
DEPARTMENT OF THE ARMY TECHNICAL BULLETIN

**WARRANTY PROGRAM FOR
AIR CONDITIONER, 6000 BTU, 13218E9890
HOLLINGSWORTH MODEL JHAA/C6V1**

**HEADQUARTERS, DEPARTMENT OF THE ARMY, WASHINGTON, DC
18 MAY 1992**

REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS

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Approved for public release; distribution is unlimited.

1. General. This Warranty Technical Bulletin (WTB) implements the warranty for the 6000 BTU Air Conditioner System, PIN 13218E9890 (Hollingsworth model JHAA/C6V1). Warranty provisions for the air conditioner are delineated in contract DAAK01 90 D 0046, Attachment 6 (Warranty of Supplies and Equipment). See coverage paragraph b. below. This WTB provides terms of coverage of the warranty, contains instructions for obtaining services covered under warranty and describes methods of processing warranty claims.

a. Intent. This WTB is intended for use by Warranty Control Officers and user activities. It provides guidance for management and application of this warranty.

b. Coverage and applicability. John R. Hollingsworth Co., hereinafter referred to as the contractor, guarantees that at the time of acceptance by the Government, the supplies and equipment furnished under the aforementioned contract conform to the design and manufacturing requirements, are free of all defects in materials and workmanship and will conform to all contractual performance requirements for the full warranty period as specified herein.

c. Limitations.

(1). This warranty does not apply to any supplies that have been subject to abuse, misuse, neglect, or accident, and have been repaired, maintained, or altered in any way that has adversely affected their condition.

(2). This warranty only applies to supplies which have been inspected, maintained, and operated IAW standard military service maintenance procedures.

(3). Combat damage is not covered by these warranties to the extent that the defect in question is proximately caused by such combat damage.

2. Explanation of terms.

- 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 weapon 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's 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 intermediate 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. A warranty data plate is affixed to the air conditioner (figure 1). Figure 2 illustrates the warranty card, to be filled out when unit is placed in service.

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 purposes of a warranty in a government contract are to outline the rights and obligations of the contractor and the government for defective items and services. It also serves to foster quality performance by the contractor but is not a substitute for an adequate quality assurance program. Figure 1 illustrates the content and location of the warranty data plate.

w. **Warranty claim.** Action started by the equipment user for authorized warranty repair, replacement or reimbursement from the 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.

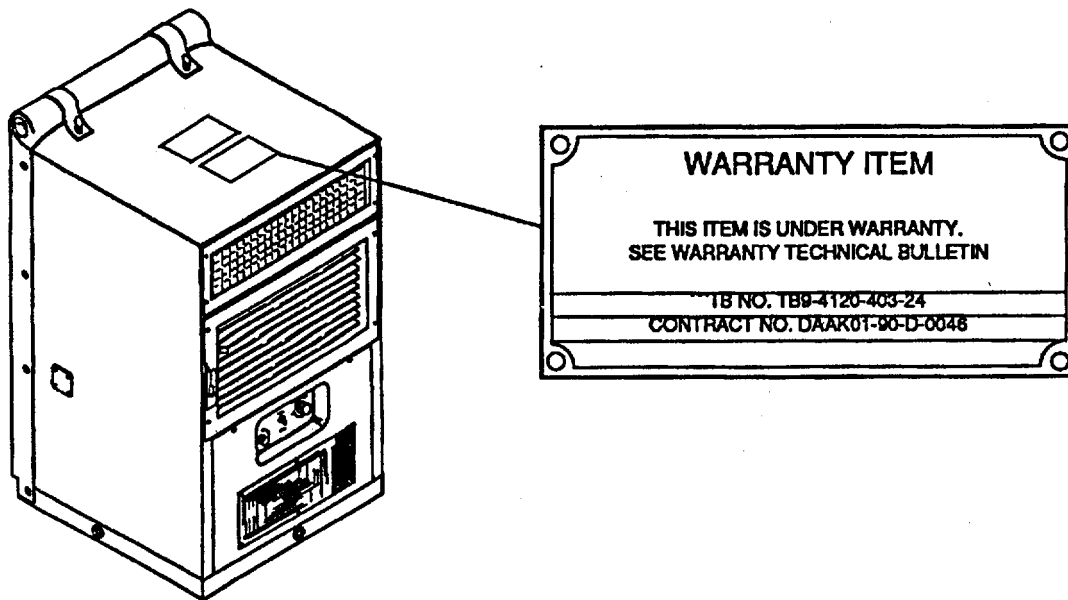


Figure 1. Warranty Data Plate.

