



**RV Products Division**

## **SERVICE RATE SCHEDULE AND POLICIES**



**Airxcel, Inc.  
RV Products Division  
P.O. Box 4020  
Wichita, KS 67204**

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This publication contains the policies and procedures for handling in-warranty service. This manual should be thoroughly read in its entirety to obtain a complete understanding of Airxcel, Inc. warranty methods.

**This policy will become effective on December 1, 2011 and will remain in effect until rescinded or replaced at a later date. Airxcel, Inc. reserves the right to edit or revise this publication without notice.**

Airxcel, Inc. desires to fairly compensate companies for field service support of Coleman-Mach products. We hope you will consider our relationship close enough that you will seek our assistance anytime you experience claim processing difficulties. Please feel free to call (316) 832-3404 with any questions concerning warranty claims processing or payment.

If you need help in diagnosing a problem or have general technical questions, we have a special technical line with an Airxcel, Inc. technician waiting to assist you. Please call (316) TEC-HELP (832-4357).

**A. BASIC WARRANTY - COMMITMENTS/EXCLUSIONS**

The basic Airxcel, Inc. warranty is a guarantee to both the retail consumer and the servicing agency.

1. Retail consumer – Airxcel, Inc. guarantees its Coleman-Mach products against defects in material or workmanship (see product certificate of warranty). The company maintains a nationwide network of contracted service firms to provide parts and service if difficulties are encountered.
2. Service Agency – Airxcel, Inc. agrees to provide the agency with service information, to sell repair parts and to reimburse the firm for services in accordance with this service rate schedule and policies manual and current product warranties. Airxcel, Inc. reserves the right to deny future claims for warranty service for any reason, after a company has been so notified.

Our service policy is to repair products in the field. If a product owner/dealer/distributor is unable or not equipped to service a warranty product, Airxcel, Inc. will assist in obtaining service. Airxcel, Inc. Customer Service can help diagnose the operation problem and ship any required replacement parts.

The warranty does not cover incidences of abuse during shipping or installation. Damages as a result of improper handling or installation are not warranted.

Our warranty policy does not cover charges incurred if the refrigeration circuit is breached without prior authorization. Tapping into the refrigeration system may void your warranty.

Airxcel, Inc. flat rate policy does not provide a labor allowance for time needed to remove and replace an appliance from an inaccessible location.

The warranty on Coleman-Mach products covers defects in material and factory workmanship for a period of two calendar years from the date of original purchase.

**COMPLETE AIR CONDITIONER REPLACEMENTS WILL BE AT THE DISCRETION OF AIRXCEL, INC. AND MUST BE PRE-APPROVED PRIOR TO THE CHANGEOUT. PLEASE NOTIFY AIRXCEL, INC. AT 316-832-4357.**

**Travel Time or Mileage –**

Recreational vehicles are considered portable vehicular structures. Although some retail customers utilize RV's as permanently located live-in structures, the marketing approach of RV builders is directed to recreational living.

No travel time or mileage charges will be paid under the warranty. It is the responsibility of the retail consumer or dealer to present the vehicle to the service agency for warranty repair.

## **B. RESPONSIBILITY OF SERVICE CENTER**

In order to provide proper service, it is necessary for Service Centers to maintain an adequate supply of repair parts. Service on the appliances should be completed in a timely manner. It is also necessary for the service center to file the claim with Airxcel, Inc. within thirty days.

Please notify Airxcel, Inc. of any name changes, address changes, or any other change that would affect the information we publish in our National Service Center List.

## **C. RESPONSIBILITY OF AIRXCEL, INC.**

The responsibility of Airxcel, Inc. under this service policy shall be to provide replacement parts which, upon the company's inspection are proven as defective within the warranty period, and to reimburse the servicing company in accordance with the "Labor Allowances" section of this policy.

Airxcel, Inc. shall not be responsible for paying requests for labor or for providing warranty parts to rectify deficiencies which can be attributed to sources other than Airxcel, Inc. i.e. mis-wiring or any other problems associated with the installation of the appliance. Nor shall Airxcel, Inc. be responsible for defective merchandise as a result of misuse or abuse by the user and/or installer, including "in plant" damage subsequent to shipment from Airxcel, Inc.

