

Warranty out of Stock & DOA Process Training

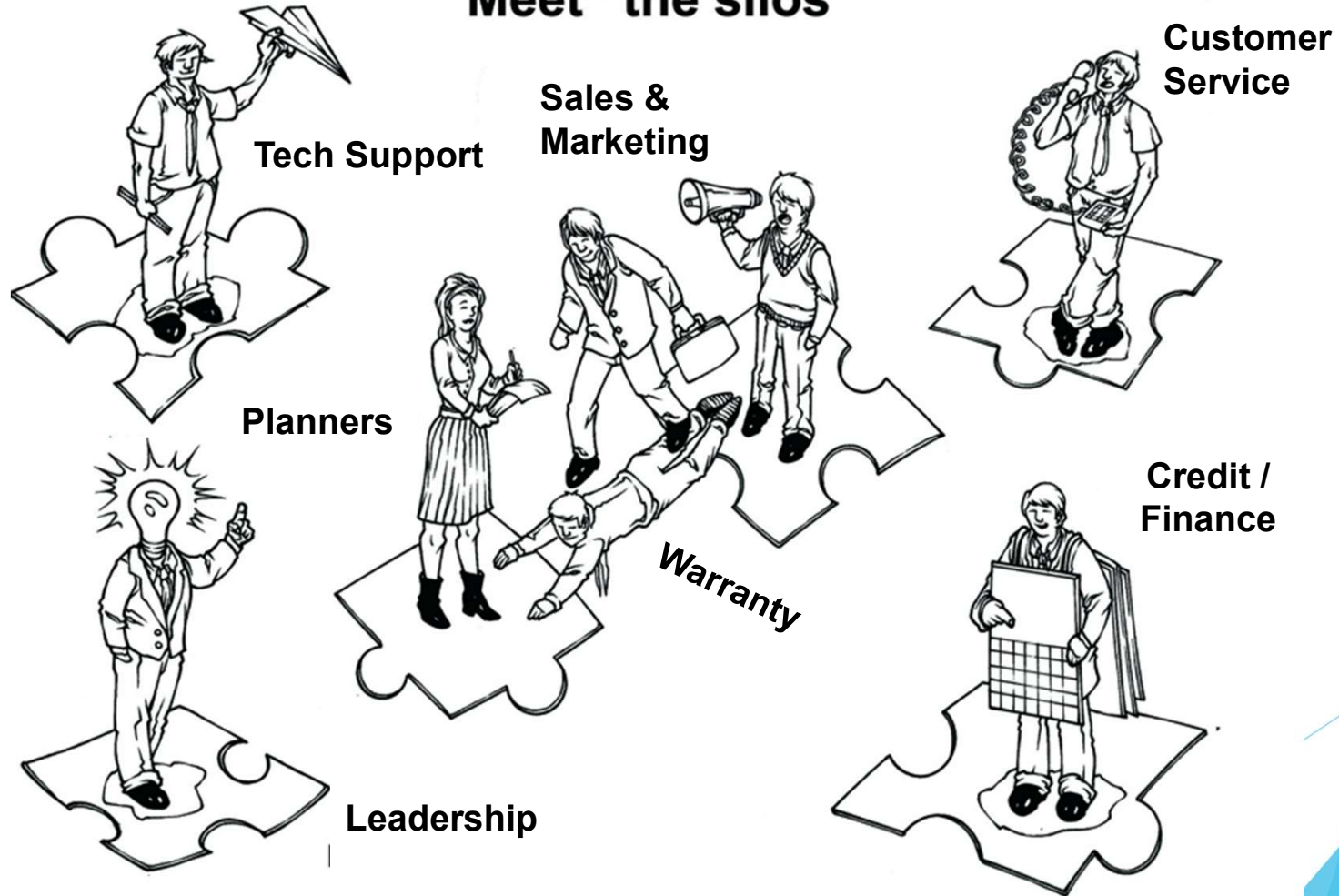


- ▶ Host: Joe Sutterfield and Richard Gambaro
- ▶ Co-Host: Amber Young and Dawn Pierce



Silos In The Workplace

Meet "the silos"

