



DYNASYS® DEALER WARRANTY PROCESS AND INFORMATION

KEY INFORMATION:

Web Site: www.dynasysapu.com

Technical Assistance:

- Phone: 308-762-2975
- E-Mail: apusupport@dynasysapu.com

Warranty Claims and Processing:

- Fax: 308-762-7459
- E-Mail: apusupport@dynasysapu.com

Parts Return Address:

Dynasys APU Systems
5610 Perkins Road
Alliance, NE 69301

I. DYNASYS® WARRANTY STATEMENT:

DEALER expressly acknowledges that DEALER will be compensated for warranty work at rates, prices and mark-ups to be established from time to time by DYNASYS® within thirty (30) days from receipt of approved warranty claim package. DEALER will be compensated for authorized warranty work (labor, parts and sublet) actually performed, for which DEALER submits full, complete and accurate warranty claims within thirty (30) days of such warranty work, and for which DEALER has appropriate supporting documentation, including a Dynasys Authorized Warranty Repair Claim, in accordance with DYNASYS® warranty policies and procedures. DYNASYS® will be under no obligation whatsoever with respect to warranty claims not submitted on a timely basis and strictly in accordance with its procedures. Unless DEALER objects to the amounts or prices paid to it for any warranty repair, servicing or parts within thirty (30) days of such payment, DEALER shall be conclusively presumed to have accepted such payment as satisfaction in full for all amounts due and owing to it for such repair, servicing or parts. DYNASYS® reserves the right to withhold payment for warranty work for any delinquent DEALERS until the account is current.

II. WARRANTY SUPPORT PROCESS:

1. Familiarize yourself with DYNASYS® Limited Warranty and Extended Warranty Statements.
2. Review the DYNASYS® APU Repair Code and SRTs document:
 1. It will define:
 - i. Repair Code.
 - ii. Standard Repair Times ("SRT").
 - iii. Replacement Part Numbers.
 - iv. Supply Allowances.
3. Contact DYNASYS® Technical Support - 800-289-8282 or apusupport@dynasysapu.com
 1. Please have the following information when calling:
 - i. Customer Name.
 - ii. Customer Phone Number (cell phone is preferable).
 - iii. The APU serial number (found on the frame behind the front access cover).

- iv. The unit hours (from the control unit)
 - 1. Accessible from CCU (DYNASYS® display unit in cab of truck)
 - 2. Select “Menu”
 - 3. Select “About”
 - v. A brief description of the problem.
 - vi. Servicing DEALER contact information.
4. DYNASYS® Technical Support will determine if the APU is still under warranty:
- 1. Standard Warranty - 2 years from date of install or 4000 hours.
 - 2. Extended Warranty - extended options vary.
 - i. A claim filed under an extended warranty, requires the collection of a \$250.00 deductible by the DEALER each time work is performed on that unit.
5. If a warranty claim has been approved by DYNASYS®:
- 1. DYNASYS® Technical Support will provide DEALER with an Authorized Warranty Claim Form. DYNASYS® Customer Support will then issue an Authorized Return Order Number (SRO-xxxxx) via E-mail.
 - 2. Warranty Claim Form will detail authorized parts required, and warranty repair time allowed (see DYNASYS® APU Repair Codes and SRT’s).
 - 3. DEALER has to 30 days to complete the work associated with the Authorized Warranty Claim Form.
 - 4. DYNASYS® will **only reimburse DEALER for the authorized parts and repair time** noted on the Authorized Warranty Claim Form.
 - i. Parts will only be reimbursed to the DEALER, if the parts were purchased by the DEALER prior to the initiation of the warranty claim.
 - ii. **Parts sent for free** are **not eligible** for reimbursement from DYNASYS®.
 - 5. Authorized Warranty Claim Form **must** be attached to any subsequent invoice.
 - i. Please note that Warranty is tax exempt.

6.I mportant: DEALER **must call** DYNASYS® Technical Support if, during process of repairing the problem, DEALER finds that **more time is needed to finish the repair.**

1.T echnical Support will determine if more time is to be authorized.

2.T echnical Support will note the adjustment on the Authorized Warranty Repair Form and re-send the Authorized Warranty Repair Form to the DEALER via email.

7. Once the warranty repair has been completed, a completed warranty package must be submitted to DYNASYS® within 30 days of the completed repair, to apusupport@dynasysapu.com completed warranty package includes:

i. The Warranty Claim Form.

ii. A copy of an accurate invoice, which reflects:

1. The labor time authorized by Technical Support.

2. The serial number of the DYNASYS® APU.

3. The authorized warranty claim number and;

4. DYNASYS® part numbers for any DEALER stock parts used.

iii. Parts returned with SRO-xxxxx paperwork.