In cases where Airxcel, Inc. is not liable for the service work, the responsible party should be contacted for payment of services rendered.

## **D. HANDLING OF IN-WARRANTY CALLS**

### **1. Taking the call for service.**

Prior to performing the service, the Service Center should secure all information possible from the customer. The information you should request is:

- A. Customer's name, address and telephone number.
- B. Product type: ducted, non-ducted, wall thermostat, package system, etc. Air conditioner (upper unit) model and serial number.
- C. Date customer purchased product or date of purchase of recreational vehicle if product was installed as original factory equipment.
- D. Get a description of problem as best as customer can describe it. This would be

helpful in determining the parts that are necessary.

- E. Set a definite appointment for "time of service".
- F. Advise the customer that he must show the servicer his proof of purchase to validate warranty.
- G. **It is extremely important to advise the customer that he is obligated for all service not covered by warranty.**

### **2. While performing the service:**

- A. Complete the requirements of the claim form.
- B. Determine the cause of failure. If the problem is a direct result of a defect in material or workmanship, Airxcel, Inc. will handle per the terms set forth in the certificate of warranty supplied with the product and the flat rate schedule and policies policy.

**IF THE PROBLEM IS A DIRECT RESULT OF IMPROPER INSTALLATION, IMPROPER SET UP, OR IS A PART OF NORMAL CUSTOMER MAINTENANCE OR ADJUSTMENT, AIRXCEL, INC. WILL NOT BE RESPONSIBLE FOR ANY SERVICE EXPENSE. SERVICE WORK PERFORMED THAT CANNOT BE ATTRIBUTED TO DEFECTS IN MATERIAL AND AIRXCEL, INC. FACTORY WORKMANSHIP MUST NOT BE BILLED TO AIRXCEL, INC. IN CASES WHERE AIRXCEL, INC. IS NOT LIABLE FOR THE SERVICE WORK, THE RESPONSIBLE PARTY SHOULD BE CONTACTED FOR PAYMENT OF YOUR SERVICES.**

- C. Complete all warranty repairs and check for proper operation.
- D. Record, in detail, defects found and corrections required.
- E. Have the claim form signed by the customer upon completion of the required service.
- F. The service person should sign the claim form in the space provided.
- G. Handle parts carefully to prevent damage. Parts received damaged are not acceptable for warranty.

**E. EQUIPMENT REQUIRED TO PERFORM SERVICE**

Airxcel, Inc. equipment is built so that all components are accessible for service. In order to perform service, a good assortment of hand tools is required.

There is, of course, a need for certain test equipment. Some of the test instruments required includes:

**Air Conditioning**

- Refrigerant Recovery Equipment
- Dial-A-Charge or Electronic Scale
- Brazing Torch (support equipment)
  - Leak Detector
  - Vacuum Pump
- Thermometers (minimum two)
  - Amp Meter
- Line Service Valves (Schraders Only)
  - Airxcel, Inc. RV Test Device
  - Volt-Ohm Meter

**F. FLAT RATE LABOR SCHEDULE BACKGROUND**

The flat rate-flat time concept has been used throughout the recreational vehicle industry with excellent success. It is apparent that this concept has spread into every industry where in-warranty service is performed by servicing organizations. The flat rate concept can be advantageous to all concerned, provided it is set up properly.

The times shown in this manual for component part replacements are more than the actual time required by the average field service mechanic.

**G. IN-WARRANTY LABOR ALLOWANCES**

**1. Air Conditioning**

**A. Labor for Replacement Parts.**

In addition to providing in-warranty replacement parts, Airxcel, Inc. will also pay a reasonable amount for on-the-job labor time for replacement of any part which shall, upon the company's inspection, be proven as defective. The exact labor rate to be paid is stated in this manual, Section P.

**B. Labor allowances for claims not involving a defective part.**

The vast majority of service problems require a replacement part. However, the policy makes provisions for the few that may not. If a problem can be directly attributed to Airxcel, Inc., a labor claim for correction of the problem may be submitted. It will be mandatory however, that a

complete and detailed description of the complaint and service required be given on the claim before it will be considered for payment. No labor will be paid for field repair of replacement parts, such as motors, etc.