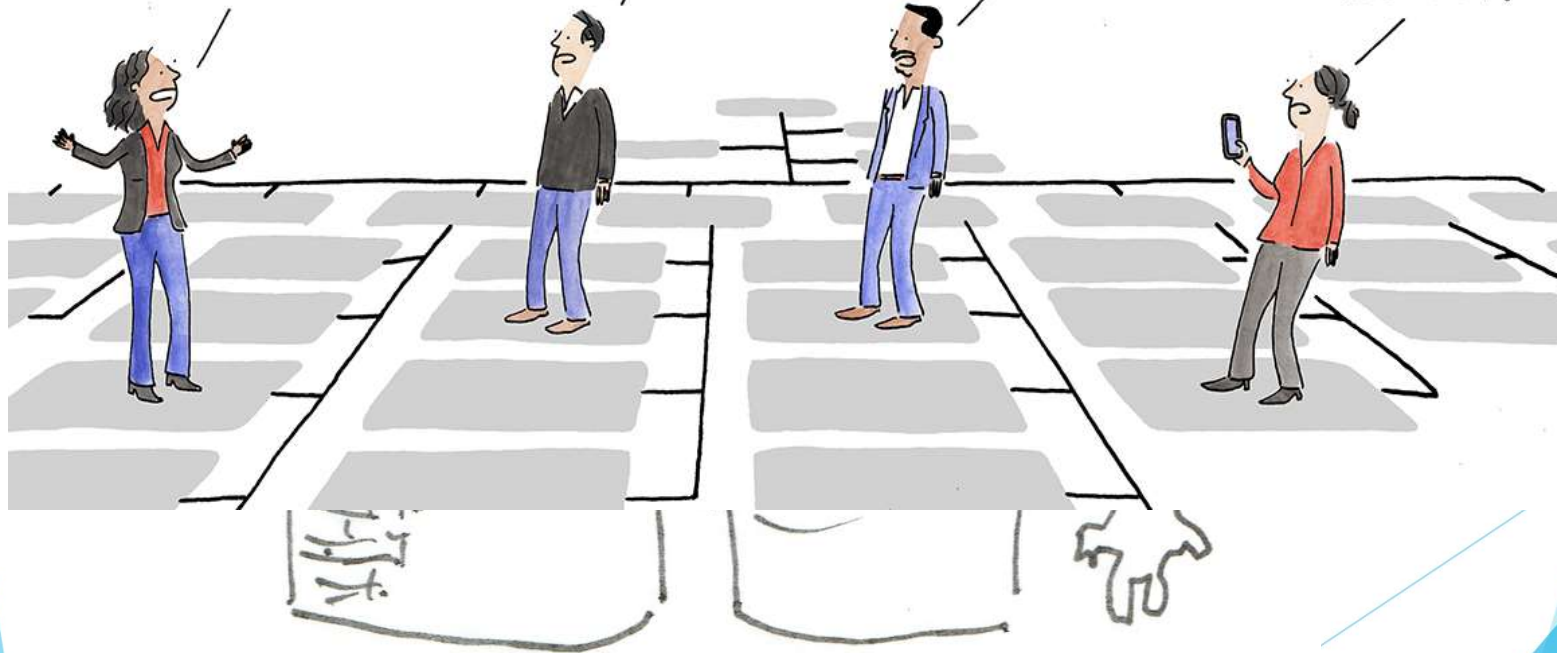


HOW CAN WE BE MORE CUSTOMER-CENTRIC?

I'D LIKE TO HELP BUT THAT'S NOT MY DEPARTMENT.

MINE NEITHER.

GOOD LUCK.





Why?

- The most efficient manner of conducting a project is that every individual involved in the process understands the action steps required in the process and exactly what the next “responsible party” will require in order to perform their allocated responsibilities.
- Currently we have a lot of “assumed knowledge” within CE. We work in what is referred to as silos. We know our job, but we may not understand other roles that affect us or that we might affect.
- We in Customer Assurance and Warranty have committed to solidify our processes so that regardless of who you go to we want the experience will be the same. You will not get different results from different people.
- We are trying to take down the silos we all work in, so that we all gain a better insight and understanding of what needs to happen, when it needs to happen, and how it needs to happen.



Warranty out of Stock

When a customer is inquiring about a warranty part it is our responsibility to find them the quickest solution especially when a part is out of stock or has an extended shipping lead time from the factory.

The following process is only used after you have looked for parts in RC Community, ICIAW across the whole country. ICIB in all regional stores.

To do this, there are some additional steps and information that we must gather in order to assist the customer. We must take the initiative to acquire the information from the customer in order to assist them in a timely manner (right now). By being proactive in gathering the information we can speed up the process tremendously keeping everyone satisfied in an already frustrating time trying to get the parts needed or a resolution.

