



# North America Warranty Policy & Procedure Manual



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### **FOREWORD**

This Service Policy & Procedure Manual has been developed to explain the policies and procedures of Bobcat Industrial Air (BIA) to its North American distributors' service staff and other personnel.

**The policies and procedures in this Manual will be effective starting January 1, 2021.**

#### **Abbreviations used in this Manual:**

<b>ACR</b>	<b>Arrival Condition Report</b>
<b>ATS</b>	<b>Aftermarket Technical Services</b>
<b>BIA</b>	<b>Bobcat Industrial Air</b>
<b>BPP</b>	<b>Bobcat Portable Power</b>
<b>BPPU</b>	<b>Bobcat Portable Power and Industrial Air University</b>
<b>DR</b>	<b>Delivery Report</b>
<b>ETR</b>	<b>Equipment Transfer Request</b>
<b>IRW</b>	<b>Inventory, Retail, and Warranty System</b>

Bobcat machines, accessories, or parts that are imported into North America in an unlawful or illegal way or by an unauthorized distributor (commonly known as gray market goods) shall not be covered under any BIA Warranty.



### 1 WARRANTY

#### 1.1 WARRANTY COVERAGE BY PRODUCT TYPE

The following charts summarize standard machine warranties for BIA.

All warranties listed in this manual apply only to equipment located within the US and Canada.

##### **Direct Drive Compressors (25HP+, Fixed & Variable Speed Drive)**

Warranty coverage begins 6 months from date of factory shipment or date of factory trained install, whichever occurs first.

Standard Warranty Coverage (includes parts, labor & travel)	Extended Warranty Coverage (See requirements below) *
2-year bumper-to-bumper	Additional 3 year parts & labor

#### 1.2 EXTENDED WARRANTIES REQUIREMENTS\*

Extended warranty is provided on BIA industrial compressors with following requirements:

- Initial startup of compressor must be by factory trained technician
- Warranty registration must be within 30 days of installation
- Signed acceptance of extended warranty requirements
- Use of Bobcat parts and fluids only
- Proof of purchase of Bobcat parts and fluids provided with all warranty claims
- Daily/weekly checks given in user manual/service schedule
- Periodical maintenance on time
- Compressor serviced per the preventative maintenance schedule
- Oil sampling provided per the preventative maintenance schedule
- Maintenance records kept and provided with all warranty claims

Please see your Authorized Bobcat Industrial Air Distributor for extended warranty details and requirements.

#### 1.3 COMPONENTS AND CONDITIONS NOT COVERED UNDER WARRANTY

The following components and conditions not covered under warranty are applicable to all Bobcat products that carry a BIA warranty:

**ABUSE** - Failure resulting from neglect, improper operation, lack of required maintenance, or if used for purposes other than for which it was manufactured.

**ALTERATIONS** - Modification of Bobcat machines without the prior written approval from the BIA Engineering and Service Department.

**DAMAGE** - Failures caused by neglecting to perform required Field Modifications/TSBs. Failures caused by carelessness, accidents, improper operation, transportation, storage, fire, flood, natural



disasters, electrical occurrences (e.g. lightning strikes, power surges, brown outs), or unapproved modifications.

**APPLICATION AND/OR ENVIRONMENTAL CONDITIONS** - Deteriorated or failed components such as: electrical wiring and connections, gaskets, hoses, seals and tube lines caused by chemicals, falling objects, dirt, salt and sand, rust, corrosion, erosion, excessive heat or moisture. Environmental conditions will be identified through oil sampling and/or air quality test. Equipment should be installed in a sheltered location, such as under a lean-to structure, to reduce exposure to sunlight, rain, contaminants, and other environmental hazards. Compliance is required so warranty determination for these types of failures can be made by the BIA Service Department.

**See section 1.5 for more information**

**LACK OF MAINTENANCE** - Component failure caused by not performing scheduled maintenance as defined in the machine's Operation & Maintenance Manual (e.g. failure to replace air filter/separator element/oil filter, failure to perform oil sampling, failure to adjust oil change intervals based on oil sampling results, not maintaining adequate fluid levels, not keeping the cooling system clean, not tightening or replacing loose or missing bolts, nuts, fittings, shields and shrouds. See PM schedule in Operation & Maintenance Manual).