**H. WARRANTY PARTS FREIGHT POLICY (OUT BOUND)**

The policy concerning the freight on out bound Airxcel, Inc. replacement parts is as follows: Airxcel, Inc. will ship repair parts prepaid ground service only. Any special shipping requests will be the responsibility of the retail consumer.

**I. WARRANTY PARTS FREIGHT POLICY (IN BOUND)**

It is the responsibility of the party returning parts to Airxcel, Inc. to prepay the transportation charges. Please include the shipping charges on the labor bill for reimbursement. In the event that warranty parts are received freight collect, the charges will be deducted from the claim labor or part credit. It is best to use UPS ground or call Airxcel, Inc. for suggestions.

**J. IN-WARRANTY PARTS RETURNED TO AIRXCEL, INC. (MUST RETURN PARTS)**

Airxcel, Inc. does not require all defective in-warranty parts to be returned for verification. The following parts are mandatory in-warranty return items. Part types that are not listed should be field held for sixty (60) days after the date of service. After the sixty (60) day hold period expires, and Airxcel, Inc. has not requested a special parts return investigation, the servicer may junk the defective on-hold item(s).

**Air Conditioner In-Warranty Must Return Parts**

- Compressors
- Motors
- Printed Circuit Boards
- Thermostats

**Special Compressor Return Policy:**

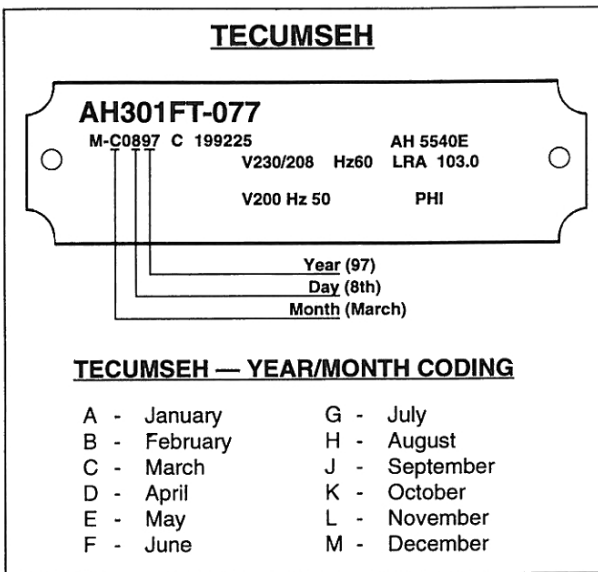
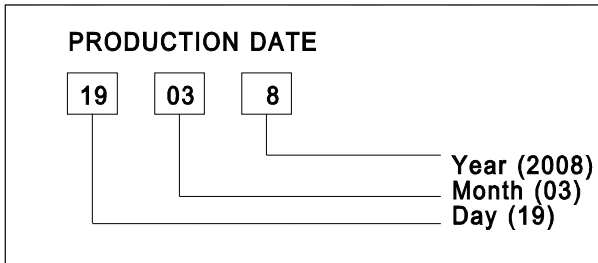
Only compressors within twenty-four (24) months of their manufactured date must be returned. Before returning any defective compressor, you must determine the manufacturing date of the compressor which is stated on the compressor data plate.

**IMPORTANT**

**No credit will be issued for the return of the compressor data plate only. When returning a compressor, it is necessary to properly seal the ports.**

Examples of representative compressor vendor rating plates (coding identification) are shown below.

### SANYO



### K. CREDIT POLICY

If it is determined that a replacement part is required from Airxcel, Inc. and the Service Center orders this part from Airxcel, Inc., it will be shipped at our discretion either:

1. No Charge: Parts shipped at no charge do not require the return of a defective part.
  2. Warranty Terms: All must return parts will be invoiced for the cost of the part. Defective must return parts should be returned within thirty (30) days to Airxcel, Inc. Upon receipt of the defective part by Airxcel, Inc., credit will be issued and the invoice will be cancelled.
- All warranty parts will be sent prepaid UPS ground or other suitable ground transportation.  
NOTE: This policy may be terminated or modified at any time at the sole discretion of Airxcel, Inc. If

questions arise regarding the policy, you should contact the Airxcel, Inc. Customer Services Department.

