



FRI form introduction.

In order to provide customers more efficient warranty labor claims processing we have introduced and made available a Field Repair Invoice form that outlines the necessary information required to submit a labor claim to the Trane Company. Submitting this completed form with an invoice billing Lyon Conklin as well as providing any other requested documentation enables us to file an electronic claim which can be processed and paid much faster than the previously used mail-in system.

Before you file a claim:

Contact your Field Service Representative (FSR) and explain your situation. He will make note of your request and explain what can and cannot be claimed and if necessary contact the factory for their input.

Please note:

The form must be completed.

The claim must be submitted within 60 days of the completion of the work.

Any other documentation (pictures, invoices, etc.) must be provided.

Only claims that do not require approval by a Field Service Representative are to be submitted without his prior contact.

These claims would be limited to D.O.A. compressors (failure within the first 60 days), factory refrigerant leaks (with proper documentation) or labor for factory rework programs that you may have been notified about by Lyon Conklin. If the required documentation is included with one of these claims and the amount claimed meets Trane's guidelines, pre-approval by the FSR is not required.

If you have any questions contact your FSR.

Thank You,

Lyon Conklin's

Trane Field Representative Team

Tim Parrucci, Steve Brinley, Lew Fry, Chris Bishop, Greg Cabe, John Zdon



TRANE®

Field Repair Invoice

All fields must be completed to file a claim

Claim date _____ **Claims must be filed within 60 days of completion of work.**

Dealer _____

Dealer address _____

Phone _____

Owner _____

Address: _____

Model _____ Serial _____

Start date _____

fail date _____

Repair date _____

Please provide a description of why this claim is being made, including work done .

If this claim is in reference to a refrigerant leak, you must supply a picture, drawing or through explanation describing the location and type of leak (braze joint, crack, hole, rub through, etc.).

On claims where refrigerant costs are approved, Trane will pay \$3/lb. for R22 or \$10/lb. for R410A refrigerant up to the charge shown on the unit nameplate.

Lbs. _____ Amount \$ _____

Labor \$ _____ Other (with pre-approval by FSR) \$ _____

Total amount requested from Trane \$ _____

Dealer invoice #: _____

This form must be accompanied by an invoice billing Lyon Conklin and any other supporting documents requested.