**NORMAL WEAR ITEMS / CONSUMABLES** - Lubricants, maintenance kits, sensors, contactors with more than 4000 hours or one year of service, connection equipment, valves, fuses, hoses, belts, seals, gaskets, o-rings are normal wear/consumable items and are not covered under warranty. (Note: airend shaft lip seals are covered as part of the airend)

**UNAUTHORIZED REPAIRS** - Warranted components must be replaced with genuine Bobcat parts. Warranty repairs must be completed by an authorized BIA distributor.

**DIAGNOSTIC / TROUBLESHOOTING** - BIA will reimburse reasonable diagnostic time for a competent certified technician to troubleshoot a warrantable failure. Contact Bobcat technical support for pre-approval of diagnostic time over two hours.

**ACCESSIBILITY & SERVICEABILITY** - BIA will not reimburse labor time for moving non-Bobcat material or cleaning area to safely access and perform warranty repair on Bobcat equipment. Maintaining proper access and environmental condition in which the machine is operated is considered a customer expense.

**SHOP SUPPLIES** - BIA does not pay for miscellaneous shop supplies or special tools.

**DISPOSAL** - BIA does not cover any disposal fees and/or any environmental levies.

**SOFTWARE UPDATES** - Performing software updates are not covered under warranty.

**NON-BOBCAT REPLACEMENT PARTS** - Non-Bobcat/OEM replacement components will have no coverage.



### **1.4 WARRANTY REQUIREMENTS FOR LONG TERM STORAGE**

If a unit is to be stored longer than 6 months prior to installation, a preventative maintenance must be performed for warranty consideration.

- After 6 months from the manufacturing date:
  - Replace oil
  - Replace the oil filter
  - Check and replace air filter if necessary
- After 1 year from the manufacturing date:
  - Replace oil
  - Replace the oil filter
  - Check and re-grease the motor bearing
  - Check and replace belts if necessary
  - Check and replace the separator filter if necessary
  - Check and replace the air filter if necessary
- After 2 years from the manufacturing date:
  - Replace oil
  - Replace the oil filter
  - Check and re-grease the motor bearing
  - Check and replace belts if necessary
  - Check and replace the separator filter if necessary
  - Check and replace the air filter if necessary

### **1.5 WARRANTY REQUIREMENTS FOR OUTDOOR INSTALLATION**

For conditions where the compressor must be installed outside, the following must be ensured to maintain warranty coverage:

- Shelter: The compressor must be installed under a permanent roof structure, such as a lean-to, for complete protection from direct sunlight and adverse weather.
- Elevation: An elevated platform is required if the site is at risk of accumulating standing water that could cause corrosion.
- Air Intake: The air intake must be shielded from direct exposure to concentrated dust, sand, or production contaminants.

Requirement for Sheltered Outdoor Installation	Applicable Model Series
No Modification Required	EA Models, SA Models
Outdoor Modification is Required (Cover Deflector)	IA Models (30HP+)



## **2 REPAIR PARTS WARRANTY**

### **2.1 REPAIR PARTS WARRANTY COVERAGE**

Genuine Bobcat repair parts are to be free from defects in material and workmanship for 6 months from date of installation.

- Exceptions to the above policy are Airends and Electric Drive Motors. Warranty for these items is the same as the initial new machine component warranty. Please see the machine's Warranty Policy for specific coverages.

BIA will only warrant the following major components when installed by an authorized BIA distributor and distributor must notify BIA's Aftermarket Technical Services prior to the repair.

- Bobcat Controllers
- Airends
- Main motors

Do not submit warranty claims on "repair parts" found damaged or defective prior to installation. In these situations, please contact the BIA Parts Department.

## **3 INVENTORY, RETAIL, & WARRANTY SYSTEM (IRW)**

The Inventory Retail and Warranty System (IRW) is for BIA distributors to complete the following tasks in a single online location:

- Submit an Arrival Condition Report (ACR)
- Submit a Delivery Report (DR)
- Submit Start-up/Site Report
- Query Retailed Inventory
- View Machine History
- View Machine Warranty Status
- Complete a Machine Transfer
- Enter a Machine Warranty Claim
- Enter a Parts Warranty Claim
- Enter a Field Modification Warranty Claim (TSB/Campaign)
- View Warranty Claims Status
- Query Outstanding Field Modifications (TSBs)
- View Pending Parts Returns
- Complete Parts Returns
- Manage Address Book

For training on IRW functionality, please refer to the IRW online training material located in BPPU.

