

TECHNICAL SERVICE BULLETIN

TB08-109 R

**TO: RESIDENTIAL DISTRIBUTORS
RESIDENTIAL DEALERS**
FROM: TECHNICAL SERVICE DEPARTMENT
DATE: March 6, 2008
RE: New Quality Pledge and Dependability Promise Policy

Quality pledge and Dependability promises request do not have to be called into Technical Services or the Warranty Department for prior approval.

We are developing an electronic method for you to provide the needed information. The new process will be a tab added to the e-Nora site to allow distributors to request an authorization for a quality pledge (QP) or Dependability Promise (DP). In the interim you will find attached to this email are the forms that can be faxed to Nordyne to file a QP or DP.

Once Nordyne receives the faxed form, the Authorization request will be reviewed to make sure that all of the information is correct and an Authorization Number will be Faxed or emailed to you. If there are any errors on the Authorization request, a form will be emailed or faxed back for the correct information. *Once an authorization is issued the unit must be received within 90 days or payment will not be issued.*

This approved request allows the servicer to change out the unit. To receive credit for the unit, a claim must be filed.

All units must be sent to Dyersburg, TN for verification of the failure. Once the unit is inspected and the failure is verified. Credit will be issued to the distributor for the unit. If the failure is not verified or correct, an Authorization Rejection form and copy of the run test data will be emailed or faxed to the distributor.

If you have any questions please call 1-800-422-4328 ext 4.

NORDYNE
Technical Service Department

Attachments:

WB06-003R-Quality pledge exceptions on Non ARI Rated Matches
Procedures for TSA to authorize a Quality Pledge or Dependability Promise
Form to fax QP or DP to Nordyne
Shipping information sheet

Procedures for authorizing a Quality Pledge or Dependability Promise

1. The Distributor will determine the failure of the unit and if it qualifies for a QP or DP. The failures must fall under the following guide lines as stated under the Nordyne Warranty.
 - Furnaces-
 - Cracked or failed heat exchanger
 - Air Conditioners/ Heat Pump-
 - Locked Rotor Amps
 - Shorted/Grounded windings in the compressor
 - Open windings in the compressor

2. If a failure occurs with a compressor, "what is the correct matchup for an indoor unit with an outdoor unit",
 - a. **A condenser unit and evaporator must be listed in the Nordyne Technical specification, listed on the ARI website or attached Warranty bulletin WB06-003R "Alternative Matchup sheet".**

ANY OTHER ISSUES WITH A UNIT THE SERVICER MUST CALL TECHNICAL SERVICES

Verify that the equipment is registered and is the proper match before replacing.

3. The distributor will fax the information sheet to Nordyne at 1-636-561-7356 or 636-561-7358
4. When the information is received, a Technician will verify that all of the information is correct and authorization number will be generated and faxed. If any of the information is incorrect or missing, the information sheet will be returned so the correct information can be obtained.
5. The unit must be sent to Dyersburg, Tennessee to verify the failure.
6. In order to get credit a claim form must be submitted, either on E-Nora or a hard copy sent with the unit.
7. When the failure has been verified a credit will be issued for the unit and labor.
8. If a warranty denial is issued, you will be sent either by email or fax a claim denial report that will have the run test report for the unit.
9. Any inquires regarding the status of a unit please contact Nordyne qdpd@nordyne.com. Please send model and serial number.

NORDYNE

WARRANTY BULLETIN

WB06-003R

**TO: RESIDENTIAL DISTRIBUTORS
RESIDENTIAL SERVICERS**

FROM: WARRANTY DEPARTMENT

DATE: MARCH 22, 2005

RE: QUALITY PLEDGE EXCEPTION ON NON ARI RATED MATCHES

The attached product matches will qualify for the Quality Pledge warranty. These product matches have been established by NORDYNE Engineering to assist distributors in working through existing old stock inventory. These matches are not ARI listed, and will not qualify for rebate programs. **This Quality Pledge exception will expire July 1, 2006.** Product manufactured with date codes of 0706 will require ARI matches to qualify for Quality Pledge.

If you have any questions or require further assistance, please contact the Warranty Department at 1-800-422-4328 extension 4.