Warranty out of Stock

Goal:

- To be able to fulfill the customer's request with one phone call without sending them to multiple people during the process of needing a warranty part that is out of stock or has significant lead time

Warranty out of Stock

Information needed:

1. Customer/Dealer name
2. Customer/Dealer account number
3. Customer PO
4. Model number
5. Serial number
6. Equipment startup date
7. Part number
8. End User Name
9. End User Address
10. CE Order number
11. RC PO number
12. Direct PO (yes or no)
13. RC case number
14. Attach email from the RC expedite team
15. Warehouse number where item ordered
16. Representative creating order & expedite

Once items 1-9 have been gathered we must verify warranty validation using ServiceBench

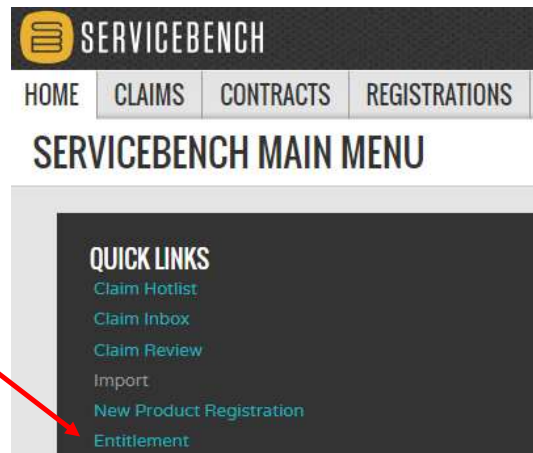
Collect all information in **Yellow** on the form prior to getting off the phone with the customer.

Warranty out of Stock

How to verify warranty validation.

When verifying warranty, we must keep in mind a proper registration and a **subsequent owner**. These items will also let us know if failed part “IS” or “IS NOT” a warranty part. A customer may think the part is in warranty but in fact it very well might not be a warranty part simply due to the equipment not being registered or not the original owner of said equipment.

1



Once logged into ServiceBench >
Entitlement

Warranty out of Stock

2

SERVICEBENCH
HOME CLAIMS CONTRACTS REGIS
SERVICE ADMINISTRATOR S

Service Administrator
<input checked="" type="checkbox"/> CARRIER - Carrier Corporation

Click check box

Enter serial number

3

SERVICEBENCH
HOME CLAIMS CONTRACTS REGISTRATION

ENTITLEMENT SEARCH

Service Administrator Carrier Corporation

Serial Number*

Model Number

First Name

Last Name

Phone

Service Contract Number

CHECK ENTITLEMENT

Install Date

Application Type

Select the Appropriate Application Type

Warranty out of Stock

4

Enter serial number and click enter

The screenshot shows the ServiceBench interface with the 'ENTITLEMENT SEARCH' form. The 'Serial Number*' field contains the value '2417E12721'. The 'Model Number' field is empty. Below the form is a 'CHECK ENTITLEMENT' section with 'Install Date' and 'Application Type' dropdown menus.

Service Administrator	Carrier Corporation
Serial Number*	2417E12721
Model Number	
First Name	
Last Name	
Phone	
Service Contract Number	

CHECK ENTITLEMENT

Install Date	
Application Type	Select Application Type

5

Model will auto populate as seen

The screenshot shows the ServiceBench interface with the 'ENTITLEMENT SEARCH' form. The 'Serial Number*' field contains '2417E12721' and the 'Model Number' field is now populated with '25VNA048A003'. A red arrow points from the text 'Model will auto populate as seen' to the 'Model Number' field. Below the form is a 'CHECK ENTITLEMENT' section with 'Install Date' and 'Application Type' dropdown menus.

Service Administrator	Carrier Corporation
Serial Number*	2417E12721
Model Number	25VNA048A003
First Name	
Last Name	
Phone	
Service Contract Number	

CHECK ENTITLEMENT

Install Date	
Application Type	Select Application Type

Warranty out of Stock

The below information will show with the completion of step 4 from previous slide

Registration Id:	R264228616		
Product Name:	INFINITY SERIES VARIABLE SPEED HT PUMP		
Model Number:	25VNA048A003		
Discrete Model Number:	25VNA048A0030040		
Serial Number:	2417E12721	Manufactured Date:	06/13/2017
Owner:	ARCHAMBO, LARRY	Shipped Date:	06/22/2017
Address:	1817 SPEEDWAY AVE WICHITA FALLS, TX 76301	Date Installed:	06/29/2017
Phone:		Registration Date:	07/03/2017
Manufactured Date:	06/13/2017		
Shipped Date:	06/22/2017		
Date Installed:	06/29/2017		
Registration Date:	07/03/2017		
Date Transferred:			
Warranty Policy Code:	CP6		
Warranty Policy Description:	FOR SPECIFIC COVERAGE ON NON-REGISTERED UNITS INSTALLED IN OWNER OCCUPIED, NON-OWNER OCCUPIED AND COMMERCIAL APPLICATIONS, REFER TO WARRANTY CERTIFICATE		
Mark As:			
Sold to Distributor Name:	South Central Distribution, Carrollton, LE		
Sold to Distributor Number:	41246		
Sold to Distributor City:	Carrollton		
Sold to Distributor State:	TX		
Replacement Of Model(s):			
Replacement Of Serial Number(s):			