Please contact the IRW Call Center for assistance with IRW System questions.

- Phone Number: 1-866 473-7050

## **4 WARRANTY CLAIM SUBMISSION POLICIES**





- Warranty claims must be submitted in the IRW System within **30** days of the repair completion by the authorized BIA distributor. All claims submitted after this time will be denied.

Repair date = The last day any labor was performed on the machine.

- Dates and hours on claims must be in chronological order. IRW will **automatically deny claims** if the values for the “Date of Failure” and “Machine Hours / Energy Units” fields are not sequential. The distributor can resubmit the denied claim and explain why those fields are not sequential within 10 days of the denial.
- The “failure date” and “repair date” for the claim must be within 60 days of each other.
- BIA requires one failure to be submitted per claim. If you have multiple unrelated failures, you must submit separate claims for each failure. However, if a component failure causes damage to other components, this would be considered one failure and should be submitted as a single claim.



- When submitting a warranty claim, it's the responsibility of the BIA Distributor to identify the defect, provide a reasonable cause for the failure, and provide evidence there is a warrantable defect in material and/or workmanship. Any claim that does not meet these criteria is subject to denial. Examples include:
  - Thorough explanations and comments
  - Maintenance log
  - Proof of purchase of Bobcat parts and fluids
  - Supporting Digital Images and Videos (See section 4.8)
  - Stored fault codes
  - Oil analysis
  - Work Orders
- The Distributor must include detailed, valid reasons for any additional labor requests. Non-covered expenses will not be considered and will be adjusted out of your claim.
- Make sure you use the correct claim type, or your claim will be subject to denial.
  - Field Modification (TSB) = Filing claim to complete Campaign/TSB
  - Machine Claim = Original Equipment Failures
  - Parts Claim = Replacement Part(s) covered within the parts warranty period. This covers warrantable parts found defective AFTER installation only. A Parts Claim is also used for failures within the warranty period of distributor installed kits.
- If there is incorrect information on a claim, your claim will be subject to denial or adjustment. Examples include:
  - Use of incorrect Job Code
  - Incorrect claim type
  - Incorrect serial number
  - Incorrect dates
  - Incorrect hours
  - Incorrect Work Order
  - Parts used do not coincide with the failure
  - Poor quality, or missing required photographs
  - \$0 Claims
- Parts must be retained for up to 120 days for potential inspection.
  - Requested claim parts must be received within 30 days of request or claim will be denied.
- If a claim is returned to distributor and there is no response within 21 days, it is automatically denied by the system.
- The representative filing the warranty claim must agree to the Certification and Acknowledgement Statement prior to each claim submission. Please read the statement carefully so you are aware of the responsibilities surrounding this statement.



#### ***4.1 WARRANTY CLAIM APPEAL POLICY***

A claim may be appealed by the BIA Distributor within 30 days from the date of credit/denial. To receive consideration, the appeal must be made/submitted in the IRW system. After 60 days, the claim will stand as is.

#### ***4.2 WARRANTY CLAIM WORK ORDER POLICIES***

All work orders are required to be attached to warranty claims and must contain the following information:

- Servicing distributor name and location
- Customer name
- Work order / Invoice number
- Model number
- Serial number
- Repair date
- Failure date
- Hours in service
- Detailed labor time breakdown
- Part number, quantity, proof of purchase of BIA parts replaced, maintenance records
- Outside repair charges
- Technician identification
- Detailed description of condition found
- Detailed description of probable cause
- Detailed description of work performed

For instructions on how to attach a Work Order to a claim, please refer to the Machine Warranty Claim training material located in BPPU.

#### ***4.3 FILING A REPAIR PART WARRANTY CLAIM***

- If a replacement part has been installed on a machine and fails within its warranty period due to a defect in material or workmanship, submit a parts warranty claim in IRW.
- If a newly received part (not installed), is damaged, please contact the Parts Dept. to have a replacement sent. DO NOT file a warranty claim, it will be denied.

#### ***4.4 REPLACEMENT PARTS WARRANTY CLAIM POLICIES***

Proof of purchase and installation date is required via the customer invoice or distributor work order for replacement part claims. Failure to provide this information will result in claim denial.

