

 THERMO KING

ThermoKare

THERMOKARE EXTENDED WARRANTY USER GUIDE

— protect your business —



EXTENDED WARRANTY SERVICE SOLUTIONS
FOR REFRIGERATED TRANSPORT



Easy. Find out what's covered

This policy document outlines the details of your Thermo King Extended Warranty, including levels of cover, how to make a claim, and the Terms and Conditions. Please note: all units covered by the Thermo King Extended Warranty should be serviced in accordance with the Thermo King service guidelines, details of which can be found in the Terms and Conditions.

CONTENTS

Introduction	3
How to claim	4
Terms & Conditions	6
Special Terms	8

EXTENDED WARRANTY OPTIONS*

PROTECTIONPLUS

The costs for callouts and overtime from incidents that occur outside office hours during the standard warranty period are covered by ProtectionPlus.

WARRANTYPLUS

With WarrantyPlus, your customers can extend the warranty coverage up to 5 years, including parts and labour.

ASSISTANCEPLUS

Fully covered! Assistance Plus covers all warrantable repairs, during and outside office hours up to 5 years.

* Terms and Conditions apply

How to claim

Making a claim is easy. Follow these steps to prepare for a smooth process.

1 GO TO iKARE SERVICE CENTER

Should your customers need to make a claim on their Thermo King Extended Warranty service contract, go to the iKare service center.

2 ENTER DETAILS

After entering all details, including the unit's serial number and the trailer and/or license plate number, a unique case number for the repair of the unit will be generated. Please note that with any repair not covered by the Thermo King Extended Warranty service contract, the claim could be rejected.

3 ORDER A THERMOKARE PRODUCT DECAL

Please order a ThermoKare decal (free of charge) from the TK Boutique (access via Infocentral) and attach it to the unit to show it is covered by the Thermo King Extended Warranty Contract.



Terms & Conditions

This Thermo King Extended Warranty for Thermo King or FRIGOBLOCK Product Range (the “Extended Warranty”) by Trane Technologies International Limited, 170/175 Lakeview Drive, Swords, Ireland (“Thermo King”) shall supplement Thermo King’s standard 24-month warranty, covering parts and labour for Thermo King or FRIGOBLOCK Temperature Control units (the “unit”). Thermo King warrants to its authorized Thermo King Dealer that it will repair or replace any unit component which is found by Thermo King to be defective under normal use and service within the extended warranty period. By signing this agreement, you have read and understood the terms and conditions of this contract. The Extended Warranty is subject to the following General and product range specific Special Terms:

GENERAL TERMS

1. Subject to the conditions hereinafter stated, Thermo King warrants its complete unit to be free from defects in material and workmanship for a period starting from the expiry of Thermo King’s standard 24- months warranty until the specified months from the date in service, or the specified period from the date the unit is shipped by Thermo King or specified run hours (combined diesel and electric or road and electric), whichever is earlier.
2. In order for the Extended Warranty to apply
 - a. The unit and all interconnecting wiring, piping, and connected equipment and accessories must have been installed by an authorized Thermo King Dealer, and
 - b. The unit must have been maintained by an authorized Thermo King Dealer in accordance with Thermo King’s recommendation in the service/maintenance manual
3. Services during the period need to be completed by an authorized Thermo King Dealer according to the preventive maintenance schedule as advised by Thermo King in the service/maintenance manual. Thermo King or any authorised Thermo King Service location shall have the right to require proof that a unit has been properly maintained.
4. The Extended Warranty is limited to the unit for which it is purchased and shall be transferable to a new owner or user of the unit subject to prior written notification to an authorized Thermo King Dealer.
5. Cost of any part of a unit that is repaired or furnished as a replacement under the Extended Warranty will be reimbursed to the buyer for labour or parts. Any part that is replaced shall become the property of Thermo King.
6. All warranty services must be performed by an authorized Thermo King Dealer and will not include call-out charges, overtime, travel, telephone calls or telegrams, or cost of transportation and/or relocation of equipment or service personnel.
 - a. Call-out charges and overtime cost will be covered for valid warranty repair during the standard warranty in case ProtectionPlus program is purchased.
 - b. Call-out charges and overtime cost will be covered for valid warranty repair during the Standard Warranty and the Extended Warranty if the AssistancePlus program is purchased.
7. The Extended Warranty does not cover any installation, adjustments, loose parts, or damage. The Extended Warranty also does not include consumable or maintenance items, such as, but not limited to, oils, greases, coolants, lubricants, refrigerant gases, fuses, filters and filter elements, cleaning materials, glow plugs, flat-plug connectors, switch contacts, carbon brushes, dryers, light bulbs, batteries, and all parts not supplied by Thermo King. Any warranty repair carried out by Thermo King or any authorised Thermo King Dealer shall not extend the term of the Extended Warranty.
8. The Extended Warranty does not cover defects or failures caused by intervening repair, alteration, use of a non-Thermo King, unapproved electrical power source, unapproved accessory equipment or external physical damage.
9. The Extended Warranty shall not apply to any unit that:
 - a. has been installed, maintained, repaired or altered as, in Thermo King’s judgement, to affect the integrity of the unit;
 - b. as been subject to misuse, negligent handling or accident; operation of the unit in connection with non-Thermo King, unapproved accessory equipment or from an unapproved electrical power source, shall be considered misuse;
 - c. has been operated contrary to Thermo King or FRIGOBLOCK printed instructions. Thermo King or any authorized Thermo King Dealer shall have the right to require that the customer provide maintenance records to show that a unit has been properly maintained.
10. This warranty is exclusive and in lieu of all other warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose and all warranties arising from the course of dealing or custom or usage of trade, except of title and against patent infringement.
11. Limitation of liability: thermo king shall not be liable to either authorized thermo king dealer or dealer’s customer in contract or in tort (including negligence or strict liability) or otherwise, for any injury or damage caused to vehicles, contents, product cargo or other property or for any special, incidental indirect or consequential damages whatsoever, including, but not limited to, loss or interruption of business, lost profits and loss of use. The remedies of the buyer herein are exclusive and the total cumulative liability of Thermo King or FRIGOBLOCK shall in no event exceed the purchase price of the unit or part on which such liability is based.
12. This Extended Warranty shall be governed by the laws of Ireland and shall be subject to the exclusive jurisdiction of the Irish Courts.

Special Terms

SPECIAL TERMS FOR THE THERMO KING TRAILER PRODUCT RANGE

1. For Thermo King Trailer Product Range, offered durations of the Extended Warranty are as below:
 - a. 24 months from date in service or 30 months from shipment date or 4000 run hours whichever is earlier – ProtectionPlus only
 - b. 36 months from date in service or 42 months from shipment date or 6000 run hours whichever is earlier.
 - c. 36 months from date in service or 42 months from shipment date or 9000 run hours whichever is earlier.
 - d. 48 months from date in service or 54 months from shipment date or 8000 run hours whichever is earlier.
 - e. 60 months from date in service or 66 months from shipment date or 10000 run hours whichever is earlier.
 - f. 48 months from date in service or 54 months from shipment date or 12000 run hours whichever is earlier.
 - g. Or specified based on customer request
2. Clutch and Drive Coupling are covered for a maximum of 24 months from date in service or 30 months from shipment date or 4000 diesel run hours, whichever is earlier
 - a. Poly-V drive belts are covered for a maximum of 24 months from date in service or 30 months from shipment date or 4000 diesel & electric run hours, whichever is earlier.
3. Supplementary Conditions for Years 4 and 5: Major components only
 - a. The below table describes what is covered/excluded from the coverage in years 4 and 5. In years 4 and 5, the Assistance Plus offering covers overtime and callout for valid warranty claims, so only in relation to the major components as described below.