3. Coverages-specific. The following table provides all information necessary to identify the items covered and the terms of coverage of the warranty program. All items delineated in these paragraphs have been furnished to the Government under provisions of contract DAAKO 1-9(0-00046 between John R. Hollingsworth Co. (Prime Contractor) and US Army TROSCOM.

Table 3-1. Coverage Item List

<u>Nomenclature</u>	<u>Line Item Number</u>	<u>Model Number</u>	<u>National Stock No.</u>	<u>Mfr. and Part No.</u>	<u>Serial No.</u>	<u>Contract Number</u>	<u>Warranty Period</u>	<u>Type of Converge</u>
Air Conditioner, Vertical 6000 BTU	0001	JHAAI C6V1	4120-01-327-5447	(02032) 13218E9890	0001 and up	DAAKO1-90-D-0046	12 months*	Design Materials Workmanship Performance

*12 months from the date placed in service by the government, not to exceed 24 months from date of equipment acceptance as shown on the DD250.

4. Contractor responsibilities.

a. The contractor guarantees that all supplies and parts conform to the design and manufacturing requirements, and are free from all defects in materials and workmanship. This guarantee is for 12 months from the date placed in service by the Government not to exceed 24 months from the date of equipment acceptance as shown on the Material Inspection and Receiving Report (DD Form 250). This accounts for up to 12 months storage.

b. The contractor shall include the furnishing of new or repaired items to replace any that prove to be nonconforming and/or defective within the warranty period. Such items shall be furnished at no cost to the Government, FOB manufacturer's nearest dealer or branch, or to the original line item destination, Government. The cost of repair or replacement of items shall be borne by the contractor, except for Government performed labor for field removal and replacement of components and parts.

c. In the event of a failure of any warranted item or component thereof to meet the conditions specified in paragraph a above:

(1). The contractor shall ship within 10 days of receipt of the failed item, new or repaired parts necessary to correct defects at no cost to the Government.

(2). If the contractor fails to deliver such parts promptly, as determined by the Contracting Officer, the contractor shall pay costs incurred by the Government in procuring such parts from another source.

5. Government responsibilities. The U.S. Army Troop Support Command (TROSCOM) is responsible for managing and implementing this warranty. TROSCOM Warranty Control Office (WARCO)/point of contact is:

Commander U.S. Army Troop Support Command (TROSCOM)
 Attn.: AMSTR-MEP
 4300 Goodfellow Blvd. St. Louis, MO 631201798
 AUTOVON-693-9393
 Commercial-3 14-263-9393

a. Government Maintenance. To maintain the warranty and keep it effective, the user is responsible to provide normal care, servicing, and preventive maintenance as prescribed in the procedures in TM 94120-403-14 and the Maintenance Allocation Chart (MAC). Repairs and/or replacement of component parts performed by the Government shall be done in strict accordance with the troubleshooting and replacement procedures in TM 9-4120)403-14 and the Maintenance Allocation Chart (MAC). Maintenance/repair/replacement functions and maintenance level shall be as authorized in the Maintenance Allocation Chart (MAC).

b. Owning Unit Responsibilities. See Paragraph 7b.

c. Warranty Control Office (WARCO) Responsibilities. The WARCO is responsible for managing warranty programs at posts, camps and stations and normally operates from the Directorate of Logistics, Directorate of Installation Services, supporting maintenance battalion, division/ corps or theater materiel management center (MMC). The local WARCO will receive, verify, administer and process WCA's for the Army standard and non-standard equipments. The local Logistics Assistance Office (LAO) will be available to assist units, supporting organizations and other agencies involved with the Warranty Program.

WARRANTY REGISTRATION CARD	
ITEM: AIR CONDITIONER: VERTICAL COMPACT 6000 BTU/HR, 115V-SINGLE PHASE 50/60 HZ	SERIAL NO: _____
NSN: 4120-10-327-5447	DATE EQUIPMENT ACCEPTED: _____
P/N: 97403-13218E9890	DATE PLACED IN SERVICE: _____
CONTRACT NO: DAAK01-90-D-0046	
MFG BY: JOHN R. HOLLINGSWORTH CO.	
LOCATION OF EQUIPMENT: _____ _____ _____	
PLEASE FILL IN LOCATION OF EQUIPMENT AND DATE PLACED IN SERVICE INFORMATION. SEND TOP COPY OF WARRANTY REGISTRATION CARD TO USATROSCOM, 4300 GOODFELLOW BLVD., ST. LOUIS, MO 63120-1798, ATTN: AMSTR-MEP. SEND SECOND COPY OF WARRANTY REGISTRATION CARD TO JOHN R. HOLLINGSWORTH CO., NUTT ROAD AT FRENCH CREEK, PHOENIXVILLE, PA 19480 WARRANTY IS TWELVE MOS. FROM DATE PLACED IN SERVICE, NOT TO EXCEED 24 MOS. FROM DATE OF EQUIPMENT ACCEPTANCE IS SHOWN IN DD250.	

