



## **Extended Warranty Mandatory Coil Return Program Frequently Asked Questions**

### **What has prompted such a comprehensive coil return program?**

You have spoken, and we have listened. We value input from the field... it is invaluable in our continuous quality improvements. While our new aluminum coils are intended to address some of our improvement opportunities, we do not intend to leave it at that. This return program will enable us to further improve our coils.

### **As a dealer, how do I benefit from this coil return program?**

We want you feel complete confidence in the fact that you offer the very best coils available in the market today. Dealing with failed coils can be difficult, time-consuming and expensive for everyone, including the homeowner. In addition, repeated coil replacements may negatively impact the perception homeowners have of the quality of equipment we provide. In our ongoing efforts to manufacture the best coils on the market, we are initiating an unprecedented return program to track the impact of time on our current and future coils. We will identify and address what failures occur, when, on which coils, and the impact of any quality control measures already in place.

### **What happens to my claim if I do not return the coil?**

Extended Warranty staff will remind you once that we need the coil for testing before we can authorize payment, and will pay no coil claims until the coil has been tested in our facility in St. Louis, MO.

### **Why do I need to include the Falcon Claim Number (WCR #) on my claim?**

The Falcon Claim Number allows us to cross reference with the new coil. This means we can accurately track the types of coils being used to replace the old coil, including dipped or epoxy-coated coils. You may get this number from your distributor.

### **Why do I need to include the FedEx Tracking Number on the claim?**

Extended Warranties and the testing facility will use the FedEx Tracking Number to match the coil to the claim through the system. If this number does not match up, the Extended Warranty specialist will not be able to confirm that the coil for a particular claim has been tested, and will not be able to authorize payment for that claim.

### **Why have you limited the scope of the return program to just those coils covered under an Extended Warranty?**

We intend to test coils older than their limited warranty without testing every single replaced coil in the country. In order to test a fair representative sampling, we feel that coils covered by an Extended Warranty will provide the best sample set, and will also ensure that we can properly track which coils need to be returned.

### **How will I know that the coil I shipped has been received in St. Louis?**

The FedEx Shipping label has 2 peel-offs with the Tracking Number... you attach one to the Coil Tag and you keep the second for your records. This number will allow you to go online and track the shipment until the coil arrives at our test facility in St. Louis.

### **What if I forgot to include some information on the claim?**

The Extended Warranty specialist will notify you about additional information needed to complete testing and tie the test back to the claim for authorization. If you are unable to submit the information, the claims will not be able to complete processing, and will be rejected.

### **After shipping the coil, how long will it take before my claim is paid?**

Assuming we received all the information required, our goal is to complete testing within 5 working days after we receive the coil. Electronic claims should be processed within 2 working days after the test is complete, paper claims may take a little longer.

### **How will you decide what tests will be performed on the coil?**

The coils will be tested based on the failure mode you report. If the tests cannot confirm your reported failure mode, your claim will be rejected and you will have the opportunity to request that the coil be shipped back to your location at your expense.

### **How reliable are the leak tests?**

Our leak tests are far more stringent than any tests possible in the field and have been scientifically validated. We pressurize the coil to 450 psi and use a dip tank to make the initial leak test. This pinpoints the location of the leak on all but the tiniest of leaks. If the dip tank cannot pinpoint a leak, we place the coil in a sealed plastic bag and let it sit for 15 minutes in this sealed environment. After 15 minutes we insert a high-end "sniffer" to test for evidence of the trace gases. Any leak found in the field will be confirmed by one or both of these tests.

### **How long will this return program be in place?**

The program currently has no targeted end date, but will last a minimum of one year at which time it will be re-evaluated. However, the program will not terminate without an official communication to that effect.

### **What happens if I claim for a failure mode other than the one experienced in the field?**

The claim will be rejected if our tests cannot confirm the failure mode reported on the claim.

**Will I be paid for claims where the coil is lost in shipping?**

If we are provided with a FedEx Tracking Number which shows that the coil was picked up, and the carrier cannot locate the shipment, you will be paid per the claim and the guidelines.

**If the coil is no longer under the limited warranty, I will not be able to provide a Falcon Claim number with the EW claim. Will the claim still be paid?**

Since the replacement coil will cost more than \$100.00, EW will continue to require a copy of the parts invoice in order to pay the parts cost and markup. Therefore the parts invoice will substitute for the Falcon Claim Number, but only when the coil is out of Limited Warranty.

