



THERMO KING

Warranty **Plus**

**A Practical Guide to your
Warranty Plus Plan
for Vehicle Powered units**

 THERMO KING

Warranty **Plus**

Complete Support...

WHEREVER AND WHENEVER YOU NEED IT!

When you purchase a Warranty Plus Plan you are guaranteed complete support for second and/or third year when you need it.

The peace of mind and security that comes with the Warranty Plus Plan is designed to make your life easier and save you time.



TECHNICAL INSPECTION AND MAINTENANCE

Making your day easier.

ON THE ROAD


Emergency assistance is available.

PRACTICAL AND PERSONALISED

A choice of optional extras are available to eliminate multiple service stops.

SERVICE LOG

Authorised Thermo King Dealer stamp gives you peace of mind as equipment residual value is better protected at trade in.

 THERMO KING

Warranty **Plus**

DATE IN SERVICE

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|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

This unit is covered by a warranty plan (as indicated). Extended Warranty commences 12 months after Date In Service

2 YEAR

3 YEAR

Unit s/n

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Important notice: It is a requirement to have the unit inspected by an authorised Thermo King Dealer between month 11-13 (and month 23-25 if applicable) to avoid cancellation of the extended warranty plan on your Thermo King unit. To book the annual inspection please call your local Thermo King Dealer.

TEL.: _____

Thermo King Dealers guarantee you the best level of service from the experts in the field. Simply present your vehicle at the authorised home dealer and they will carry out the technical inspection and repairs if required.



PREVENTATIVE MAINTENANCE

- **Mandatory inspection and testing**
Check vital parts and components
- **Your unit benefits from preventative checks.**
Mechanical, Refrigeration, Airflow, Electrical, Structural and Drive Kit checks are conducted.
- **You have 24/7 emergency assistance at your disposal**

SERVICE CHARGES

Mandatory annual service inspections will be charged at local dealer rates. Please contact your local Thermo King Dealer for a quote. Prices may vary depending on: usage patterns, driving style, local operating and environmental conditions which determine when normal wear and tear components need replacement. The service price will include the Labour and Parts required to perform the annual service. This includes the price to change the refrigerant drier. Other wear and tear items such as belts, motor brushes etc, will be examined and replaced as necessary. Normal wear and tear items are excluded from the Warranty Plus Plan and are customer chargeable on replacement.

The mandatory service inspection to activate your second or third year warranty plus includes:

Data Gathering & General Administration

Record the van registration plate

Check warranty plan sticker to determine if warranty extension period is valid

Record Truck km and unit hour meter (DSR units only)

Stamp the manual after completion of the maintenance inspection

File inspection report in iKare

Electrical Inspection Points

Visually check wire harnesses for damage or loose wires/connections

Check condenser and evaporator fan motor function

Inspect/change DC motor brushes (if applicable)

Check incab display for error codes and record in Operator manual

Refrigeration circuit checks and Operating Function Tests

Visually inspect unit and refrigerant hoses for fluid leaks

Visually check refrigerant charge

Visually check oil condition and compressor oil condition

Leak test the complete unit, (use the leak diagram to ensure all joints are being checked)

Replace the dehydrator

Check cooling efficiency (Road compressor and stand by if applicable)

Check defrost operation: manual initiation and correct automatic termination.

Check thermostat sequence : Cool / Heat / Defrost

Check operation of the protection shutdown circuits and safety devices

High pressure cutout switch (HPCO)

Low pressure cutout switch (LPCO)

Check the thermostat and thermometer calibration: (reference thermometer or ice bath) or as per customer HACCP requirements

Structural Checks

Visually inspect unit for damaged, loose, or broken parts

Clean defrost drains

Inspect Electric Motor Drive belt (where applicable): condition and tension or replace as required.

Clean entire unit including evaporator and condenser coils

Check all mounting bolts, brackets, lines, hoses, panels etc.

