mandatory changes in warranty policy are announced:

(1) Any concession which you desire to give a customer greater than \$1000, from the equipment P&L, requires approval of the District Manager, Customer Assurance. For larger concessions, the District Manager will be required to get approval from Syracuse Product Management, via Eric Adams, the CSS Quality Manager. From the field perspective, the District Manager is the point of contact. You should contact the District Manager BEFORE the concession work is performed. The District Manager MUST approve the scope of work for the concession. Failure to contact the District Manager prior to the work being performed MAY result in denial of ALL or PART the entire claim. If the concession is approved, the District Manager will supply a warranty approval code, which will allow processing. This code should be entered on the message lines of the SAMS screen. This policy does not negate any prior approvals that are required by distribution management or the Carrier Commercial Service regions.

(2) The District Manager MUST approve any DOA, Standard or Extended warranty work, prior to the work being performed, where the total cost of the repair that will be charged to Carrier will exceed \$2,000. Failure to contact the District Manager prior to the work being performed MAY result in denial of ALL or PART of all claims related to the entire incident. When you receive a warranty service call, follow your normal procedures. The District Manager does not need to be contacted prior to someone arriving at the job site. However, we will accept no more than 16 hours of trouble shooting labor before the District Manager is informed. Make an estimate of the complete repair cost. If the estimate is above \$2,000, repair the unit and file the warranty claim as you always would. If the estimate is above \$2,000, the District Manager must approve the scope of work and budget that you propose. The District Manager will approve on a NOT TO EXCEED

basis. With this budget, the District Manager will supply a warranty approval code to facilitate an audit of all claims related to the incident at a later date. This code should be entered on the message lines of the warranty claims for this incident. You must contact the District Manager if the work can not be performed within the budget. For large projects, the District Manager will require periodic project reviews. In all cases, the local Distributor or Carrier Commercial Service office remains the job owner and the main point of contact for the customer.

When a warranty call is accepted by Carrier Commercial Service, the owner shall be informed of the limits of the warranty coverage, if any, prior to the sending of a mechanic to the site. Failure to inform the owner of the warranty coverage places the Carrier Commercial Service branch at financial risk, as only the Carrier authorized warranty costs will be paid by the Carrier warranty system. This is specifically true for unitary equipment not covered by a labor warranty.

INFORMING THE DISTRICT MANAGER IS A e:Mail-DRIVEN PROCESS ONLY, VERBAL AUTHORIZATIONS ARE NOT SUFFICIENT. A copy of the form used to inform the district manager of problems that require attention based on the above policy is included with this bulletin. This copy is for reference purposed only. The actual form to use is available by cc:Mail from CSS Warranty (John Rizzo or Eric Adams), the district managers, and the regional operations managers. Use of the electronic form will give a time-stamp to the communication and document the timeliness of the submission of the form. It is the responsibility of the district manager to reply in a timely manner to effect the repair. For concessions above \$1000, you must get a returned form before a claim can be filed. Any work performed at the job site on a possible concession before an authorization is given is at the risk of the branch.

Only forms with proposed budgets are valid. If you do not know what the repair will cost, STOP, INFORM THE DISTRICT MANAGER AND WORK TOGETHER TO ESTABLISH THE REPAIR PROCESS. The current system was designed to find these difficult jobs and focus service-engineering resources on these jobs. This will lead to faster trouble job resolution and increased customer satisfaction.

The district manager will return the warranty pre-authorization form to the service branch. Included on the form will be a warranty authorization number. The authorization number should be placed in the top message line of the two message lines at the bottom of the SAMS screen. If the repair is part of a product trouble or epidemic, the district manager will approve the "WTY" or "SMB" number as well. This is also placed in the appropriate line of the SAMS claim screen. The fault code is treated in a similar manner. The fault is entered by the branch into the authorization form. The District Manager approves this code. All information required to file the claim appears in Section 1 of the WARRANTY Approval form.

The district managers will be using a database to record all unit problems and office comments on units. This will include phone calls, the returned forms, and site visits. This database will be shared with service engineering as well as quality and the manufacturing

plants in order to prioritize corrective actions for the improvement of the product line. The information supplied will greatly increase the accuracy of the problem solving at the design centers. It is the intent of CSS to further automate this process and place the forms on the service intranet web site and directly download the information into our database.

Reports will be issued to the district manager to monitor all the claiming activity in the region. Claims will be matched to authorization numbers. If claims are filed which exceed the threshold for which no authorization exists, the district manager will contact the branch. In the event that the problem is not a simple paperwork mix-up, **ALL CLAIMS FOR THE INCIDENT WILL BE REJECTED**. The district managers will then conduct an investigation to determine what, if any, compensation is owed the branch. Under no circumstances will more than a reasonable and customary allowance be given.

Concessions vs. Regular Warranty

Concessions are a gift that is given by Carrier Corporation to the customer for the purpose of promoting good will and ensuring future sales. Until authorized, the branch is liable for any work performed on the site of a possible concession that the customer has not agreed to pay. In this case, it is strongly recommended that the desirability of a concession be cleared up before starting the work, or that the customer acknowledges that they are responsible for all charges.

On-going Work on 1/1/2000

When reports of job site problems arise in 2000, the process above will be utilized.

There remains the problem of how to authorize repairs which are on-going from 1999 or scheduled in 1999 to begin after 1/1/2000. In these cases, immediately fill out the form and forward to the district manager via e-mail. Supplying these forms before 2/1/2000 will constitute compliance with this policy. Once you have informed the district manager of the repairs, it is the responsibility of the district manager to supply the authorizations.

Please discuss personally any possible concessions with the district manager so that these costs are controlled in this interim period. The District Manager will supply instructions on how to proceed.

Disclaimer

This policy does not effect any Carrier Commercial Service policies in place that require informing financial or other regional personnel under the same or similar circumstances.

District Manager Assignments

Region	16,17,19,23 series equipment	All other equipment
Northeast (north of Potomac)	Primary: Peter Richardson	Primary: Dilip Vyavaharkar
	Secondary: Dilip Vyavaharkar	Secondary: Peter Richardson
Southeast (south of Potomac)	Primary: Brice Auten	Primary: Leon Leighton
	Secondary: Leon Leighton	Secondary: Brice Auten
Midwest	Primary: Quanah Martin (interim)	Primary: Quanah Martin (interim); Curt Wealti (After 2/1/2000)
	Secondary: Curt Wealti (After 2/1/2000)	Secondary: Quanah Martin
Southwest	Primary: Quanah Martin	Primary: Quanah Martin (interim); Al Schantz (After 1/15/2000)
	Secondary: Al Schantz (After 1/15/2000)	Secondary: Quanah Martin
West	Primary: Terry Cammack	Primary: John Egan
	Secondary: John Egan	Secondary: Terry Cammack
Non-USA	Eric Adams	Eric Adams

If you can not reach the primary or backup District Manager, please contact Eric Adams, the CSS Quality Manager