**Will I be able to get the coil back if tests cannot confirm the failure mode?**

You will have 7 days from the date of notification that the tests did not confirm the claim to request that the coil be shipped back at their expense.

**Shipping the coil back will take time, and time is money. Will I be reimbursed for the extra time?**

Provided the claim is not rejected, you will automatically be paid an additional half hour of your registered labor rate to compensate for the additional time it may take to ship the coil back to St. Louis and provide all the requested information.

**How will freight be handled?**

Distributorships will have a stock of the Coil Tags and Shipping Labels you will need to ship the coils back. Simply fill out and attach the Coil Tag to the coil, box it up, fill out your name and address on the shipping label, and call 1-800-GO-FEDEX to schedule a pickup. The shipping label is pre-printed with the ship-to address, and will ensure that we are billed for the freight.

**What happens if it is a third-party coil and the manufacturer requires the coil back in order for me to get my limited warranty credit?**

The manufacturer required return will take precedence. You should return the coil to them as you normally would, and submit proof to EW of the return with your claim in place of the coil to ensure that you are reimbursed for your markup and labor through Extended Warranties.

**In the past, your parts return program has required that I return the coil to my distributor so that they can claim the parts credit, and ship the part back. How is this different?**

This process is different in that YOU are responsible for shipping the coil back, not your distributor. The limited warranty process will not be impacted in the least, and you will not be required to return the coil to the distributor first before calling FedEx to ship it to St. Louis. However, to ensure the parts credit, you will still need to sign the standard *“Warranty Credit Report”* to satisfy the same limited warranty program requirements in place today.

**If the replacement coil is shipped to me from the manufacturing plant and/or my offices are located too far from my supply house for convenience, why should I drive all the way to the supply house just for the coil tags and shipping labels?**

There should be no need if you plan ahead. Simply ask your supply house to send a few of each and keep them on hand for when you may need them.

**How simple is this process?**

We have gone to great lengths to keep this as simple as possible...

- Write their dealer name and address on the shipping label
- Remove the peel-off tracking numbers and attach one to the coil tag and one to their service documents
- Fill out the coil tag and attach it to the coil
- Box the coil in the same box the replacement coil came in
- Attach the shipping label to the box
- Call [1-800-GO-FEDEX](tel:1-800-GO-FEDEX) to schedule a pickup.

**I have an extensive customer base and during the summer it is possible that I may have to replace several coils in a couple of days. Can I load them all on a pallet and ship them together under one shipping label?**

FedEx is not set up to accept pallets for this kind of pickup service. More importantly, this program relies on the individual FedEx tracking number ON EACH COIL to track the coil through the entire testing and reimbursement process. Shipping several coils together will mean that some shipped coils may not be assigned to the correct claims, and consequently you risk not being paid for your claims.

**How will I know if the tests on the coil have not confirmed the failure mode I reported in the claim?**

As is already the case, you are notified when an extended warranty claim is rejected for whatever reason. This process will not change. If our test facility is unable to reproduce the reported failure mode, you will receive notification that your claim was rejected in the same way rejections are communicated today.

**A lot of data will be collected by testing such a broad scope of coils... will the results be shared with the field?**

Absolutely. Our continuing efforts to identify and address quality improvement opportunities are to a large degree dependant on feedback from our partners in the field, and we certainly intend to share the results of our findings.

**What can I do to ensure there is no delay in processing my claim?**

Extended Warranties can only complete processing the claim when all of the requested data has been received. You can avoid delays by making sure we receive your claims and the coil and coil tags complete with all the data elements we have requested.

**What if I have more questions?**

Your salesman or technical representative should be able to answer your question, but for those questions your salesmen are unable to answer you may contact your Extended Warranty Claims Specialist.

**Do I need to notify my tech. rep. or salesman that I have a coil that must be returned?**

As with all aspects of your extended warranty claims, you are solely responsible for shipping the coil. This return process has been designed to operate smoothly without any additional steps required from your sales office personnel.

**Will the limited warranty parts claim be voided if the Extended Warranty claim is rejected?**

At this point we have no plans in place to void limited warranty parts claims where the Extended Warranty has been rejected. However, as we collect returns data we may decide to add that functionality to the system.