#### ***4.5 WARRANTY CLAIM PHOTO / VIDEO POLICY***

Digital images and/or videos provide valuable information and are required when submitting warranty claims. BIA at its discretion may require images or videos to help provide verification of a warrantable defect in material and/or workmanship. Failure to provide requested images or video will result in claim denial. Digital Images must be clear, show area of defect, and overall condition. If in doubt, capture enough images to ensure claim consideration.



Digital Images are required for the following warranty repairs:

- Any/All Leaks
- Any/All physically damaged parts or components.

Before and after images are required for the following repairs:

- Paint Repairs
- Hose/Electrical Harness Routings
- Sheet Metal Panel or Base Repairs

### ***4.6 TECHNICAL SERVICE PRE-AUTHORIZATION POLICY***

When repairing or replacing the following components “under warranty”, the repairing BIA distributor must consult with a Factory Technician “prior” to beginning the repair; the Salesforce Case Number provided by the Tech must be included with the claim.

- Airend
- Main motor
- Bobcat Controller
- Variable Speed Drive

### ***4.7 COMPONENT SERIAL NUMBER POLICY***

Claims submitted on the following components require serial number information. Failure to comply may result in the inability to submit the claim or claim denial.

- Airend
- Main motor
- Separator tank
- Variable Speed Drive

Provide the serial number of both the component being replaced and the component being installed.

- The serial number can be found on a plate attached to the component and/or etched into the component.

## ***5 WARRANTY PARTS RETURN POLICIES***

BIA at its option may request distributors to return parts to a specified location. Part returns aid in the following:

- Allows BIA to submit claims to its respective suppliers.
- Contributes to root cause investigation and determination.
- Assists BIA in determining if a manufacturing/engineering change may be necessary on current and future products.



### 5.1 PART RETURN POLICIES

The BIA Warranty Dept. may:

- Request digital images of the part(s) being claimed prior to crediting the warranty claim.
- Add or remove return parts during claim processing.
- Change the “return to” location for parts during claim processing.
- Request parts returned for inspection relating to the claim.
- Returned part inspection should be completed within 30 days of receipt of part.

If BIA does not request the part(s) to be returned and the distributor has received a credit memo, the distributor is required to retain the parts for 120 days after credit date. After the 120-day period, the distributor should scrap the components.

### 5.2 RETURNING WARRANTY PARTS

When requested to return warranted parts, the following procedures must be used:

- Do Not Return any parts without BIA authorization and only return the parts requested.
- All parts must be properly labeled with a Parts Tag including the Part # and Claim #.
- All packages must be labeled showing the part is “RMA for Warranty Dept.” in bold lettering and **claim number** must appear on the outside of the package.
- Returned parts must exhibit the condition(s) stated in the warranty claim.
  - All details relating to the conditions found, probable cause, and work performed.
  - All parts listed on a warranty claim must be tagged or marked for proper identification. If a Warranty Parts Tag is not included with the part, the claim may be denied.
  - Markings must be made on the failed parts to indicate the exact location of defects. Paint, Permanent Marker, or Grease Pencil is recommended, although in some cases it may be necessary to cut a mark with a sharp instrument. To prevent parts incurring further damage they must be stored inside. Newly installed parts returned looking weathered or used will result in claim denial.
- A photo/video or serial number must be captured and provided in the claim prior to returning the part.
- NO parts will be returned to the distributor.
- All returned parts must be shipped within 21 days to the location provided in IRW or the BIA Warranty Dept. Failure to do so may result in claim delay or denial.
- Other than sealed units (i.e. Airend), all returned parts must be drained of oil or other liquids.
- All returned parts must be properly assembled with their correct components.
- All returns must include a copy of the claim in the package.
- Properly package all parts in a box, crate, or on a skid per the shipping companies' requirements.



## **6 WARRANTY REIMBURSEMENT**

BIA will reimburse authorized BIA distributors for warranty repairs on its products that failed because of a defect in material and/or workmanship. The warranty reimbursement process will be accomplished through the online warranty system using IRW.

### **6.1 PARTS REIMBURSEMENT**

BIA will reimburse authorized BIA distributors for Genuine Bobcat repair parts and/or components which have failed because of a defect in material and/or workmanship.