Warranty Claims Must Be Submitted Within 90 Days of the Repair Date Claims submitted beyond 90 days from the date of repair may be automatically rejected.

Warranty Information

Brand	Application Type	Original Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
ALL	Owner Occupied Residential	Original	Enhanced Parts Warranty	10 years	01/01/2009	06/29/2017	06/29/2027
			Exchange Product Warranty	30 days			07/29/2017
Brand	Application Type	Original Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
ALL	Owner Occupied Residential	Subsequent	Standard Parts Warranty	5 years	01/01/2012	06/29/2017	06/29/2022

Warranty out of Stock

Click on Registration ID link to go to the registration page

Registration Id:	R264228616
Product Name:	INFINITY SERIES VARIABLE SPEED HT PUMP
Model Number:	25VNA048A003
Discrete Model Number:	25VNA048A0030040
Serial Number:	2417E12721
Owner:	ARCHAMBO, LARRY
Address:	1817 SPEEDWAY AVE WICHITA FALLS, TX 76301
Phone:	
Manufactured Date:	06/13/2017
Shipped Date:	06/22/2017
Date Installed:	06/29/2017
Registration Date:	07/03/2017
Date Transferred:	
Warranty Policy Code:	CP6
Warranty Policy Description:	FOR SPECIFIC COVERAGE ON NON-REGISTERED UNITS INSTALLED IN OWNER OCCUPIED, NON-OWNER OCCUPIED AND COMMERCIAL APPLICATIONS, REFER TO WARRANTY CERTIFICATE
Mark As:	
Sold to Distributor Name:	South Central Distribution, Carrollton, LE
Sold to Distributor Number:	41246
Sold to Distributor City:	Carrollton
Sold to Distributor State:	TX
Replacement Of Model(s):	
Replacement Of Serial Number(s):	

Warranty out of Stock

It is important that we ask the customer “what is your homeowners name” rather than tell them who we show as the registered owner.

By doing so, it keeps everyone honest. Sometimes customers will attempt to help someone by manipulating the system.

- *If the ServiceBench registered owner matches what the customer told us, then we are to assume them as the original owner and said equipment will follow “Original Owner Warranty” of 10 years*
- *If ServiceBench registered owner DOES NOT match what the customer told us, then we are to assume them as the subsequent owner and said equipment will follow “Subsequent Owner Warranty” of 5 years*

Warranty out of Stock

Original Owner vs Subsequent Owner

is submitted beyond 90 days from the date of repair may be automatically rejected.

Original Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
Original	Enhanced Parts Warranty	10 years	01/01/2009	06/29/2017	06/29/2027
	Exchange Product Warranty	30 days			07/29/2017
Original Equipment Owner	Component Code	Warranty Length	Installed After	Warranty Start	Warranty Stop
Subsequent	Standard Parts Warranty	5 years	01/01/2012	06/29/2017	06/29/2022

RESIDENTIAL APPLICATIONS

This warranty is to the original purchasing owner and subsequent owners only to the extent and as stated in the Warranty Conditions and below. The limited warranty period in years, depending on the part and the claimant, is as shown in the table below.

Product	Item	Limited Warranty (Years)	
		Original Owner	Subsequent Owners
Air Conditioner or Heat Pump Condensing Unit	Parts	10* (or 5)	5
	Compressor	10* (or 5)	5

* If properly registered within 90 days of original installation, otherwise 5 years (except in California and Quebec and other jurisdictions that prohibit warranty benefits conditioned on registration). See Warranty Conditions below.

From warranty card
of said example

* there may be discrepancies in names in instances such as landlord/tenant situations that may require some additional information needed for validation

Warranty out of Stock

Once it is identified that the said needed part is a warranty part then the next step is to acquire the expedite number and ship date from RC

This process requires 4 to 6 hours. It is often the next business day before you will have an answer from RC to proceed.

Print the form and use it to help you follow up in the proper order with RC as it is more important to you than it is them.

Save the form on your computer so you can email to Customer Assurance if needed.

