



Unitary Products Group
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Norman, OK 73069
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SERVICE INFORMATION

DATE: February 18, 2009

YS-011-09

TO: All York Branches
All York Distributors
All Field Service Supervisors
All Warranty Personnel

SUBJECT: Obtaining the Cost of a Major Component in lieu of a Unit Change Out

This letter updates some minor changes to YS-036-03 which allowed the distributor the flexibility of claiming the cost of a major component to be given in lieu of a unit change out when a customer experiences unusual warranty activity and demands a new unit. The following conditions apply:

1. The new unit must be a UPG unit.
2. UPG will give credit for one major component **or the cost of the replacement unit, less freight; whichever is less. The major component must still be covered under an active warranty.**
3. Credit for multiple components will not be honored. Please consult UPG Technical Services for authorization to replace multiple components in lieu of the unit change out or with any unusual requests.
4. A service inquiry number is not required to receive credit for one major component towards a unit change out.
5. Reference this service letter, YS-011-09, which authorizes claiming a major component towards a unit change out.

Please follow these procedures when filing a claim for the cost of a major component towards a unit change out:

1. File a parts, labor and change out claim on Click Commerce.
2. Reference this service letter, YS-011-09 on the warranty claim.
3. Select unit change out and enter the new unit serial number and date of installation.
4. Put the major component part number in both the new & old part number fields.
5. If the major component is a compressor, put the 'old' compressor serial number in the failed compressor serial number field.
6. Put the new unit serial number in the 'new' compressor serial number field.
7. Put a comment in the comment field 'Cost of major component towards a new unit.'
8. Return the compressor as per warranty policy, see warranty manual.
9. If the compressor is not returned, pull the data plate and retain for audit purposes.
10. Return any major components as specified on the parts return list.
11. If the component is not required to be returned, scrap according to UPG policy.
12. Labor may be claimed if failure occurs within 30 days of unit installation.

Please direct any questions you may have to the undersigned parties.

Mark Freund
Manager, Residential Field Service

Lee Sims
Supervisor, UPG Warranty Administration