III. WARRANTY ORIENTATION SCENARIOS:

- 1.I f truck operator is directed to DEALER by DYNASYS®:
 - i. Technical Support will contact DEALER with synopsis of the driver complaint.
 - ii. The DEALER collects all APU info i.e. serial number (see section II.3.1.iv), driver name, driver phone number, APU system hours (see section II.3.1.iv).
 - iii. DYNASYS® **will not schedule your work.**
 - iv. DYNASYS® will either call first or have driver contact the DEALER directly.
 - v. The DEALER then inspects the unit based upon driver complaint or Technical Support information.
 - vi. The DEALER contacts technical support with the findings.
 - vii. Technical Support and the DEALER, who is the point of contact, will discuss repairs and the necessary SRT's.
 - viii. Technical Support will email the warranty authorization form to the person of record for the DEALER.
 - ix. If parts are requested to be returned, an SRO (Authorized Return Order) will be issued by Customer Support and e-mailed to the person of record for the DEALER.
 - x. The DEALER performs the authorized repairs, verifies that all issues are resolved, and returns the completed DEALER invoice along with the warranty claim to DYNASYS® at apusupport@dynasysapu.com
 - xi. The DEALER then packages up any requested parts for return to DYNASYS® to include the SRO, and ships the requested parts to DYNASYS®.

- 2.I f the operator makes an appointment, or shows up at DEALER:
 - i. The DEALER collects all APU info i.e. serial number (see section II.3.1.iv), driver name, driver phone number, APU system hours (see section II.3.1.iv).
 - ii. The DEALER takes the unit in, documents the driver complaint, contacts DYNASYS® Technical Support with the driver issue.
 - iii. The DEALER inspects the unit based upon the driver complaint.
 - iv. The DEALER then contacts DYNASYS® Technical Support with findings and/or lack of.
 - v. Technical Support and the DEALER POC (point of contact) will discuss repairs and approved SRT.
 - vi. Technical Support will email the warranty authorization form (WC) to the contact of record for the DEALER.
 - vii. If parts are sent for repair and damaged parts are requested to be returned, an SRO will be issued by Customer Support, and e-mailed to the contact of record for the DEALER.
 - viii. The DEALER performs the authorized repair, verifies the issue is resolved, and returns the completed DEALER invoice along with the warranty claim to DYNASYS® at apusupport@dynasysapu.com
 - ix. The DEALER then packages up any requested parts for return to DYNASYS® to include the SRO, and ships the requested parts to DYNASYS®.

IV. HOW WARRANTY CLAIMS ARE HANDLED AND EXPECTATIONS:

1. Parts required for warranty repair work will be sent out by DYNASYS® at no charge to the DEALER.
 - i. Standard shipping ONLY.
 - ii. Expedited shipping requirements and costs are borne by the DEALER.
 - iii. **Important:** DYNASYS® will not pay a DEALER mark-up on parts sent for warranty repair work.
 - i. For Mark-Up Allowances, see section IV.6.
2. Work must be performed within 30 days of initiation of warranty claim.
3. Warranty Claim package (Invoice, Warranty Claim and any requested parts along with the SRO) must be submitted within 30 days of performance of warranty work.
4. DYNASYS® reserves the right to request the return of any parts replaced under warranty for a period of no longer than 120 days from the initiation of the warranty claim. If DYNASYS® requests the return of the parts replaced under warranty, the DEALER must submit all requested parts to DYNASYS® within 30 days of the request. Failure to return requested parts to DYNASYS® may result in a denied warranty claim, and the DEALER will be invoiced for any free replacement parts sent, plus all associated freight costs.
 - i. After the 120 day holding period, the DEALER may dispose of the parts, if DYNASYS® has not requested the return of said parts; Parts may be required to be returned to DYNASYS®. Parts requested for return, must be sent to DYNASYS® within 30 days from the date of the performance of warranty work.
 - i. Parts must be tagged or marked with the Warranty Claim Number, and Authorized Return Order (SRO-xxxx).
 - ii. If parts are returned without proper paperwork, the package will be returned to the shipping address of record, and freight charged to the dealer for the return of the package.
 - iii. If requested parts are not returned to DYNASYS® within 30 days, DYNASYS® will invoice DEALER for the replacement part, plus all freight costs, and the warranty claim will not be eligible for payment
5. The DYNASYS® Warranty Department averages a 'turnaround time' of up to forty-five (45) days from when the **warranty packet is complete**.
 - i. If there are PARTS REQUIRED TO BE RETURNED TO DYNASYS® - the **packet is not complete**.
 - ii. Once all paperwork and parts (if requested), (with the proper SRO-xxxxx , DEALER invoice, and warranty claims sheet, along with requested return of parts) have been received, **the packet is complete**, and the warranty department will begin processing the claim. Please allow forty-five (45) days from the completion date of the warranty package, for a credit to be issued against the associated warranty claim.