Examine and report any defects in door seals and damage to panel insulation

Drive kit (Adapter)

Visually inspect the adapter kit for loose or damaged parts

Check refrigerant hoses and electrical cables routing.

Tighten all adapter kit and pulley bolts and nuts to the recommended torque.

Check that there are no abnormal vibrations

Check for pulleys/tensioner bearing abnormal play or hard spot

Check the tension of the engine - compressor drive belt, replace if necessary

Check operation and clutch air gap (if applicable)

To qualify for Warranty Plus...

- Operating usage is limited to 70 000 km road usage per year or 2 000 hours combined over the road electronic operation per year.
- Service inspection between month 11 and month 13 is mandatory to qualify for the 2nd year Warranty Plus Plan. This service inspection will be charged to the customer on completion of the work.
- Again, to extend Warranty Plus to year 3, a mandatory service inspection is required between month 23 and month 25. This service inspection will be charged to the customer on completion of the work.

Terms & Conditions

- Extra service inspections are mandatory with every 30 000 km or 750 hours whichever comes first
- The mandatory service inspection is charged to the customer by the Home Dealer.
- The price of the mandatory service inspection is determined by each participating Thermo King Dealer.
- The Annual Service Programme includes the price to change the Refrigeration System Drier.
- Drive belts are customer chargeable.
- "Electric Motor Brushes" (on models where used), are customer chargeable.
- Compressor installation kits must be supplied by TK, and installation confirmed by a Thermo King Dealer at PDI Installation - Warranty Registration, otherwise any associated consequential engine damage claims will not be considered in the event of a mounting bracket related failure.
- The price of the Warranty Plus Plan does not cover equipment installation at point of sale.
- The price of the Warranty Plus Plan does not cover replacement equipment, or equipment rental whilst the unit/units under this Plan are off the road for service or warranty repairs.
- All warranty and inspection repairs must be carried out under normal dealer working hours and at the nominated dealer workshop.

If you sell your vehicle before the end of the contract, the warranty plan will pass to the new owner – Get in touch with your local Thermo King dealer who will update the warranty records with the new customer information to ensure continuity of service until the plan expires.

Optional Extras*

While your refrigeration unit is being inspected and serviced ask your dealer if he can offer you one of the following Optional Extras:

Change Engine Drive-Kit Bearings

Clean and Sanitise Cargo Area

Repair - Replace Van Door Seals

Repair Van Insulation Panel Damage

Check and Adjust Road Tyre Pressures

Change Engine Oil and Filters on Van

Change Fuel Filter / Water Separator

Change Air Filter

Change or Top-Up Coolant

Change or Top-Up Brake Fluid

Steam Clean Van

Touch Up Paint Work and Signage

Valet Drivers Cab

Replace Windshield Wipers

Accessories:

Replace Defective Light Bulbs

Hi-Visibility Vest

Hi-Visibility Thermal Jacket

Van Fire Extinguisher

Printer Rolls

Disposable Seat Covers

Drivers Thermal Gloves

Wireless Door Switch

Check Condition of Exhaust

*Based on availability from local Thermo King Dealer who will be able to quote you separately



WarrantyPlus

THERMO KING TOTAL KARE WARRANTY PLUS PLAN Vehicle Powered Truck

Owner Name: _____

Address: _____

Email: _____

Cell phone number: + _____

Unit Information:

Model: _____

Unit Serial Number: _____

Date In Service: _____

Engine Mount Kit serial no: _____

Engine Mounted Compressor serial no: _____

Extended Warranty Maximum duration
from date in service: _____

| | |
|--|------------------|
| Maximum Km driven: | 24 or 36 months |
| Maximum hours (Combined over the road hours + electric motor hours): | 70 000 Km / Year |
| Coverage: | 2000 Hrs / Year |

Engine – Compressor mounting kit, compressor and internal parts thereof, condenser, evaporator, fan –blower assemblies, frame, microprocessor controller, electric components and standby motor.