### L. LIMITED WARRANTY ON REPAIR PARTS PURCHASED AND INSTALLED ON OUT-OF-WARRANTY PRODUCTS

All repair parts purchased and installed on out-of-warranty products carry a one (1) year part only warranty from the part purchase date. Inoperative parts will be credited or replaced during the one (1) year warranty period. This warranty DOES NOT include any labor, mileage, travel time, transportation charges or other miscellaneous expenses.

THERE ARE NO OTHER WARRANTIES EXPRESSED OR IMPLIED. NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CONSEQUENTIAL DAMAGES AND INCIDENTAL EXPENSES ARE HEREBY EXCLUDED.

### M. WARRANTY CLAIM PROBLEMS WHICH MAY CAUSE A DELAY IN PROCESSING WARRANTY CLAIMS

A warranty claim which has been properly filled out and filed with Airxcel, Inc. can be processed within thirty (30) days of the receipt of the claim by Airxcel, Inc. If the warranty claim has a must return part, please allow an additional thirty (30) days to test the part.

The following is a list of common problems which will cause a delay in processing and/or denial of a warranty claim.

1. Inadequate information provided on the warranty claim.  
  
When a claim is received without all the necessary information being listed, it is necessary to delay the claim and correspond with the servicing agent in an attempt to receive additional information. If the information cannot be obtained, the claim will be denied.
2. Filing a warranty claim for repair services performed on an out-of-warranty product.

If it is determined that a Coleman-Mach product is beyond the warranty period, a warranty claim should not be sent to Airxcel, Inc. It should be made quite clear to the retail customer that they will be responsible for all service charges. Failure to comply with this procedure will cause your claim to be denied.

3. Requesting labor amounts higher than those listed in this Flat Rate Manual.

A labor request such as this will cause your claim to be reduced and a delay in payment. It also causes unnecessary correspondence between Airxcel, Inc. and the servicing agent.

- 4. Filing a warranty claim for non-Airxcel, Inc. related service work.

If upon the servicing agent's inspection, it is determined that the failure of the Coleman-Mach product was not caused by an Airxcel, Inc. manufacturing defect, a warranty claim for the service work should not be sent to Airxcel, Inc. It should be made quite clear to the customer that they will be responsible for all service charges.

- 5. Filing a warranty claim which does not contain the necessary customer verification signature.

After the service work is performed, it is mandatory that the customer sign the warranty claim. This verification signature is necessary for the protection of the servicing agent as well as Airxcel, Inc.

- 6. Claim filed with non-Airxcel, Inc. parts.

When changing out a defective part on a Coleman-Mach appliance, check the part number against Airxcel, Inc. parts list. If it is determined that the defective part is not an Airxcel, Inc. part, a warranty claim should not be submitted. The customer should be advised at that time that they are responsible for these charges.

- 7. Claim submitted with part that does not apply to product serviced.

When a claim is filed and a defective must return part is involved, the servicing agent should take extra care to make sure the correct part is returned. A check of our records will indicate if the part returned was ever supplied as an original equipment part on the model listed on the claim.

- 8. Not listing the air conditioner model and serial numbers and the original purchase date on the claim.

- 9. Not listing the service authorization name on the claim.

- 10. Claims submitted more than thirty (30) days after service work was performed.

Airxcel, Inc. feels that thirty (30) days from the date of service should be more than enough time to submit the claim and defective part.

If a claim is received more than thirty (30) days after the date of service, it is difficult, if not impossible for Airxcel, Inc. to return the part to our vendors for credit.

Without vendor credits, it would be difficult to maintain our superb warranty coverage.

**WE WILL NOT ACCEPT ANY CLAIM THAT IS MORE THAN NINETY (90) DAYS FROM THE DATE OF SERVICE. STANDARD WARRANTY POLICIES REMAIN IN EFFECT AT ALL TIMES.**

- 11. Parts returned with no information.

If a servicing agent elects to return a part without a claim, the warranty information must still be provided.

- 12. Claims and parts not returned together.

The claim should be enclosed in the same carton with the defective part.

- 13. Claims and/or parts returned to the wrong address.

