



**Johnson
Controls**

**Service
Information**

File In/With:		SI0312	
		New	216
Equipment Affected:	Series 100 Single Packaged Rooftop Units and L-Series Water-Cooled Self-Contained Units		
Applied DX Criteria for Submitting SD Warranty Claims			

GENERAL

The SD warranty claim system is used to identify warranty issues in Johnson Controls manufactured products. The information provided in each SD warranty claim is used to drive corrective action in the manufacturing facilities.

Each Johnson Controls manufactured product contains numerous components provided by outside vendors. Johnson Controls uses the information provided in the SD claim to hold each vendor accountable for their product and assist in financial recovery from our outside vendors.

A manufacturing defect is defined as an issue on a Johnson Controls manufactured unit during the warranty period that prohibits the proper operation of the unit. This could be a failed component or a manufacturing error that occurred at the factory. Standard warranty coverage for parts is 12 months from start-up or 18 months from ship date, whichever occurs first. Standard labor warranty is 90 days from start-up. Additional warranties may have been purchased at the time of sale. Please review the contract details for specific warranty coverage on individual units.

SD warranties do not cover the following:

- Parts or components that are field installed.
- If a part/component was previously replaced under an SD warranty claim and that exact part fails again. Labor to replace said part/component will also not be covered through SD warranty.
- Miscellaneous consumable materials that include, but are not limited to, brazing materials, glues, inert gases, wiring connectors, oils, etc.

REQUIREMENTS FOR SD WARRANTY CLAIMS

- Every SD warranty claim must include a Problem, Cause, and Solution in the comments section. Applied DX Product Technical Support (PTS) and the factory use these comments to assist in corrective action or vendor recovery.
- When entering a warranty claim associated with any motor, VFD, coil, electric heater, gas fired heater, compressor, valve, or other major component, enter the vendor/manufacturer in the comments section of the SD warranty claim if known.

Work on this equipment should only be done by properly trained personnel who are qualified to work on this type of equipment. Failure to comply with this requirement could expose the worker, the equipment and the building and its inhabitants to the risk of injury or property damage.

The instructions on this service bulletin are written assuming the individual who will perform this work is a fully trained HVAC & R journeyman or equivalent, certified in refrigerant handling and recovery techniques, and knowledgeable with regard to electrical lock out/tag out procedures. The individual performing this work should be aware of and comply with all Johnson Controls, national, state and local safety and environmental regulations while carrying out this work. Before attempting to work on any equipment, the individual should be thoroughly familiar with the equipment by reading and understanding the associated service literature applicable to the equipment. If you do not have this literature, you may obtain it by contacting a Johnson Controls Service Office.

Should there be any question concerning any aspect of the tasks outlined in this bulletin, please consult a Johnson Controls Service Office prior to attempting the work. Please be aware that this information may be time sensitive and that Johnson Controls reserves the right to revise this information at any time. Be certain you are working with the latest information.

- Explain A/P charges and Field purchase orders in the comments section.
- Non-Johnson Controls labor used for warranty repairs must have an estimated price pre-approval by Applied DX PTS.
- Applied DX PTS will pre-approve any warranty part not ordered through the Baltimore Parts Center or the Airside Parts Center.
- All SD warranty work should be performed during normal working hours unless Applied DX PTS pre-approves the overtime work.
- Travel time will be allowed between the local Johnson Controls Service office and the repair site. An average of 2 hours of travel for each 8 hours of work per technician per site will be allowed. For repairs under warranty where it is necessary for a technician to visit a jobsite that is more than 2 hours travel by vehicle, or it is necessary to travel long distance by train or air due to lack of local skills, such costs will be paid by the Sales/Service entity responsible for the initial sale to the external customer.

PARTS RETURN TO WARRANTY RETURN CENTER (WRC)

- Applied DX PTS reserves the right to request the return of any warranty part for further analysis.
- If Applied DX PTS requests a part to be returned, please use the below address:
*Warranty Return Center
Door 14
631 S Richland Ave
York, PA 17403
Attn: (Name will be provided by Applied DX PTS per claim)*
- Include the SD claim number on the shipment label with the returned part.
- Parts weighing less than 150 lbs should be returned via UPS. Parts weighing more than 150 lbs should be returned via Conway freight.
- Further explanations and direction for the above can be found by reviewing the *Equipment Warranty Parts Return Process* document found on the Quality/Warranty SharePoint site.

MULTIPLE PROBLEMS-NO, MULTIPLE CIRCUITS/UNITS-YES

- An SD claim must be submitted for each issue per unit. If the same unit has a defective control board and a defective motor, two separate claims are required to be submitted.
- A single SD claim may be submitted for multiple units if the four requirements below are met. If filing a claim for multiple units, the model number for all units involved must be the same. The serial number for all units involved needs to be included in the comments section.
 1. Same Product: All Units included must be from the same equipment line
 2. Same Contract Number: All units included must bear the same contract number
 3. Same Manufacturing Plant: All units included must have originated from the same manufacturing facility
 4. Same Defect: All units involved must have the exact same manufacturing defect (e.g., 1T Transformer wired incorrectly from the factory)
- A single SD claim may be submitted if the same defect occurs on different refrigerant circuits (e.g., clogged refrigerant filter driers).

REFERENCES

The references below were used to create this document:

- Service Information Letter SI0003 (515)
- BE Global Intercompany Equipment Warranty Policy (available on the Quality/Warranty SharePoint site)
- BE Equipment Warranty Parts Return Process (available on the Quality/Warranty SharePoint site)

If you have any questions regarding SD warranty claims for Series 100 units or L-Series units, please contact the Applied DX PTS Team:

- AppliedDXTechSupport@jci.com
- 1-877-329-7430