Figure 2. Copy of Warranty Card

d. Alterations/modifications. Alterations and modifications shall not be made unless expressly authorized or directed by TROSCOM.

e. Warranty Card. A warranty card with instructions will be over packed with each air conditioner (see figure 2). Once the supplies/equipment have been placed in Government use, the warranty card will be filled out showing the warranty start date and sent to the U.S. Army Troop Support Command (TROSCOM), ATIN: AMSTR-MEP, 4300 Goodfellow Blvd., St. Louis, MO 63120-1798, with a copy sent to the contractor.

6. Nullification.

a. Abuse. Abuse is the improper use, repair or handling of warranted equipment/items such that the warranty may become void. This includes submission of equipment to conditions or environments other than those delineated in TM 9-4120-403-14.

b. Abuse Determination. Where abuse is not obvious, the appropriate maintenance offices designated representative shall make the determination as to whether the warranty applies. In the event the contractor disputes the finding, the final determination will be made in accordance with the "Disputes" clause of the contract. When an item is repaired, the warranty shall remain in effect for the balance of its term. When abuse is determined to be the cause of the failure, no WCA is prepared.

c. Abuse avoidance. When abuse (intentional or unintentional) has been determined, the using activity shall take positive and corrective measures to preclude future reoccurrence.

7. Claims procedures.

a. General. The Government will initiate Warranty Claim Action(s) (WCA) for warranted items and Quality Deficiency Reporting (QDR) actions for systemic failures in accordance with (IAW) Department of the Army Pamphlet (DA PAM) 738-750. The TROSCOM Warranty Control Office (WARCO), AMSTR-MEP will handle warranty claims that are generated by using field units. The TROSCOM WARCO, in conjunction with the Contracting Officer, will generate action with the contractor to resolve WCAs.

b. Using activity.

(1). Upon discovery of a failure by the using activity, in addition to preparing forms required to repair or return the item IAW standard procedures, a determination of warranty status shall be made and procedures in accordance with DA Pamphlet 738-750 followed to report the warranty claim. Failed items shall be tagged/identified (DA Form 2402 Exchange Tag) to prevent improper repair or use.

(2). DA Form 2407, Maintenance Request is the required form for filling out warranty claim actions (WCA's). The WCA will be completed and processed through the local WARCO IAW DA Pamphlet 738-750 and local procedures. The local WARCO will forward a copy of the completed DA Form 2407, annotated with the warranty label data of the unit, to USATROSCOM, Customer Feedback Center, ATTN: AMSTR-MOF, 4300 Goodfellow Blvd., St. Louis, MO 63120-1798.

c. **TROSCOM WARCO AMSTR-MEP.** Upon receipt of a WCA, the TROSCOM WARCO will act through the project contracting officer (PCO) to notify the contractor of the claim, and request reimbursement or repair/replacement as indicated on the claim. A copy of the WCA will be supplied to the contractor.

d. **Identification of Failed Items.** See Paragraph 7b.

e. **Disposition.**

(1). **False Returns.** In the event warranty items returned to the contractor appear to be serviceable, the contractor will notify the TROSCOM WARCO which will in turn notify appropriate users to preclude reoccurrence.

(2). **Receipts/Verification of Contractor Repairs.** When the contractor repairs a failed item under warranty, he will document the repair to TROSCOM.

f. **Reimbursement for Army Repair.** When the Army performs the authorized maintenance/ repair to return failed warranty items to serviceable condition, the DA Form 2407 will be properly documented (IAW DA PAM 738-750) and forwarded to the TROSCOM WARCO with information copies distributed IAW local procedures. The activity performing the maintenance/repair (Unit or DS) will submit the WCA.

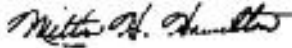
g. **Claims Denials/Disputes.** The local WARCO will normally resolve claims denials/ disputes at the using activity level. If the warranty claim cannot be resolved at the local level, TROSCOM WARCO will be contacted for assistance.

h. **Reporting.** Reporting or recording actions taken on a failed warranty item shall be specified IAW DA PAM 738-750. Contractor-unique forms shall not be used.