Transition from old to NEW process

In the next few slides there will be reference to fill out section # on the WOS form.... (transition process)

Collecting information on the old paper form or fillable PDF document may be necessary in the beginning so that all of the information gets submitted on the website form, that way nothing gets lost in translation.

If you find it easier by only doing it on the website form, then do so. We just need to make certain all information is provided accurately during the transition.

How to acquire an RC Expedite

- ▶ Verify part availability in RC Community.
- ▶ If not available collect sections 1 & 2 on the attached form from the customer
- ▶ Create an order in NxTrend
- ▶ Create a PO that is “04 Expedite”
- ▶ Transmit the PO and add the PO to the form in section 3.
- ▶ Wait about 1 hour – Go to RC Community and search the PO#
- ▶ It should have the RC Order number there. Add that RC order # to section 3 of the WOS Form.
- ▶ Go to Home in RC Community and select Contact Customer Service.
- ▶ Complete the form with the information on the WOS form.
- ▶ You will receive a Case # from RC. Add that case number.
- ▶ Call RC (315) 432-7278 and request an Expedite number. All information requested is on the WOS form you are working with.
(When asked how many systems on the home the answer is 1)
- ▶ Add the expedite number to the attached form in the proper location.
- ▶ If greater than 7 days for the part to ship complete and submit the WOS Form from the <https://cesctechsupport.com/>

OR.....

Yes Virginia, There really is a Santa Clause....

- Verify part availability in RC Community.
- If not available collect sections 1 & 2 on the attached form from the customer
- Create an order in NxTrend
- Create a PO that is “04 Expedite”
- Transmit the PO and add the PO to the form in section 3.
- Wait about 1 hour – Go to RC Community and search the PO#
- It should have the RC Order number there. Add that RC order # to section 3 of the WOS Form.
- Go to Home in RC Community and select Contact Customer Service.
- You will receive a Case # from RC. Add that case number.

AND.....

Go to RC Community in HVACPartners and click on EXPEDITE REQUEST FORM
Here you can create your own expedite case quickly and easily. In most cases receive the expedite number immediately.

Welcome Joe Sutterfield



Turn to the experts

Requestor Information

Name Joe Sutterfield

Email joe.sutterfield@carrierenterprise.com

Date 07/26/2022

Request Details

* Customer PO #

* Reason

Select Reason



* Customer Number

* Quantity

* Part

* Customer Type

Select Customer Type



Description

Submit

Clear

Warranty out of Stock

- **Now complete the online form with the information on the WOS form and submit it.**
- **Customer Assurance will take it and do our best to find a resolution as quickly as possible and advise you of the results.**

Warranty out of Stock

****IMPORTANT****

If you have not yet registered for the CESC Technical Support website, you **MUST** do so in order to log in and complete the WOS Form. The “old Google” form will be going away.

<https://cesctechsupport.com>

Once registered and **logged in**, navigate to the following page:

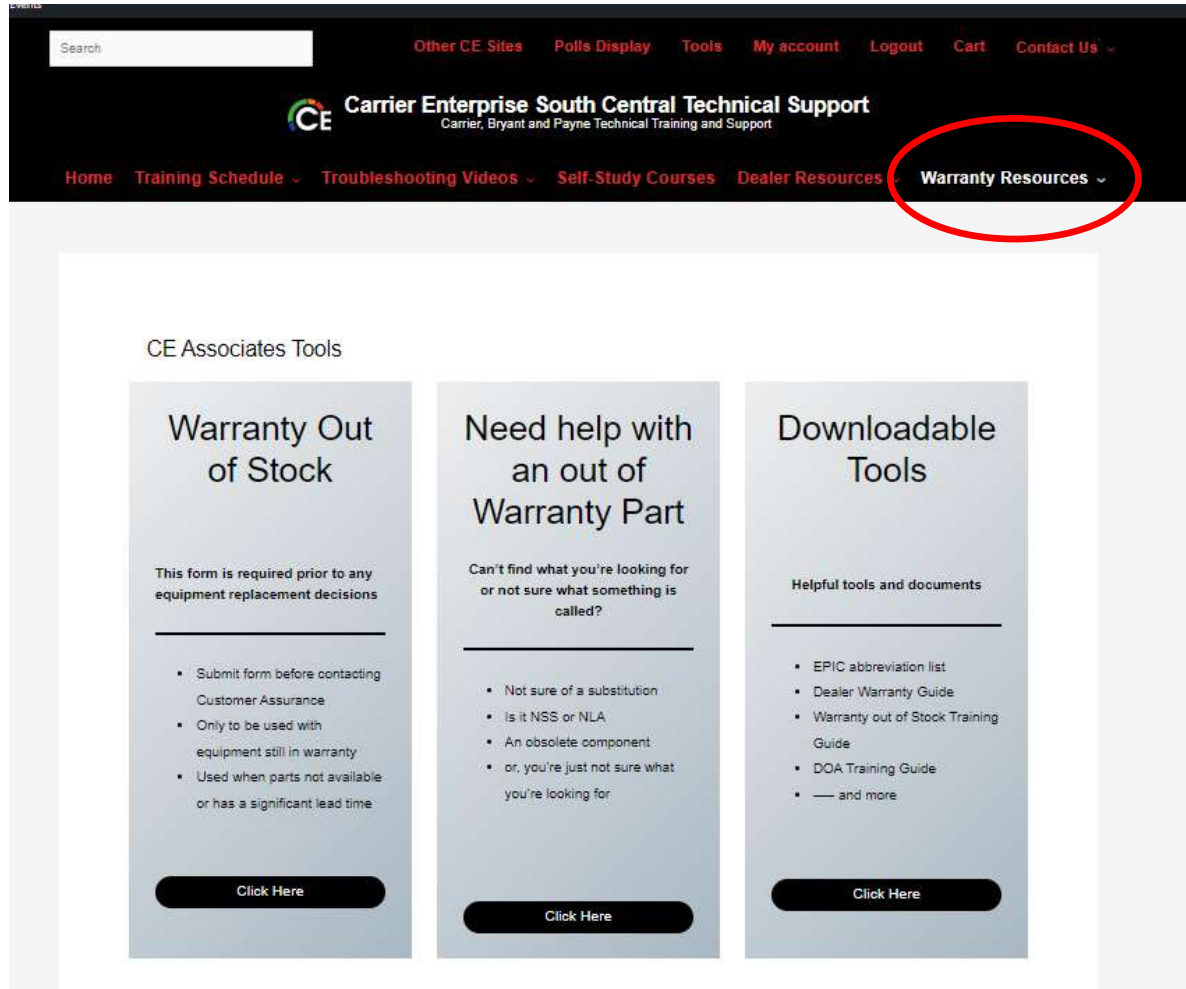
Home Page

>Warranty Resources

>CE Associate Tools (You can also find a copy of this presentation on the CE Associate Tools page)

>Warranty Out of Stock Form

Warranty out of Stock



Search

Other CE Sites Polls Display Tools My account Logout Cart Contact Us

CE Carrier Enterprise South Central Technical Support
Carrier, Bryant and Payne Technical Training and Support

Home Training Schedule Troubleshooting Videos Self-Study Courses Dealer Resources **Warranty Resources**

CE Associates Tools

Warranty Out of Stock

This form is required prior to any equipment replacement decisions

- Submit form before contacting Customer Assurance
- Only to be used with equipment still in warranty
- Used when parts not available or has a significant lead time

[Click Here](#)

Need help with an out of Warranty Part

Can't find what you're looking for or not sure what something is called?

- Not sure of a substitution
- Is it NSS or NLA
- An obsolete component
- or, you're just not sure what you're looking for

[Click Here](#)

Downloadable Tools

Helpful tools and documents

- EPIC abbreviation list
- Dealer Warranty Guide
- Warranty out of Stock Training Guide
- DOA Training Guide
- — and more

[Click Here](#)

Warranty out of Stock

Complete the ENTIRE “WOS Part Expedite Order Form” and submit.

**Once submitted the form will automatically be sent to the below
group email box:**

sc.techsupport@carrierenterprise.com

Warranty out of Stock



The image shows a form titled 'Warranty out of Stock' with a large red 'X' over it. The form is a multi-section document for warranty claims. It includes fields for 'Customer Details', 'Application Info', and 'Part Information'. The 'Application Info' section has checkboxes for 'Residential', 'Commercial', 'Primary System', 'Living Area', '2nd System', and 'Bedroom'. The 'Part Information' section includes fields for 'Part Number', 'Customer Order #', 'RCD order #', 'Part Expected Ship Date', 'RCD PO #', 'Direct PO', and 'If Not Direct Whse #'. There is also a section for 'What is being requested?' with checkboxes for 'Assistance Locating This Part', 'Unit Replacement', 'Disimilar Unit Replacement', and 'Approve Alternative Part'. The form is signed off by the 'Customer Assurance Department'.