6. DEALER PARTS MARK-UP ALLOWANCES:

i. FULL SALES AND SERVICE DEALERS:

- i. DEALERS can invoice DYNASYS® for their cost of replacement part(s), plus 20%.

1. Parts must have been purchased by DEALER from DYNASYS® only.

2. Parts must originate from DEALER inventory.

3. Parts must have been purchased prior to warranty repair need.

4. Parts that are used for warranty repairs only, if item 1 is met.

5. Exceptions when mark-up is not allowed:

- a. HVAC units - Item #54-8914, #55-8914, #54-8914-R.

- b. Shore Power Kits - All revisions.

- c. APU's.

- d. TSB Kits (Technical Service Bulletin).

- e. Engines

- f. Parts required for warranty, but not in DEALER inventory at time of service.

- ii. Exception examples/rationale:

- a. HVAC - DYNASYS® will replace or supply the HVAC unit used as a replacement at no cost to the DEALER. This is because often DYNASYS® Technical services personnel will allow an entire HVAC unit to be replaced when only a component of the HVAC assembly is defective. The reason DYNASYS® could allow for an entire HVAC assembly to be replaced in a situation like this is for expediency in getting the driver repaired and back into service.

- b. TSB - TSB (Technical Service Bulletin) are sent out in kit form, to ensure the proper parts are included, along with revision level.

ii. PLATINUM DEALERS only:

Program Details:

- ****Contact DYNASYS® CUSTOMER SERVICE for full details****
 - Agree to purchase and maintain, at a minimum, the parts and tools listed on the PLATINUM LEVEL DESIGNATION PARTS AND TOOLS.
 - DEALERS receive an opening order discount of 10% off + free shipping on the initial order of Platinum listed parts.
 - DEALERS may take advantage of re-stocking allowances of:
 - Less than \$2,000 Parts Order:
 - Standard shipping rates apply
 - If combined with an APU order, then APU shipment terms apply.
 - \$2,000+ Parts Order:
 - Free ground shipping freight
 - Does not include APU's
 - \$3,000+ Parts Order:
 - Receive a 10% discount on the order.

- Free ground shipping freight
 - Discount and freight excludes APU's & Shore Power
 - Parts Mark-up Allowance: Special allowance for Platinum DEALER's and the ability to mark-up warranty are available (see below for details under Exceptions).
- i. Platinum DEALERS have committed to maintaining in inventory the PLATINUM LEVEL DESIGNATION PARTS STOCKING LEVELS and installation tools.
- ii. Platinum level stocking program is not intended to cover all service or warranty repair scenarios, but a high probability of repairs.
 1. It is the requirement of the DEALER to adjust stocking levels commensurate with inventory turns experienced.
- iii. Platinum DEALERS can invoice DYNASYS® for their cost of replacement part(s), plus 20%.
 1. Parts must have been purchased by DEALER from DYNASYS® only.
 2. Parts must originate from DEALER inventory - see Exceptions Allowed below.
 3. Parts that are used for warranty repairs only, if item 1 is met.
 4. Exceptions when mark-up is not allowed:
 - a. HVAC units - Item #54-8914, #55-8914, #54-8914-R.
 - b. Shore Power Kits - all revisions.
 - c. TSB Kits (Technical Service Bulletin).
 - d. Parts required for warranty, but not in DEALER inventory at time of service.
 5. Exception examples/rationale:
 - a. HVAC - DYNASYS® will replace or supply the HVAC unit used as a replacement at no cost to the DEALER. This is because often Dynasys technical services personnel will allow an entire HVAC unit to be replaced when only a component of the HVAC assembly is defective. The reason Dynasys could allow for an entire HVAC assembly to be replaced in a situation like this is for expediency in getting the driver repaired and back into service
 - b. TSB - TSB are sent out in kit form, to ensure the proper parts are included, along with revision level.
 6. Exceptions allowed for Platinum DEALERS:
 - a. If a DEALER maintains PLATINUM LEVEL STOCKING LEVELS as required by the DYNASYS® PLATINUM PROGRAM, warranty mark-up is available if:
 - i. DEALER is maintaining inventory level by placing monthly orders to DYNASYS® for parts.
 - ii. If the parts required for warranty are not in inventory, but on order with DYNASYS®
 - iii. If the parts required for warranty are not in stock, and not on order, DEALER may place an order for those parts with DYNASYS®.
 1. Standard shipping rates apply.
 2. Overnight freight is not included.

iv. IMPORTANT: Every DEALER locations inventory levels will vary based on DEALER service volume. The PLATINUM LEVEL DESIGNATION PARTS AND TOOL STOCKING LEVELS are intended to cover an estimate of needs by a DEALER. It is up to each DEALER location to maintain and adjust inventory levels commensurate with service level volume, and recommendations are not a guarantee of parts on hand for every situation and varying service volume levels.