Parts will be reimbursed at the unit price as of the "Date of Repair" field on the warranty claim. Since parts pricing may change from time to time there may be some variance in the original paid price versus the reimbursement price. In these circumstances, if you feel the differences are significant, contact the BIA Warranty Dept. for resolution.

### **6.2 LABOR REIMBURSEMENT**

BIA will reimburse authorized BIA distributors for labor required to repair or replace parts and/or components which have failed because of a defect in material and/or workmanship.

- Distributors will be reimbursed for labor based on the Suggested Service Time (SST) for the warranty repair. BIA reserves the right to adjust labor reimbursement based upon claim analysis.

#### **Labor Reimbursement example:**

- Stocking Distributor Labor Rate Per Hour: Market rate up to a maximum of \$130.00/hr.
- Non-stocking Distributor Labor Rate Per Hour: 85% of Market rate with a maximum market rate of \$130.00/hr.

### **6.3 FIELD MODIFICATION (TSB) REIMBURSEMENT**

Field Modification claims are reimbursed in the same manner as a standard Warranty Claim.

### **6.4 TRAVEL TIME & MILEAGE REIMBURSEMENT**

BIA will consider travel reimbursement(s) up to a maximum of 200 miles each way to a repair location.

- Stocking Distributor: Travel Reimbursement Rate Per Hour (Up to a maximum of \$130 x 1hr) = maximum of \$130.00/hr.
- Non-stocking Distributor: Travel Reimbursement Rate Per Hour (Up to a maximum of \$130 x 1hr x 0.85) = maximum of \$110.50/hr.
- Travel time based at 50 mph
- Travel Mileage reimbursed at market rate up to a maximum of \$1.50/mile

### **6.5 DIAGNOSTIC & TROUBLESHOOTING REIMBURSEMENT**

BIA will reimburse reasonable diagnostic time for a competent certified technician to troubleshoot a warrantable failure. Contact technical support for pre-approval of diagnostic time over two hours.



## **6.6 ACCESSIBILITY & SERVICEABILITY**

BIA will not reimburse labor time for moving non-Bobcat material or cleaning area to safely access and perform warranty repair on BIA equipment. Maintaining proper access and environmental condition in which the machine is operated is considered a customer expense. Consideration may be given for cleanup due to a covered system failure severely contaminating the machine.

## **7 WARRANTY TRANSFER**

When purchasing a previously owned BIA unit, there will be no warranty transfer for extended warranty. BIA extended warranty, is non-transferable and only applicable to the original owner.

- BIA will deny all warranty claims submitted on a unit where an un-authorized warranty transfer has occurred.
- Any/All units stolen, repossessed, or purchased from an auction, DO NOT qualify for any remaining warranty.

### **7.1 STANDARD WARRANTY TRANSFER**

Prior to its expiration, the Standard Warranty can be transferred to a new owner.

## **8 BOBCAT INDUSTRIAL AIR EXTENDED WARRANTY**

Extended warranty is provided on Bobcat industrial compressors with following requirements:

- Initial startup of compressor must be by factory trained technician
- Warranty registration must be within 30 days of installation
- Signed acceptance of extended warranty requirements
- Compressor serviced per the preventative maintenance schedule
- Oil sampling provided per the preventative maintenance schedule
- Maintenance records kept and provided with all warranty claims
- Use of Bobcat parts and fluids only
- Proof of purchase of Bobcat parts and fluids provided with all warranty claims

Please see your Authorized Bobcat Industrial Air Distributor for extended warranty details and requirements.

## **9 FIELD MODIFICATION PROGRAM (CAMPAIGN/TSB)**

BIA as necessary, will request that BIA distributors perform Field Modifications on its products. These modifications may be needed on retailed and/or distributor stock units. The necessity for a field modification is generally due to safety, excessive component failure, or to improve performance. Field modification improvements will be handled by one of the following campaigns.

Class "AA" Field Modification -- This modification is used when an issue arises involving a safety concern which must be corrected. Must be completed within 60 days.

Class "A" Field Modification -- This type of modification is used when excessive component failure occurs or when improvements to the product operation are required. Must be completed within 90 days.

Class "B" Field Modification -- This type of modification is optional and is used when an improved or new design is made to a BIA product.