8. **Storage Shipping and Handling.** Storage, shipment and handling requirements shall be IAW appropriate field manuals (TMs, TBs, etc.). When unserviceable items are returned through supply channels, a copy of the WCA will be placed in the package/container with the unserviceable item. Shipping container and documents should be marked "Warranty exhibit". In all situations when repair or replacement requires transportation of the nonconforming or defective item(s), shipping costs from line item delivery point to contractor's plant and return, shall be at the expense of the contractor. Should it subsequently be determined by the contractor and the Government that the returned part or parts were not defective through fault of the contractor, the Government will be liable to pay all above mentioned shipping costs.

By Order of the Secretary of the Army:

Official:



MILTON H. HAMILTON
*Administrative Assistant to the
Secretary of the Army*
01432

GORDON R. SULLIVAN
*General, United States Army
Chief of Staff*

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PUBLICATION TITLE

BE EXACT PIN-POINT WHERE IT IS

PAGE NO.	PARA- GRAPH	FIGURE NO.	TABLE NO.
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**IN THIS SPACE, TELL WHAT IS WRONG
AND WHAT SHOULD BE DONE ABOUT IT.**

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The Metric System and Equivalents

Linear Measure

1 centimeter = 10 millimeters = .39 inch
 1 decimeter = 10 centimeters = 3.94 inches
 1 meter = 10 decimeters = 39.37 inches
 1 dekameter = 10 meters = 32.8 feet
 1 hectometer = 10 dekameters = 328.08 feet
 1 kilometer = 10 hectometers = 3,280.8 feet

Weights

1 centigram = 10 milligrams = .15 grain
 1 decigram = 10 centigrams = 1.54 grains
 1 gram = 10 decigram = .035 ounce
 1 decagram = 10 grams = .35 ounce
 1 hectogram = 10 decagrams = 3.52 ounces
 1 kilogram = 10 hectograms = 2.2 pounds
 1 quintal = 100 kilograms = 220.46 pounds
 1 metric ton = 10 quintals = 1.1 short tons

Liquid Measure

1 centiliter = 10 milliliters = .34 fl. ounce
 1 deciliter = 10 centiliters = 3.38 fl. ounces
 1 liter = 10 deciliters = 33.81 fl. ounces
 1 dekaliter = 10 liters = 2.64 gallons
 1 hectoliter = 10 dekaliters = 26.42 gallons
 1 kiloliter = 10 hectoliters = 264.18 gallons

Square Measure

1 sq. centimeter = 100 sq. millimeters = .155 sq. inch
 1 sq. decimeter = 100 sq. centimeters = 15.5 sq. inches
 1 sq. meter (centare) = 100 sq. decimeters = 10.76 sq. feet
 1 sq. dekameter (are) = 100 sq. meters = 1,076.4 sq. feet
 1 sq. hectometer (hectare) = 100 sq. dekameters = 2.47 acres
 1 sq. kilometer = 100 sq. hectometers = .386 sq. mile

Cubic Measure

1 cu. centimeter = 1000 cu. millimeters = .06 cu. inch
 1 cu. decimeter = 1000 cu. centimeters = 61.02 cu. inches
 1 cu. meter = 1000 cu. decimeters = 35.31 cu. feet

Approximate Conversion Factors

To change	To	Multiply by	To change	To	Multiply by
inches	centimeters	2.540	ounce-inches	Newton-meters	.007062
feet	meters	.305	centimeters	inches	.394
yards	meters	.914	meters	feet	3.280
miles	kilometers	1.609	meters	yards	1.094
square inches	square centimeters	6.451	kilometers	miles	.621
square feet	square meters	.093	square centimeters	square inches	.155
square yards	square meters	.836	square meters	square feet	10.764
square miles	square kilometers	2.590	square meters	square yards	1.196
acres	square hectometers	.405	square kilometers	square miles	.386
cubic feet	cubic meters	.028	square hectometers	acres	2.471
cubic yards	cubic meters	.765	cubic meters	cubic feet	35.315
fluid ounces	milliliters	29.573	cubic meters	cubic yards	1.308
pints	liters	.473	milliliters	fluid ounces	.034
quarts	liters	.946	liters	pints	2.113
gallons	liters	3.785	liters	quarts	1.057
ounces	grams	28.349	liters	gallons	.264
pounds	kilograms	.454	grams	ounces	.035
short tons	metric tons	.907	kilograms	pounds	2.205
pound-feet	Newton-meters	1.356	metric tons	short tons	1.102
pound-inches	Newton-meters	.11296			

Temperature (Exact)

°F	Fahrenheit temperature	5/9 (after subtracting 32)	Celsius temperature	°C
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