DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

WARRANTY PROGRAM FOR AIR CONDITIONER, 6000 BTU, 13218E9890 HOLLINGSWORTH MODEL JHAA/C6V1

HEADQUARTERS, DEPARTMENT OF THE ARMY, WASHINGTON, DC
18 MAY 1992

REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS

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1. General. This Warranty Technical Bulletin (WTB) implements the warranty for the 6000 BTU Air Conditioner System, PIN 13218E9890 (Hollingsworth model JHAA/C6V1). Warranty provisions for the air conditioner are delineated in contract DAAK01 90 D 0046, Attachment 6 (Warranty of Supplies and Equipment). See coverage paragraph b. below. This WTB provides terms of coverage of the warranty, contains instructions for obtaining services covered under warranty and describes methods of processing warranty claims.

a. Intent. This WTB is intended for use by Warranty Control Officers and user activities. It provides guidance for management and application of this warranty.

b. Coverage and applicability. John R. Hollingsworth Co., hereinafter referred to as the contractor, guarantees that at the time of acceptance by the Government, the supplies and equipment furnished under the aforementioned contract conform to the design and manufacturing requirements, are free of all defects in materials and workmanship and will conform to all contractual performance requirements for the full warranty period as specified herein.

c. Limitations.

(1). This warranty does not apply to any supplies that have been subject to abuse, misuse, neglect, or accident, and have been repaired, maintained, or altered in any way that has adversely affected their condition.

(2). This warranty only applies to supplies which have been inspected, maintained, and operated IAW standard military service maintenance procedures.

(3). Combat damage is not covered by these warranties to the extent that the defect in question is proximately caused by such combat damage.

2. Explanation of terms.

a. Abuse. The improper use, repair, or handling of warranted items such that the warranty may become void.

b. Acceptance date. The date an item of equipment is accepted into the Army's inventory by the execution of the acceptance block and signing of a DD Form 250 or approved acceptance document, by an authorized representative of the government.

c. Acquiring command or activity. An activity which procures the items or materiel for a user.

d. Alterations/Modifications. Any alteration after production such as retrofit, conversion, remanufacture, design change, engineering change and the like.

e. Contractor support. Those services that are to be performed and those responsibilities that are placed upon the contractor by the government as specified in the warranty contract/provisions. This support, which may include such things as labor, parts, tools, training, technical packages, etc., will be used in support of the warranted equipment during the specified warranty period.

f. Defect. Any condition or characteristic in any supplies or services furnished by the contractor under the contract that is not in compliance with the requirements of the contract.

g. Failed item. A part, component, or end item that fails to perform its intended use.

h. False return rate. The return of suspected defective warranty items to the manufacturer that are eventually determined to be serviceable.

i. Manufacturer's Recall.

(1). Safety recall. A manufacturer recalls an item to repair or replace a defective part or assembly which may affect public safety.

(2). Service recall. A manufacturer recalls an item to repair or replace a defective part or assembly which does not affect the safe use of the item.

j. Primary damage. The damage suffered by a part, component, or end item itself upon its failure.

k. Prime contractor. A party that enters into an agreement directly with the United States to furnish part or all of a weapon system.

l. Reimbursement. A written provision in a warranty contract whereby the user may make the necessary repairs with or without prior approval of the contractor and the Government will be reimbursed for the repair parts and/or labor costs.

m. Repair. To restore an item to serviceable condition without affecting the warranty.

n. Repairable. An item that may be reconditioned or economically repaired for reuse when it becomes unserviceable.

o. Secondary damage. The damage suffered by an item because of a failure of another item within the same configuration.

p. Serviceable. The condition of an item which may be new or used that meets all the requirements and performs the functions for which it was originally intended.

q. Subcontractor. Any supplier, distributor, vendor or firm that furnishes supplies or service to or for a prime contractor or another subcontractor.