

Ducted Systems Technical Services: Service Tips Letter

Letter: ST-011-23

Date: May 2, 2023

To: S1 HVAC Branch and Distributor Principal, Sales Manager, Service Manager, Parts Manager, Warranty Manager, Delegated Administrator, Ducted Systems Technical Services, DS Parts/S1, ES Americas, ADTI Channel, Account Representatives, Marketing, Sales, Warranty teams.

Subject: **Missing or Incorrect Parts Resolution Path**

Product/s: Ducted Systems Light Commercial Equipment and Residential (Packaged and Split Systems)

Summary: This letter is to inform customers of a proper reporting method for missing or incorrect parts to ensure resolution is provided quickly as possible.

Dear valued customer:

Over the many years of supporting customers, Johnson Controls Technical Services has received on occasion requests for resolution on missing or incorrect parts with equipment during installation. We would like to inform customers of the quickest reporting channels and required items for this to allow customers a streamlined resolution process.

Though these events are not very frequent, when they occur Johnson Controls will always support customers to a resolution as quickly as possible. Below is the process for reporting and what is required by the parties that review these. At this time this is not a process that Technical Services participates in as we are limited to the standards of the warranty manual and are unable to offer customer assistance.

Technical Services is also unable to provide warranty concessions for these items currently.

Warm regards,

Ian Boger
Technical Services Commercial Quality Liaison - JCI

Stevie L. Sullivan Jr.
Ducted Systems Technical Support Manager - JCI

Fernando Luis López Aizcorbe
Center Of Customer Excellence Supervisor – JCI

When a component is identified as incorrect, or one is missing the following should occur.

The installing Agent should:

1. Take photos of the area the component should have been located or a photo showing the incorrect component is present.
2. For field-installed kits missing components, they should be laid out and shown that the component was not in the kit's packaging.
3. For kits missing, they should provide photographic evidence that it was not inside or on the equipment during shipping.
4. They should record the unit's serial, model, and if feasible the kit's serial and model.
5. Provide shipping information for the replacement part.
6. Contact their Distribution Partner with the above information along with a detailed explanation of what occurred.
7. The distribution partner can then list any part numbers available on smart search in Solution Navigator to reduce review times for their request.

Distribution Partners should receive the above info and contact the Monterey Center of Excellence with this information recorded on a fully filled out "Missing Part Form Template". It is attached with this letter for your convenience.

Technical Services would like to inform customers we at this time do not offer warranty concessions to be claimed against the equipment for these occurrences. These requests are handled as a no-charge order for any parts shipped. In the event labor is required, a Customer Support Representative (CSR) can escalate your request to be submitted in the form of a Credit Memo.

Commercial Product Note:

In the event you have a Commercial system with a field installable fresh air accessory that is missing a specific component, please contact Ruskin Rooftop Systems for direct support. In the event the entire kit is potentially missing please follow the items listed in this document.

Phone: 1-800-552-4822 or Email: sales@rooftopsystems.com

Contact Information:

Monterey Support Team

Phone: 800-536-6112

Please email your known CSR from the following list:

be-ds-applied-supportd1@jci.com

be-ds-applied-supportd2@jci.com

be-ds-international-supportd1@jci.com

be-ds-international-supportd2@jci.com

be-ds-international-supportd3@jci.com

be-ds-international-supportd4@jci.com

be-ds-domestic-supportd1@jci.com

be-ds-domestic-supportd2@jci.com

be-ds-domestic-supportd3@jci.com

be-ds-domestic-supportd4@jci.com

be-ds-domestic-supportd5@jci.com

be-ds-domestic-supportd6@jci.com

be-ds-domestic-supportd7@jci.com

A copy of the below form can be provided to you by your Customer Service Representative.

Or a request can be made via DS connect – Orders - Submit a claim because my order is missing part/component. (On Solution Navigator)

Order #
Delivery Date

RTU TAG

Model # 's

Serial #'s

Missing items

Details

Please provide detailed information on what is missing

Comments:

Attach pictures of the unit (where the parts are missing) on sheet 2

Ship To:

Business Name

Address

City, St Zip Code

Contact Name

Contact Phone #

Contact email

Requested By

Name

Phone

e-mail