10 SEER Matches with "new" 2006 C5 and B5

10 SEER	C5 Coil	B5 Air Handler
S3BA-018K	use C3BA-024U-A	<none>
T3BA-018K	use C3BA-024U-A	<none>
S3BA-024K	use C3BA-024U-A	<none>
S3BA-024K	use C3BA-024U-A	<none>
T3BA-024K	use C3BA-024U-A	<none>
T3BA-024K	use C3BA-024U-A	<none>
S3BA-030K	C5B(A,H)-024(U,C)-A	B5(B,V)(M,V)-024K-A
S3BA-030K	use C3BA-030U-B	<none>
T3BA-030K	C5B(A,H)-024(U,C)-A	B5(B,V)(M,V)-024K-A
T3BA-030K	use C3BA-030U-B	<none>
S3BA-036K	C5B(A,H)-024(U,C)-A	B5(B,V)(M,V)-024K-A
T3BA-036K	C5B(A,H)-024(U,C)-A	B5(B,V)(M,V)-024K-A
S3BA-042K	C5B(A,H)-036(U,C)-B	B5(B,V)(M,V)-036K-B
T3BA-042K	C5B(A,H)-036(U,C)-B	B5(B,V)(M,V)-036K-B
S3BA-048K	C5B(A,H)-036(U,C)-B	B5(B,V)(M,V)-036K-B
S3BA-048K	use C3BA-048U-C	<none>
T3BA-048K	C5B(A,H)-036(U,C)-B	B5(B,V)(M,V)-036K-B
T3BA-048K	use C3BA-048U-C	<none>
S3BA-060K	C5B(A,H)-060(U,C)-C	B5(B,V)(M,V)-060K-C
T3BA-060K	C5B(A,H)-060(U,C)-C	B5(B,V)(M,V)-060K-C

12 SEER Matches with "new" 2006 C5 and B5

12 SEER	C5 Coil	B5 Air Handler
S3BC-018K	C5B(A,H)-024(U,C)-A	B5(B,V)(M,V)-024K-A
T3BC-018K	C5B(A,H)-024(U,C)-A	B5(B,V)(M,V)-024K-A
S3BC-024K	C5B(A,H)-024(U,C)-A	B5(B,V)(M,V)-024K-A
S3BC-024K	C5B(A,H)-024(U,C)-B	B5(B,V)(M,V)-024K-B
T3BC-024K	C5B(A,H)-025(U,C)-A	B5(B,V)(M,V)-025K-A
T3BC-024K	C5B(A,H)-025(U,C)-B	B5(B,V)(M,V)-025K-B
S3BC-030K	C5B(A,H)-024(U,C)-A	B5(B,V)(M,V)-030K-A
S3BC-030K	C5B(A,H)-024(U,C)-B	B5(B,V)(M,V)-030K-B
T3BC-030K	C5B(A,H)-030(U,C)-A	B5(B,V)(M,V)-030K-A
T3BC-030K	C5B(A,H)-030(U,C)-B	B5(B,V)(M,V)-030K-B
S3BC-036K	C5B(A,H)-036(U,C)-B	B5(B,V)(M,V)-036K-B
T3BC-036K	C5B(A,H)-036(U,C)-B	B5(B,V)(M,V)-036K-B
S3BC-042K	C5B(A,H)-042(U,C)-B	B5(B,V)(M,V)-042K-B
T3BC-042K	C5B(A,H)-042(U,C)-B	B5(B,V)(M,V)-042K-B
S3BC-048K	C5B(A,H)-048(U,C)-B	<none>
S3BC-048K	C5B(A,H)-048(U,C)-C	B5(B,V)(M,V)-048K-C
T3BC-048K	use C3BA-048U-B	<none>
T3BC-048K	C5B(A,H)-049(U,C)-C	B5(B,V)(M,V)-049K-C
S3BC-060K	C5B(A,H)-060(U,C)-C	B5(B,V)(M,V)-060K-C
T3BC-060K	C5B(A,H)-060(U,C)-C	B5(B,V)(M,V)-060K-C

Preferred Alternate Matches with "old" C3 Coils and B3 Air Handlers

S5 Series	TONS	TYPE	Cabinet	C3 Coil	B3 Air Handler
S5BD-018K	1.5	A/C	A	C3B(A,H)-030/036(U,C)-A	B3(B,V)(M,V)-030K-A
S5BD-018K	1.5	A/C	B	C3B(A,H)-030/036(U,C)-B	B3(B,V)(M,V)-030K-B
S5BD-024K	2.0	A/C	B	C3B(A,H)-042/048(U,C)-B	B3(B,V)(M,V)-036/042/048K-B
S5BD-030K	2.5	A/C	B	C3B(A,H)-042/048(U,C)-B	B3(B,V)(M,V)-036/042/048K-B
S5BD-036K	3.0	A/C	B	C3B(A,H)-042/048(U,C)-B	B3(B,V)(M,V)-042/048K-B
S5BD-042K	3.5	A/C	C	C3B(A,H)-060(U,C)-C	B3(B,V)(M,V)-060K-C
S5BD-048K	4.0	A/C	C	C3B(A,H)-060(U,C)-C	B3(B,V)(M,V)-060K-C
S5BD-060K	5.0	A/C	C	no match	B3(B,V)(M,V)-060K-C
S5BD-060K	5.0	A/C	C	no match	B3(B,V)(M,V)-066K-C