If the claim and part are not returned to the proper receiving address, the claim will be delayed. The correct receiving address for UPS is:

**Airxcel, Inc.  
RV Products Division  
3050 N. St. Francis  
Wichita, KS 67219**

For the post office, please use the following address:

**Airxcel, Inc.  
RV Products Division  
P.O. Box 4020  
Wichita, KS 67204**

- 14. Parts improperly packaged for return.

Special care should be taken to package all defective parts that are being returned for credit to prevent damage during shipment.

- 15. Improper defective part disposition on warranty claims.

The warranty claim form has a special section provided entitled, "Handling Requested For Returned Part". In this section are two boxes: "For Replacement Only" and "For Credit" either of which may be checked. It is very important that the servicing agent check the correct box. If the servicer is requesting credit, he should also provide the number of the invoice to which he wants credit applied in the space provided.

- 16. Inquiring about claim disposition without necessary information.

When inquiring about the disposition of a warranty claim, whether by letter or telephone; the person inquiring should be prepared to provide the claim number, date of service, date the part and claim were forwarded to Airxcel, Inc., what transportation method was used to forward the claim and part, and to what address they were sent.

When the above information is not provided it is extremely difficult, if not possible, to locate the claim.

### IMPORTANT

**Any required service not shown in the Flat Rate Manual is to be approved by Airxcel, Inc. For approval, call Airxcel, Inc. in Wichita, Kansas at 316-TEC-HELP (832-4357).**

#### N. PROPER PROCEDURE FOR FILLING OUT AND SUBMITTING CLAIMS

In order to receive reimbursement from Airxcel, Inc. for in-warranty labor, it is absolutely necessary to fill out an Airxcel, Inc. claim form in its entirety.

To eliminate delays and expedite payment of service claims, it is imperative that the claim form be filled in correctly.

Listed below are items that are necessary:

1. Customer's name and address.
2. Model and serial number of the product serviced.
3. Make and size of recreational vehicle.
4. Purchase date of the air conditioner. If there is doubt as to whether the product is within the two year warranty, proof of purchase must be supplied.
5. Date service was performed.
6. Name and address of servicing organization.
7. Nature of complaint.
8. Description of service work performed.
9. Customer's signature.
10. Servicing Agent's signature.

11. Under the area headed "Handling Requested for Returned Parts", be sure to check one of the two blanks; credit or replacement. If credit is requested, and the parts are purchased directly from Airxcel, Inc., supply Airxcel, Inc. invoice number and date.

If the part was purchased from Airxcel, Inc., we will either issue credit or a replacement part as indicated by the Service Center on the claim form. If the part was purchased from a source other than Airxcel, Inc., we will ship a replacement part only.

12. List labor amount.
  13. **THE WHITE, YELLOW, AND HARD COPIES OF THE CLAIM MUST BE RETURNED IN THE SAME CARTON WITH THE INOPERATIVE PART. IF THE CLAIM AND PART ARE RETURNED SEPARATELY, THERE WILL BE A DELAY IN PROCESSING THE CLAIM.**
  14. **PLEASE MAIL ONE (1) COPY OF THE CLAIM ONLY. DO NOT SEND MULTIPLE COPIES OF THE CLAIM TO US.**  
**FAXED COPIES WILL NOT BE ACCEPTED.**
  15. Do not send parts or claims to our lock box address in Chicago, Illinois. This address is for payments only.
- O. COMPLETE AIR CONDITIONER REPLACEMENT INFORMATION**
- Complete air conditioner replacements will be at the discretion of Airxcel, Inc. and must be pre-approved prior to the changeout. Please notify Airxcel, Inc. at 316-832-4357.**
- If a defective air conditioner is returned to Airxcel, Inc. for evaluation, and our diagnostic checkout proves the air conditioner is operating properly; your firm will be charged for the air conditioner and associated freight costs, and no labor will be allowed.**
- If we replace an air conditioner under warranty, and do not want the defective air conditioner returned to us; you must return the Rating Plate Sticker located on the drivers side and/or on top of the air conditioner. The Rating Plate Sticker shows the model and serial numbers as well as the air conditioner specifications. It will be silver or white in color.**