Customer Details	Application Info	Part Information
Customer Name	<input type="checkbox"/> Residential <input type="checkbox"/> Commercial	Part Number
Serial Number	<input type="checkbox"/> Primary System <input type="checkbox"/> Living Area	Customer Order #
Start Up	<input type="checkbox"/> 2nd System <input type="checkbox"/> Bedroom	RCD order #
End User Street Address		Part Expected Ship Date
End User City		RCD PO #
End User State		Direct PO
		If Not Direct Whse #
		Order Rep Name
		Email
		Phone Number
		PO came in?
		What is being requested? (Check 1)
		<input type="checkbox"/> Assistance Locating This Part
		<input type="checkbox"/> Unit Replacement
		<input type="checkbox"/> Disimilar Unit Replacement
		<input type="checkbox"/> Approve Alternative Part
		Customer Assurance Department
		Old Unit or Part Disposition
		Instructions to dealer
		For Signature

The **NEW** website submission method is much easier! Once you have submitted the form you will receive an email with the form for your records.

This old form will no longer be used going forward as the **NEW** method is now live.

The Website Form

Warranty Out Of Stock (WOS)

Step 1 of 4



Your Name *

First

Last

Your Phone Number *

Callback Number If Different

Customer / Dealer Name *

Customer / Dealer Account # *

6 of 6 max characters.

Customer / Dealer PO for this order *

Customer/Dealer Contact Name *

Customer / Dealer Phone *

Dealer / Customer Contact Email *

[Save and Resume Later](#)

The Website Form

Warranty Out Of Stock (WOS)

Step 2 of 4



Equipment Model Number

Equipment Serial Number *

Startup Date *

End User Name *

First

Last

For warranty verification

Address *

Address Line 1

City

State

Zip Code

Are there any health concerns, infants, elderly.....etc

- Yes
 No

Application Type *

- Residential
 Commercial
 Industrial
 Other (explain in notes)

Area Being Served

- Primary System (Single System home or Building)
 Living Area
 Bedrooms
 2nd Floor
 Other

Did you verify warranty? *

- Yes
 No
 I don't know how.

Previous

Next

[Save and Resume Later](#)

The Website Form

Warranty Out Of Stock (WOS)

Step 3 of 4



Part Number Needed *

Part Description *

CE Order # (In Trend) *

RC Order # *

RC PO # *

RC Expedite # *

Date Part Expected from RC *

If they will not provide a date select 3 months out.

Is this being shipped direct to customer? *

- Yes
 No

What is being requested? Check all that apply. *

- Assistance Locating This Part
 Approve or Locate an Alternative Part
 Approve a Replacement Unit
 Other - Add notes for this

Description

Please add notes to assist us in helping with this situation.

Previous

Next

[Save and Resume Later](#)

The Website Form

Warranty Out Of Stock (WOS)

Step 4 of 4



Previous

Submit [Save and Resume Later](#)

After submitting the form, you will receive an email in this format for you records



Warranty Out Of Stock (WOS)

Thank you for submitting this WOS form! We will be in touch with you shortly.

Your Name

John Smith

Your Phone Number

(214) 987-1234

Callback Number If Different

Empty

Customer / Dealer Name

CESC

Customer / Dealer Account #

123456

Customer / Dealer PO for this order

W9876321

Customer/Dealer Contact Name

Brian Smith

Customer / Dealer Phone

(214) 254-9853

Dealer / Customer Contact Email

sc.techsupport@carrierenterprise.com

The Website Form

With this information Customer Assurance can then:

1. Contact RC for emergency stock that is not shown as available.
2. Locate alternative parts from RC.
3. Receive authorization for 3rd party parts to use for replacement.
4. Receive authorization for a replacement unit.

30-DAY DOA Process

30-Day Compressor Failure

30-Day Condenser Coil Leak

- The DOA program is for Residential applications only. No 3-phase equipment is allowed in this program
- Must be in the first 30 days of start up.
- Must be an ARHI matched system
- Noisy compressors do not qualify in this program
- Must have tried hard start kit

We Can't Override Policy with Preauthorization's

DOA Compressor form or Refrigerant Leak Form must be Complete and include indoor unit and coil information.

Labor with a Unit Exchange is **NOT** allowed in this program

<https://cesctechsupport.com/compressor-form-doa>

<https://cesctechsupport.com/refrigerant-leak-reporting-form>

30-Day DOA Compressor

- Customer calls in with a DOA compressor.
- Troubleshoot compressor with Tech Support
- Compressor is determined to be bad
- Tech Support to send a DOA compressor form
- Dealer to complete the DOA form and submit it

<https://cesctechsupport.com/compressor-form-doa>

Unit Exchange



- Tech Support approves the changeout
- Dealer to replace unit and start a claim in ServiceBench and save it but **does not submit**.
- Dealer emails the claim # to Tech Support.