T5 Series	TONS	TYPE	Cabinet	C3 Coil	B3 Air Handler
T5BD-018K	1.5	H/P	A	C3B(A,H)-030/036(U,C)-A	B3(B,V)(M,V)-030K-A
T5BD-018K	1.5	H/P	B	C3B(A,H)-030/036(U,C)-B	B3(B,V)(M,V)-030K-B
T5BD-024K	2.0	H/P	B	C3B(A,H)-042/048(U,C)-B	B3(B,V)(M,V)-036/042/048K-B
T5BD-030K	2.5	H/P	B	C3B(A,H)-042/048(U,C)-B	B3(B,V)(M,V)-036/042/048K-B
T5BD-036K	3.0	H/P	B	C3B(A,H)-042/048(U,C)-B	B3(B,V)(M,V)-042/048K-B
T5BD-042K	3.5	H/P	C	C3B(A,H)-060(U,C)-C	B3(B,V)(M,V)-060K-C
T5BD-048K	4.0	H/P	C	C3B(A,H)-060(U,C)-C	B3(B,V)(M,V)-060K-C
T5BD-060K	5.0	H/P	C	no match	B3(B,V)(M,V)-066K-C

These matches are not ARI certified.

QP or DP Fax Transmission Sheet

Date:	Number of pages (including this page): <input type="text"/>	Time: _____ a.m./p.m
To: Nordyne	Fax number: (636) 561-7358 (636) 561-7356	
FROM:	Reply required: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Subject Qp or DP	Fax Numbers: (636) 561-7356 or (636) 561-7358	

Credit for unit and labor will not be issued until unit has been received, and testing is complete.

The authorization number just gives the servicer the OK to change out the unit. In order to receive credit a claim MUST be filed

- *OUTDOOR MODEL # -
- *OUTDOOR SERIAL # -
- *INDOOR MODEL # -
- *INDOOR SERIAL # -
- *HOMEOWNERS NAME-
- *INSTALL DATE-
- REGISTERED UNIT-
- DISTRIBUTOR –
- *DISTRIBUTOR # -
- DISTRIBUTOR PHONE # -
- SERVICER
- SERVICER PHONE # -
- AUTHORIZATION # -
- *FAILURE –

Return unit to:
<input checked="" type="checkbox"/>
NORDYNE 2800 HOFF RD DYERSBURG, TN 38024 Attn: Brad Boals
Freight Line:
Ship Freight Collect
See attached sheet for Freight line

****necessary information for claim to be processed***

- INFORMATION NEEDED FOR WARRANTY CLAIM 1. OUTDOOR SERIAL # 2. INDOOR COIL SERIAL #
3. COMPRESSOR DATA TAG 4. OUTDOOR UNIT TAG 5 AUTHORIZATION NUMBER

NORDYNE LTL ROUTING INSTRUCTIONS**05-Mar-08****Outbound From:****NORDYNE - Dyersburg, TN 38024**

Routing Determination:

- If total weight is 175 pounds or less, and pieces weigh less than 70 pounds, ship **UPS**.
 - If total weight is over 175 pounds but less than 7,000 pounds, and skid count is 10 or less, ship via the LTL carrier listed below for the destination state.
 - If total weight is 7,000 pounds or over, and skid count is over 10, call Nordyne Traffic for specific instructions.
 - For all shipments to Canada or requiring expedited service, call Nordyne Traffic.
- (636) 561-7674 (636) 561-7670 (636) 561-7503

TO: State	Routing	TO: State	Routing	TO: State	Routing
Alaska	YFSY	Maryland	HMES	South Carolina	MLXP
Alabama	MLXP	Maine	YFSY	South Dakota	HMES
Arkansas	CENF	Michigan	HMES	Tennessee	CENF
Arizona	CENF	Minnesota	HMES	Texas	CENF
California	CENF	Missouri	MLXP	Utah	YFSY
Colorado	YFSY	Mississippi	CENF	Virginia	AVRT
Connecticut	YFSY	Montana	YFSY	Vermont	YFSY
D. C.	YFSY	North Carolina	MLXP	Washington	CENF
Delaware	HMES	North Dakota	HMES	Wisconsin	HMES
Florida	AVRT	Nebraska	HMES	West Virginia	HMES
Georgia	MLXP	New Hampshire	YFSY	Wyoming	YFSY
Hawaii	YFSY	New Jersey	HMES		
Iowa	CENF	New Mexico	CENF	Canada	
Idaho	YFSY	Nevada	CENF	Alberta	CNWX
Illinois	CENF	New York	HMES	Atlantic	CNWX
Indiana	MLXP	Ohio	MLXP	Brit. Colum.	CNWX
Kansas	CENF	Oklahoma	CENF	Manitoba	CNWX
Kentucky	MLXP	Oregon	CENF	Ontario	CNWX
Louisiana	CENF	Pennsylvania	HMES	Quebec	CNWX
Massachusetts	YFSY	Rhode Island	YFSY	Saskatch.	CNWX

CENF = Central Freight Lines	CNWX=Con-Way Express	MLXP=Milan Express
MSXN=Mid-States Express	NEMF=New England Mtr. Frt.	PJAX= PJAX Express
REDD=USF Reddaway	WARD=Ward	YFSY=Yellow Freight

OEM Warehouse Routings

ROUTE

03/05/2008