**P. FLAT RATE LABOR SCHEDULE TABLE**

**ROOF TOP AND PACKAGED SERIES  
AIR CONDITIONING**

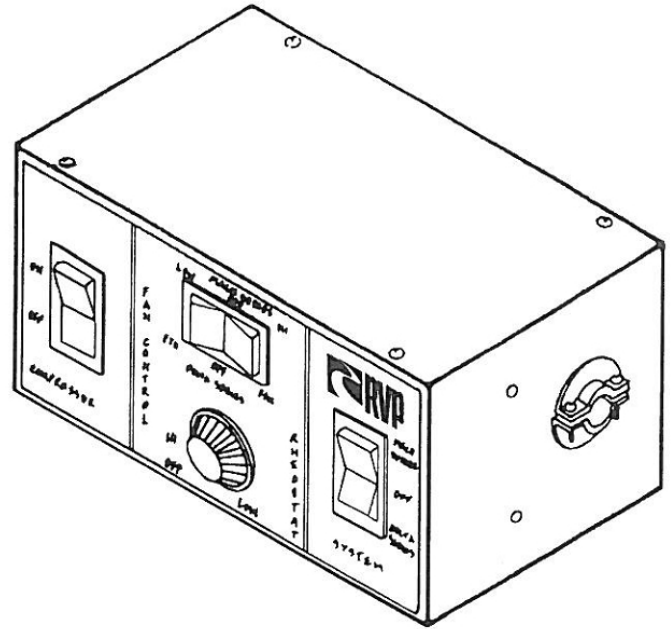
Description of Labor	Roof Top Total Time Allowed	Packaged Series Total Time Allowed
Replace Motor Capacitor **	1 Hr.	1 Hr.
Replace Wall Thermostat	1 Hr.	1 Hr.
Replace Compressor Run Capacitor **	1 Hr.	1 Hr.
Replace Compressor Start Capacitor **	1 Hr.	1 Hr.
Replace Motor	1-1/2 Hr.	2 Hr.
Replace Impellor	1-1/2 Hr.	2 Hr.
Replace Selector Switch	1 Hr.	1 Hr.
Replace Freeze Switch	1 Hr.	1 Hr.
Replace Thermostat (Cold Control/Wall Thermostat)	1 Hr.	1 Hr. Wall Thermostat
Replace Fan Blade	1 Hr.	1 Hr.
Replace Overload	45 Min.	1 Hr.
Replace Heat Element	1 Hr.	N/A
Replace Relay	1 Hr.	1 Hr.
Replace Shroud	15 Min.	N/A
Replace Motor Mount	1 Hr.	2 Hr.
Replace Terminal Strip	1 Hr.	1 Hr.
Replace Printed Circuit Board	1 Hr.	1.5 Hr.
Replace Solid State Start Device	1 Hr.	1 Hr.
Replace Basepan Gasket	1 Hr.	N/A
Replace Limit Switch	45 Min.	N/A
Replace Reversing Valve *	N/A	\$150.00
Replace Cap Tube *	N/A	\$150.00
Replace Compressor *	N/A	\$175.00
Refrigerant Leak *	N/A	\$150.00
Solenoid Coil	N/A	1-1/2 Hr.
Air Conditioner Replacement (All A/C Replacements Must Be Pre-Approved Prior To Changeout)***	1-1/2 Hr.	\$150.00

\* This is a flat rate allowance which includes refrigerant, fittings, etc.

\*\* Total time allowance for multiple part replacements may not always be combined. Example: Only one (1) hour will be allowed when multiple electrical capacitors are replaced.

N/A Not Applicable

**AIRXCEL, INC.  
AIR CONDITIONER TEST DEVICE**



Save time and earn extra dollars by helping your service personnel get the job done faster. The test device has special features built-in to allow upper unit testing without the inside ceiling assembly.

Contact Airxcel, Inc. today to order.

**6757A7201 \$159.00**  
(Roof Top Unit)

**6795-7201 \$159.00**  
(Packaged Units – Under the Floor)

\*\*\* COMPLETE AIR CONDITIONER REPLACEMENTS WILL BE AT THE DISCRETION OF AIRXCEL, INC. AND MUST BE PRE-APPROVED PRIOR TO THE CHANGEOUT. PLEASE NOTIFY AIRXCEL, INC. AT 316-832-4357.