COMPONENTS	INCLUSIONS, LIMITED TO:	EXCLUSIONS
FRAME	Main frame, foamed evaporator section and all components welded to frame	Accidental damage, corrosion, no bolt-on components
MICROPROCESSOR CONTROLLER AND DISPLAYS	Microprocessors & HMI (main hardware only) & HMI A-Series	No harnesses, software upgrades, sensors, in-cabs, etc..
COMPRESSOR	Mechanical failure in compressor, internal compressor parts	Shaft seal, service valves, leaks
ENGINE	Mechanical failure in engine, engine internal parts	Electrical components, engine accessories, injection pump and fuel-related components
ELECTRIC STANDBY MOTOR	All mechanical motor parts & Combo motor Generator (CMG)	Motor stator windings and motor accessories
CONDENSER COIL, HOST & REMOTE EVAPORATOR COILS	Condenser and evaporator coil (where not repairable)	



Special Terms

SPECIAL TERMS FOR THE THERMO KING SP TRUCK PRODUCT RANGE

1. For Thermo King Self-Powered Truck Product Range, offered durations of the Extended Warranty are as below:
 - a. 24 months from date in service or 30 months from shipment date or 4000 run hours whichever is earlier – ProtectionPlus only
 - b. 36 months from date in service or 42 months from shipment date or 6000 run hours whichever is earlier.
 - c. 48 months from date in service or 54 months from shipment date or 8000 run hours whichever is earlier.
 - d. Or specified based on customer request.
2. Drive kits, compressor coverage and drive belts exclusions, Drive kit-related parts and jobs are customer chargeable, Road compressor coverage up to 48 months from date in service or 54 months from shipment date or 6000 hrs (combined road and electric), whichever is earlier.
3. Motor drive belts are covered for a maximum of 12 months from date in service or 18 months from shipment date or 1500 run hours, whichever is earlier.
4. Unit options are excluded unless additional coverage is purchased.

SPECIAL TERMS FOR THERMO KING VP TRUCK PRODUCT RANGE

1. For Thermo King Vehicle-Powered Truck Product Range, offered durations of the Extended Warranty are as below:
 - a. 24 months from date in service or 30 months from shipment date or 4000 run hours whichever is earlier – ProtectionPlus only
 - b. 36 months from date in service or 42 months from shipment date or 6000 run hours whichever is earlier.
 - c. 48 months from date in service or 54 months from shipment date or 8000 run hours whichever is earlier.
 - d. Or specified based on customer request.
2. Drive kits, compressor coverage and drive belts exclusions, Drive kit-related parts and jobs are customer chargeable, Road compressor coverage up to 48 months from date in service or 54 months from shipment date or 6000 hrs (combined road and electric), whichever is earlier.
3. Motor drive belts are covered for a maximum of 12 months from date in service or 18 months from shipment date or 1500 run hours, whichever is earlier.
4. Unit options are excluded unless additional coverage is purchased.

SPECIAL TERMS FOR THE FRIGOBLOCK PRODUCT RANGE

Subject to the conditions hereinafter stated, Thermo King warrants its complete Unit to be free from defects in material and workmanship for a period starting from the expiry of Thermo King's standard 24-months warranty until thirty-six (36) months from the date in service or a period of 42 months from the date the Unit is shipped by Thermo King or 9,000 run hours, whichever is earlier.

1. Alternator coverage and drive belts exclusions
 - a. Alternators are covered for a maximum of 36 months from date in service or 42 months from shipment date or 7000 run hours or 400000 km, whichever is earlier.
 - b. Alternator drive belts (Poly-V, Power belt, SPA) are covered for a maximum of 12 months from date in service or 18 months from shipment date or 1500 run hours or 100000 km, whichever is earlier, unless specified by the truck manufacturer to replace sooner.
 - c. Compressor/motor drive belts are covered for a maximum of 12 months from date in service or 18 months from shipment date or 1500 run hours, whichever is earlier.





THERMO KING

Thermo King – by Trane Technologies (NYSE: TT), a global climate innovator – is a worldwide leader in sustainable transport temperature control solutions. Thermo King has been providing transport temperature control solutions for a variety of applications, including trailers, truck bodies, buses, air, shipboard containers and railway cars since 1938.

For further information

www.europe.thermoking.com

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