### 9.1 GENERAL GUIDELINES AND INFORMATION

- The first few pages of the Field Modification (TSB) service letter provides a quick reference of information related to the Field Modification.
- BIA requires that all Class “AA” and “A” Field Modifications be completed on the affected units within the required timeframe stated above.
- All parts must be ordered through the BPP Parts system.
- Distributor Service Managers will receive notification of all initial Field Modification (Class “AA”, “A” and “B”) information via E-mail (Bobcat Service Updates). Additionally, IRW will inform individuals logged into the system of machines in their inventory requiring a Field Mod to be completed.
  - **Note:** If you would like to be emailed Field Modification information, contact your distributor administration and have them select the “Field Modification Creation” box in the Settings > Email Notification area in IRW.
- Customers and distributors having units affected by a Class “AA” Field Modification will be notified.
- Class “AA” and “A” Field Modification completions are part of the Distributor Scorecard process. Class “B” Field Modifications do not affect the Distributor Service Review because they are optional.
- A list of affected machines will be available on the “*Field Modifications*” list in the IRW System. These field modifications can be sorted using the “Search Field Modifications” in the Field Mod menu in IRW.
- It should be standard practice for the distributor to login and verify if any machine in for service or repair has an outstanding Field Modification to be completed.
- If a retailed machine is on a distributor’s Outstanding Field Modification list but has been transferred to another distributor, a machine status change form should be submitted electronically via IRW (Field Mod Status Change Request).

### 9.2 WARRANTY CLAIM SUBMISSION & REIMBURSEMENT

BIA will credit authorized distributors for completion of Field Modification (TSB) claims submitted in the IRW system; claims must be submitted within 30 days from date of repair. Claims submitted after 30 days from date of repair will be considered late and subject to denial. Any processed claim may be appealed within 90 days of settlement date; appeals must be made within the IRW System. After 90 days, the claim will stand as-is. All compensation will be per the specific Field Modification directives.





To receive credit for the Field Modification repairs the following guidelines must be met:

- All retailed units must have an approved delivery report on file and be registered in the IRW System.
- If parts were shipped to your distributor free of charge, the parts total will show a zero-dollar value when completing the Field Modification claim.
- Distributor compensation will be at the existing, agreed upon, active labor rate, travel rate, and the technician qualifier percentage.

### **10 SHIPMENT SHORTAGE / SHIPMENT DAMAGE POLICY**

BIA warrants its complete machines to be shipped to the Distributor in complete, new, and saleable condition without missing items. A warranty claim should be submitted for all short-shipped or missing items. Any "NON-Carrier" discrepancy MUST be noted on the unit's Arrival Condition Report (ACR) and submitted in the BIA Warranty System (IRW). The missing parts and reasonable labor to make the unit whole again will be eligible for reimbursement on the claim.

*Please note that this policy is only for whole-goods and does not include parts that are received damaged or short shipped from the Parts Dept. Contact the Parts Dept. directly regarding these situations.*

#### **10.1 WHEN RECEIVING DAMAGED WHOLE GOODS FROM BIA**

- Inspect Items carefully prior to signing for the items.
- Make sure to note on the Carrier's Delivery Receipt or Bill of Lading
  1. Visible damage to the item
  2. Visible damage to the box or crate
  3. Quantity discrepancy
- If there was damage to a box or crate noted, inspect the contents immediately and note any concealed damage or missing items on Carrier's Delivery Receipt or Bill of Lading.
- Digital images must also be taken of the damage as they may be required by the carrier.
- **ANY damage due to shipping must be resolved between the distributorship and carrier.**



## **11 DISTRIBUTOR WARRANTY CLAIM AUDITS**

BIA at its discretion, may perform an audit(s) of any warranty transactions to review and verify the information provided for warranty repairs being submitted by the distributor are accurate and complete.

Any noncompliant issues will be handled on a case-by-case basis ranging from claim reversal, termination of Distributor Sales Agreement, and/or legal action.

### **11.1 WARRANTY CLAIM SUPPORTING DOCUMENTATION**

In addition to documents stored on business systems, distributors are required to retain and provide upon request the following original supporting documents associated with warranty claims submitted to BIA for a period of 3 years after claim processing:

- Work Orders
- Technicians repair order (Grease / Hard Copies)
- Time cards / Punch cards
- Parts requisitions / orders
- Maintenance records
- Invoices associated with outside repairs/purchases
- Machine stored codes
- Digital Images / Video associated with the claim
- Billing Invoices

## **12 DISTRIBUTOR LABOR RATE ADJUSTMENT POLICY**

When a BIA authorized distributor requests an adjustment to their reimbursable labor rate, a Labor Rate Authorization Request Form must be completed and submitted to the BIA Warranty Dept for review and approval.

