

DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

WARRANTY PROGRAM
FOR
AIR CONDITIONER, VERTICAL, COMPACT, 36,000 BTU/HR,
208 VOLT, THREE PHASE, 50/60 OR 400 HERTZ
NSN 4120-01-359-0083
MODEL F36T-MPI

Headquarters, Department of the Army, Washington, DC

29 July 1994

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REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS

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1. GENERAL. This Warranty Technical Bulletin (WTB) describes the manufacturer's warranty for air conditioner model F36T-MPI. Keco Industries, Inc. warrants each air conditioner against defects in material or workmanship.

2. EXPLANATION OF TERMS. The following terms, applicable to this WTB, are explained to help the reader understand the application and extent of the warranty.

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 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.

r. Turnaround time. That amount of time that is permitted for an item to be replaced/repared by the contractor/maintenance repair facility and returned to the user. The time is measured from the time the contractor/repair facility receives the request.

s. Validation. The process by which the contractor shall test/measure the WTB to assure its accuracy as it pertains to the warranty item(s).

t. Verification. The process of determining the accuracy and adequacy of the WTB provided by the contractor. This process is performed by the Government/user.

u. WARCO. Warranty Control Offices established at the General Support/Director of Industrial Operations Level, or equivalent, who serve as the intermediary between the troops owning the equipment and the local dealer, contractor, or manufacturer. All warranty claim actions will be processed through the WARCO.

v. Warranty. A promise or statement of fact from a seller to a purchaser on the nature, usefulness, or condition of the supplies or performance of services to be furnished. The main purpose of a warranty in a government contract are to outline the rights and obligations of the contractor and the government for defective items or services. It also serves to foster quality performance by the contractor but is not a substitute for an adequate quality assurance program.

w. Warranty claim. Action started by the equipment user for authorized warranty repair, replacement, or reimbursement made from the local dealer or manufacturer.

x. Warranty period. Time during which the warranty is in effect. Normally measured as the maximum number of years, months, days, miles, or hours used.

y. Warranty start date. The date the warranty is put into effect.