Unit Exchange



- Tech support attaches the DOA compressor form to an Email and adds the Salesforce case number in the comment section and sends it to Warranty for Processing.

scwarranty@carrierenterprise.com

- Warranty adds the Defect Code U101 and submits the claim.
- Warranty notifies Tech Support the claim has been processed.

Unit Exchange

Equipment Disposition

- After 30 days dealer must check the claim in Service Bench and see if the unit is to be returned.
- If the unit is to be returned take it to your local store with a printed copy of the claim.
- If the unit is not to be returned the unit data tag must be removed and attached to a printed copy of the claim. This can then be taken to the local store or mailed to:

Carrier Enterprise
2000 Luna Rd.
Carrollton, TX 75006
Attn: Customer Assurance

Once the tag and claim has been returned the unit may be scrapped.

The customer may retain any parts on the unit to use for emergency repairs if they wish to do so.

Replace Compressor



- Tech Support approves labor to replace compressor.
- Dealer does repair and starts a warranty claim and saves the claim but **does not submit**.
- Dealer emails the claim number to Tech Support.

Replace Compressor



- Tech support attaches the DOA compressor form to an Email and adds the Salesforce case number in the comment section and sends it to Warranty for Processing.

scwarranty@carrierenterprise.com

- Warranty adds the Defect Code U101 and submits the claim.
- Warranty notifies Tech Support the claim has been processed.



30-DAY DOA Compressor Failure

30-DAY DOA Condenser Coil Leak

30 DAY DOA Condenser Coil Leak

- Customer calls in with a 30-Day DOA Coil Leak
- Troubleshoot Coil with Tech Support
- The leak must be in the fin pack
- Piping leaks i.e Service valve leaks/comp stub leaks do not qualify for this allowance
- Coil is determined to be bad
- Tech Support to send a Refrigerant Leak Form
- Dealer takes a video of the nameplate and the leak with bubbles and submits a Leak Report

<https://cesctechsupport.com/refrigerant-leak-reporting-form>

Unit Exchange



- Tech support approves the changeout
- Dealer to replace unit and start a claim in ServiceBench and save it but do not submit.
- Dealer sends claim number to Tech Support
sc.techsupport@carrierenterprise.com
- Tech support attaches the DOA Refrigerant leak Report form to an Email and adds the Salesforce case number in the comment section and sends it to with Warranty for Processing.

Unit Exchange



scwarranty@carrierenterprise.com

- Warranty adds the Defect Code U103 and submits the claim.
- Warranty notifies Tech Support the claim has been processed.

Replace Coil



- Tech Support approves labor to replace condenser coil
- Dealer does repair and starts a warranty claim and saves the claim but does not submit.
- Dealer sends the claim number to Tech Support.

sc.techsupport@carrierenterprise.com

Replace Coil



- Tech support attaches the DOA Refrigerant leak Report form to an Email and adds the Salesforce case number in the comment section and sends it to with Warranty for Processing.

scwarranty@carrierenterprise.com

- Warranty adds the Defect Code U103 and submits the claim.
- Warranty notifies Tech Support the claim has been processed.

30 DAY DOA Weekends and Holidays

We understand that The technician cannot always call Tech Support for assistance with a DOA unit.

Gather all the information you can from the job.

Take a picture of the nameplate and Email it to Tech Support.

Call Tech Support and tell them what happened.

Submit DOA compressor or Refrigerant leak report

sc.techsupport@carrierenterprise.com

<https://cesctechsupport.com/compressor-form-doa>

<https://cesctechsupport.com/refrigerant-leak-reporting-form>

These rules still apply

The DOA program is for **Residential applications only**. No 3-phase equipment is allowed in this program. Residential units installed on commercial applications do not qualify for this program.

Must be in the first 30 days of start up.

Must be an ARHI matched system

Noisy compressors do not qualify in this program

Must have tried hard start kit for locked up compressors

Tech support attaches the DOA or Refrigerant leak Report form to an Email and adds the Salesforce case number in the comment section and sends it to with Warranty for Processing.

scwarranty@carrierenterprise.com

Warranty adds the Defect Code U103 and submits the claim.

Warranty notifies Tech Support the claim has been processed.

Once the claim has been processed Tech Support adds notes to Salesforce and closes the case.

Questions, Comments, Concerns



**Thank You For
Attending!!!**