### **12.1 DISTRIBUTOR LABOR RATE ADJUSTMENT TERMS**

BIA distributors will need to meet the “Labor Rate Adjustment” terms shown below when requesting a labor rate adjustment from BIA:

- Distributor labor rate can only be adjusted once within a 12-month period.
- Labor rate adjustment request form must be completed and E-mailed to the BIA Warranty Dept. for review.
- Distributor is responsible for ensuring that notification and approval is received prior to the proposed labor rate effective date.
- BIA will not adjust claims paid at a prior labor rate due to the Distributor failing to notify BIA of a labor rate adjustment on a timely basis.
- The Retail Labor rate must be posted within the BIA Distributor’s Service Department.
- Distributor Principal/Branch Manager must sign the “Warranty Labor Rate Authorization Request Form” certifying and acknowledging the proposed labor rate will be the posted labor rate at the distributorship and the rate charged to customers for work performed in their service shop.



### **13 SUGGESTED SERVICE TIMES (SSTs) / JOB CODES**

The Suggested Service Times are the maximum time allowed to complete specific operations using proper tools and trained service personnel. An effectively trained organization can complete these tasks within the allocated timeframes. The Suggested Service Times (SSTs) in the IRW System will be used for labor warranty reimbursement.

- If a task is not listed, the BIA Warranty Dept. will determine the time needed to make the repair.
- If a listed time seems incorrect, please contact the BIA Warranty Dept.
- Engineering changes may require suggested service times to be modified without notice.
- If the job code doesn't coincide with the repair being claimed, the claim will be denied, and the correct code requested.

### **14 ARRIVAL CONDITION REPORT**

Arrival Condition Reports (ACRs) are a means for our distributors to provide feedback on what needs improvement and what we are doing correctly at BIA. To best accomplish this, the ACR must be filled out as soon as possible after delivery. The online ACR report form also ensures the information regarding a machine's condition upon arrival is reported to BIA's manufacturing group in a timely manner.

#### **14.1 IMPORTANT ACR OBSERVATIONS**

When completing ACRs it is important to provide accurate information. The following are items that must be observed when completing the form:

- **GENERAL AND VISUAL:** Document any damage to the machine and any general functionality that seems improper. Also, note if you believe the damage could have occurred during shipment.
- **ELECTRICAL:** Do applicable electrical components work properly? Light, gauges, control panel.
- **LUBRICATION & FLUID LEVELS:** Our specifications and the machine design are such that the correct level for the fluids between the "Add" and "Full" marks. Please refer to the operation and maintenance manual for proper procedures for checking and adjusting fluid levels. If it's the distributorship's practice to fill fluid levels exactly to the full line, feel free to note that you added oil in the comments section but please indicate "yes" in the question section if the level was above the "add" mark when you first checked it.
- **GIVE US DETAILS:** If you answer any question with a "No", please provide details in the comments section.

BIA appreciates your time and effort that goes into filling out ACRs. BIA uses this data to improve our manufacturing and engineering quality.



## **15 DELIVERY REPORT (DR)**

Delivery Report (DR) completion & submission is required when the unit is put into service. The DR submission starts the machine's warranty. To be accepted, the DR must be signed by the selling distributor and purchaser or their designated representative.

- Distributor are required to review and provide proper explanation of the following items with the customer at the time of delivery:
  - Warranty Policy
  - Operating Instructions
  - Safety Equipment and Precautions
  - Maintenance Procedures and Adjustments
  - Telematics Policies (If applicable)
- Delivery Date is the date the customer takes possession of or puts the unit in service.
- Delivery Reports are required on all serial numbered machines.
- BIA shall have no warranty obligation unless the Delivery Report form has been completed and submitted in the IRW System.
- Startup Reports must be fully completed, signed, and dated within 15 days of installation.
- Installation photos of the perimeter of the compressor including installation location must be supplied with the startup report.

## **16 WARRANTY AND SERVICE QUESTIONS**

Please contact your Authorized BIA Distributor or call the BIA Call Center for assistance on any Service or Warranty issues:

Phone Number: **1-877-366-7260**