THERMO KING TOTAL KARE WARRANTY PLUS PLAN

Vehicle and Battery-Powered Temperature Control Units

- This extended warranty shall supplement Thermo King's standard 12-month warranty covering parts and labour for Thermo King Vehicle and Battery-Powered Temperature Control Units (the "Unit"). Thermo King Total Kare Limited ("TKTK") warrants to its dealer that it will repair or replace any unit component which is found by TKTK to be defective under normal use and service within the extended warranty period. This extended warranty will be activated once validated by an approved Thermo King service location via the Total Kare iService system.
- This extended warranty is limited at Thermo King's option to repair or replacement with new or remanufactured parts at any approved Thermo King service location. This warranty shall only cover labour and parts. This extended warranty shall not cover travel for the purposes of service outside normal hours, communication costs or increased hourly rates for work outside normal hours.
- All parts used under this extended warranty shall be original Thermo King parts, parts remanufactured by Thermo King, or TKTK-approved parts. TKTK reserves the right, at its option, to repair, replace or exchange parts, components or a core element. All parts, components and core elements thus replaced or exchanged shall become the property of TKTK.
- In order for this extended warranty to apply to a Unit, the supply and installation of the compressor drive kit, refrigerant piping and wire harness must have been carried out and/or verified by an approved Thermo King service location. These services shall not cover installation, breakage or damage. This extended warranty shall also exclude consumables and maintenance parts, including but not limited to oils, greases, lubricants, fuses, fuel, filters, belts, batteries, carbon brushes, refrigerant gases, driers and all parts not supplied by Thermo King.

This extended warranty includes a pre-planned mandatory yearly inspection, which must be done by an approved Thermo King service location. In order for this extended warranty to be valid, the owner and/or operator of the Unit must visit an approved Thermo King service location between the 10th and 13th months and between the 23th and 25th months following the date of commissioning in order to arrange the extended warranty inspection for a further 12-month period. This inspection shall be charged to the customer and the price may vary depending on Unit usage and operating conditions. The completion of the Service Inspection shall be recorded in the Total Kare iService system. The yearly inspection shall include the following operations in particular:

- Code T1001 (including inspection of harness/wiring, visual inspection, functional testing, etc.)
- Code 04004: Replacement of drier

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 COURSE OF DEALING OR CUSTOM OR USAGE OF TRADE, EXCEPT OF TITLE AND AGAINST PATENT INFRINGEMENT.

LIMITATION OF LIABILITY: THERMO KING SHALL HAVE NO LIABILITY 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 SHALL IN NO EVENT EXCEED THE PURCHASE PRICE OF THE WARRANTY PLUS PLAN OR SERVICE OR PART ON WHICH SUCH LIABILITY IS BASED. SUCH REPAIR OR REPLACEMENT SHALL BE BUYER'S EXCLUSIVE REMEDY AND CORRECTION OF DEFECTS SHALL CONSTITUTE COMPLETE FULFILMENT OF ALL OBLIGATIONS AND LIABILITIES OF THERMO KING WITH RESPECT TO A UNIT SOLD BY THERMO KING, WHETHER BASED IN CONTRACT OR IN TORT (INCLUDING NEGLIGENCE AND/OR STRICT LIABILITY).

This Warranty shall be transferable if the customer notifies an authorised Thermo King dealer when a Unit has been transferred or sold to a new owner. The approved Thermo King service location will update the records on the Total Kare iService extranet so that up to date warranty coverage information is available to all approved Thermo King service locations. This warranty is subject to Irish law. All disputes in connection herewith shall be subject to the applicable courts of Dublin, Ireland.



THERMO KING

ThermoKare

The ThermoKare range of dealer service products provides you with the peace of mind and security you need to make your life in the transportation business easier and to save you time. Thermo King dealers can guarantee you the best level of service from experts in the field. The ThermoKare service product portfolio is exclusively available and managed by your local Thermo King dealer.

For further information please contact:



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