



Number: C0011 Date: 8/9/00 Supersedes: Date:
Title: PARTS RETURN POLICY FOR COMMISSIONING
Category: *GENERAL* Termination Date:
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Dept: CSS Service Engineering

Models CAC: ALL
Affected: BDP:

Summary

CSS is increasing its focus on failure rate reduction for its products. Especially critical is the reduction of DOA (dead on arrival) units, defined as units that do not work when started up for the first time. To assist in identifying the areas to focus on, Carrier Service in the USA and Carrier service offices outside the USA have been filling out the commissioning report form. In order to further assist in identification of the problems areas and root causes of the failures, **this bulletin announces that Carrier Service in the USA will return all parts found to be defective during the startup of the units**, which can not be fixed at the job site.

The parts return will be to the corrective action groups for each business. The commissioning report now serves as the RMA (Returned Material Authorization) form. A sample commissioning form is included with this bulletin. Page 3 of the form gives the address and instructions for parts return. Page 4 contains additional instructions for parts return as a reference. The parts will be shipped freight collect, so that the quality department of the plant can pay for the parts return.

This part return policy does not apply to failures found after the initial startup of the units. This parts return policy does not alter any existing parts return policy on compressors, or other components via the field scrap exception list. Continue to use the standard methods of returning failed compressors and other components on the field scrap exception list. This policy applies only to products manufactured in Charlotte or McMinnville. This part return policy does not apply to units manufactured by RACAN, OEM suppliers (e.g. Terminal units), or FES at this time. It may be expanded to other products later.

Finally, for parts larger than a breadbox (a cube of 50 cm on a side) or heavier than 50 lbs. (25 kg), please contact service engineering or your district manager for shipping instructions. It is not our intent to ship coolers and other large parts back to the factory. For these large parts, alternative shipping instructions (e.g. back to the supplier in the case of motors) or a decision to scrap the component will be made as necessary.

This policy applied to the USA only. For non-USA service offices, please contact your CSS district manager to set up an individual policy that applies to your office. Due to shipping costs outside the USA, it is suggested that parts be tagged with the commissioning report form and held in a separate area where the CSS district manager can inspect them on periodic visits. At that time, field returns can be made where appropriate.

C0011 - PARTS RETURN POLICY FOR COMMISSIONING

Page 2 of 3

Process

- (1) Perform the start up and commissioning process as one normally would. If parts are found defective in the commissioning process, note these parts on the commissioning form. If the part is replaced, rather than repaired, the technician shall bring the part back from the job.
- (2) Save the packing material from the shipment of the new part to reuse in sending the original part back.
- (3) Determine that the part is wanted back at the factory for root cause analysis. At the present time, all parts found defective at startup, which can not be repaired, shall be returned. The exception to this policy is compressors, which have their own returned material process. An attached table summarizes the parts returned policy. This table will be updated periodically. If you wish to return any other part for any reason, please contact service engineering or your CSS district manager. If the part needs to be returned by the commissioning report process, continue with step 4.
- (4) Fill out the commissioning report form completely.
- (5) Place a copy the commissioning report form in the box with the failed part to be returned. This will ensure that the part gets into the corrective action process. Without the commissioning report form in the box with the part, correct identification of the part will not occur and the part will probably have to be scrapped.
- (6) Return the original copy of the commissioning report to CSS Quality through your normal channels.
- (7) Pack the failed part into the original shipping material that was saved in step (2). This is especially true for electronic components that are returned. It is critical that the part not be damaged in transit so that the true root cause of the failure is learned. Good packing is required. Usually, RCD packing is very good, so the general rule is to reuse the packing that the replacement part came in.
- (8) Ship the part via surface mail to the address on the Commissioning Report form. There is no need for overnight delivery except when instructed to do so by service engineering or the CSS district manager. You may send freight collect.

There should not be any special need to contact service engineering during this process. The process is designed to be simple, take little time, but maximize the factories ability to perform root cause analysis. Just as many of you are beginning to hear directly from engineers involved in root cause analysis, it is hoped that the parts return policy will lead to more frequent and constructive dialog about product quality between the field repair personnel and the factory personnel responsible for fixing product problems.

Parts To be Returned

Parts found defective during commissioning

Part	Charlotte Products (Q factory code in the serial number)	McMinnville Products (F factory code in the serial number)
Compressors	Return individual failed components through this process, if they are not repaired at the job site	Use the standard compressor return process to the compressor supplier
Non-compressor parts	Return individual failed components through this process, if they are not repaired at the job site	Return individual failed components through this process, if they are not repaired at the job site

Parts found defective at other times

There is no mandatory return policy for these parts except Compressors and parts specified in the field scrap exception list.

District Manager Assignments

DISTRICT MANAGER ASSIGNMENTS

Region	Unitary Products (>= 30 series)	Heavy Chillers (16, 19, 23 series)
Northeast	Dilip Vyayaharkar	Pete Richardson
Southeast	Leon Leighton	Brice Auten
Midwest	Curt Wealti	Quanah Martin (interim)
Southwest	Al Schantz	Quanah Martin
West	John Egan	Terry Cammack
Asia / Pacific	Steve Marshall	Steve Marshall
Middle East and ETO	Shakiruddin Ahmed	Shakiruddin Ahmed
Outside USA Other (except Canada)	Eric Adams	Eric Adams

For Canada, please use the District Manager in the region located south of your position.

COMMISSIONING REPORT ATTACHED