

## STORER PARTS RETURN POLICY

- 1) Call 318-861-8442 or 800-844-4822 for (RTN#) Return Authorization Number. You may also email [jeff.chisolm@trane.com](mailto:jeff.chisolm@trane.com) for a RTN#. Returns will not be accepted unless accompanied by the RTN#. Make sure the **RTN#** is on the shipping label.

### Example of Return Label:

**RTN#0003451**  
**Storer Parts**  
**438 W. 67<sup>th</sup> Street**  
**Shreveport, LA 71106**

- 2) All new returns must be in their original packaging, complete, labels intact, and in new saleable condition. Returns may be subject to a re-stocking charge.
- 3) All new, core, and warranty returns must be made within 30 days of original invoice date and shipped pre-paid.
- 4) Special Order Non-Returnable Items and Electrical items are non returnable.
- 5) Credit Issued will be net of applicable freight.
- 6) Claims for discrepancies in shipment must be made within 7 days of receipt of merchandise or they will not be accepted.
- 7) The attached return forms are to be used and filled out for all returns. Also use the Return Reason Code when using the form (See below). If the return is a Trane Warranty claim please fill out completely the Trane Warranty Request Form.

<b>Return Code</b>	<b>Return Reason</b>
<b>CR</b>	Core Body Return
<b>DF</b>	Defective Return
<b>NN</b>	Not Needed
<b>OR</b>	Other Reason - *Explain -
<b>OW</b>	Ordered Wrong
<b>SW</b>	Shipped Wrong
<b>WP</b>	Wrong Part
<b>WR</b>	Warranty Return





# Warranty Request

Compressor or Parts

Customer Billing Reference #	
<b>Factory Use Only</b>	
Claim Number	
Invoice Number	

Information	Owner	Servicer	Distributor
Name			
Address			
City, State, Zip			
Phone Number	( )	( )	

Product Serial Number \_\_\_\_\_ Installation Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Product Model Number \_\_\_\_\_ Fail Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Quantity	Part Number	Task Code

Failure Description															
TASK CODE	DESCRIPTION	TASK CODE	DESCRIPTION												
PRT 011	ELECTRICAL, CALIBRATION OR WRONG SETTINGS	PRT 035	MECHANICAL, NOISY OR ROUGH OR OUT OF BALANCE												
PRT 012	ELECTRICAL, CURRENT UNBALANCE	PRT 036	MECHANICAL, OVER HEATED (NON-ELECTRICAL)												
PRT 013	ELECTRICAL, FAILED OR BURNED OR SHORTED OR GROUNDED OR OVERHEATED	PRT 037	MECHANICAL, PAINT PROBLEM OR APPEARANCE OR RUNS ETC.												
PRT 014	ELECTRICAL, INTERMITTENT OR ERRATIC	PRT 038	MECHANICAL, PLUGGED OR RESTRICTED												
PRT 015	ELECTRICAL, LOOSE OR TERMINAL FAILURE	PRT 039	MECHANICAL, SEIZED OR STUCK												
PRT 016	ELECTRICAL, MIS-WIRED OR WIRING PROBLEM	PRT 030	MECHANICAL, NOT DESCRIBED ABOVE (ADD COMMENT)												
PRT 017	ELECTRICAL, SOFTWARE OR PROGRAMMING BUGS	PRT 055	RECEIVING ERRORS, MISSING, LINE ITEMS												
PRT 010	ELECTRICAL, NOT DESCRIBED ABOVE (ADD COMMENTS)	PRT 056	RECEIVING ERRORS, QUANTITY WRONG, LINE ITEMS												
PRT 021	LEAK, BRAZE OR WELD	<table border="1"> <tr> <th colspan="2">Required For Compressor Failure Only</th> </tr> <tr> <td>Defective Compressor Model #</td> <td>_____</td> </tr> <tr> <td>Defective Compressor Serial #</td> <td>_____</td> </tr> <tr> <td>Replacement Compressor Serial #</td> <td>_____</td> </tr> <tr> <td>Other</td> <td>_____</td> </tr> <tr> <td> </td> <td>_____</td> </tr> </table>		Required For Compressor Failure Only		Defective Compressor Model #	_____	Defective Compressor Serial #	_____	Replacement Compressor Serial #	_____	Other	_____		_____
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Defective Compressor Serial #	_____														
Replacement Compressor Serial #	_____														
Other	_____														
	_____														
PRT 022	LEAK, FROZEN (LOW TEMPERATURE)														
PRT 023	LEAK, GASKET OR O-RING OR THREADED OR JOINT LEAK														
PRT 024	LEAK, PINHOLE OR PUNCTURE IN TUBE														
PRT 020	LEAK, NOT DESCRIBED ABOVE (ADD COMMENTS)														
PRT 031	MECHANICAL, BROKEN OR CUT OR CRACKED														
PRT 032	MECHANICAL, CORRODED OR RUSTED														
PRT 033	MECHANICAL, DENTED OR BENT (UNIT OR PART)														
PRT 034	MECHANICAL, LOOSE														

**To Apply the Special XL, XLi or XV Condensing Unit's Warranty Coverage to the Product Model Above, the Associated Condensing Unit's Model Number and Serial Number Must be Completed Below.**

Condensing Unit Model Number \_\_\_\_\_

Condensing Unit Serial Number \_\_\_\_\_

**If claim is against a part that was purchased, input original invoice number.**

\_\_\_\_\_

**Compressor tag required for all warranty compressors**

I, as either a customer of, or a service technician employed by, Trane ("Requesting Party") do hereby certify that the above PART WARRANTY CERTIFICATION is true in all material respects this \_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

Name (Please print) \_\_\_\_\_ Company \_\_\_\_\_

Signature (Required) \_\_\_\_\_ Date \_\_\_\_\_