



ADVANCED TEMPERATURE CONTROL

TRUCK REFRIGERATION SYSTEMS

WARRANTY ALLOWANCES

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ADVANCED TEMPERATURE CONTROL

FLAT RATE TIME ALLOWANCES

WARRANTY REPAIRS (STATED HOURS)

REFRIGERATION SYSTEM

FLAT RATE NO.	DESCRIPTION	TIME ALLOWANCE
A-1	EVACUATE & CHARGE	0.75
A-2	LEAK TEST	0.5
A-3	REPAIR LEAK (SOLDER)	0.5
A-4	R & R SUCTION HOSE	1.5
A-5	R & R DISCHARGE HOSE	1.5
A-6	R & R DRIER	0.2
A-7	R & R EXPANSION VALVE	1.0
A-9	R & R CPR VALVE	1.5
A-11	R & R CHECK VALVE	1.0
A-12	R & R HOT GAS VALVE	0.75
A-14	R & R COMPRESSOR (ENGINE DRIVEN)	1.0
A-15	R & R ESB COMPRESSOR	1.25
A-18	R & R SIGHTGLASS	0.2
A-19	R & R SUCTION ACCUMULATOR	1.0
A-20	SYSTEM FLUSH	1.0

EVAPORATOR SECTION

B-1	R & R DRAIN PAN ASSEMBLY	0.4
B-2	R & R EVAPORATOR COIL	1.0
B-6	R & R LOW PRESSURE SWITCH	0.4
B-8	R & R THERMOMETER PROBE	0.5
B-9	R & R EVAPORATOR FAN MOTOR (S)	0.5

CONDENSER SECTION

C-1	R & R CONDENSER COIL	2.0
C-2	R & R HIGH PRESSURE CONTROL	0.4
C-3	R & R CONDENSER MOTOR (S)	0.5
C-5	R & R FAN CYCLE CONTROL	0.4

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WARRANTY REPAIRS (STATED HOURS)

FLAT RATE NO.	DESCRIPTION	TIME ALLOWANCE
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ELECTRICAL/POWER SYSTEM

D-1	R & R POWER RECEPTACLE	0.5
D-2	R & R FUSE HOLDER	0.5
D-3	R & R RELAY (ESB)	0.5
D-4	R & R RELAY (OTR)	0.25
D-11	R & R POWER SOLENOID	0.25
D-15	R & R START CAPACITOR	0.5
D-16	R & R RUN CAPACITOR	0.5
D-17	R & R POTENTIAL RELAY	0.5
D-18	REPAIR OR REPLACE WIRE	0.75
D-19	R & R CIRCUIT BREAKER	0.25
D-21	R & R CONTROLLER	0.5
D-22	R & R HEAT RELAY	0.25
D-23	R & R COOLING RELAY	0.25
D-24	R & R STANDBY RELAY	0.25
D-25	R & R RELAY SOCKET	0.25
D-26	R & R TERMINAL BOARD	0.25

GENERAL SECTION

E-1	R & R HOT WATER VALVE	0.5
E-2	R & R SOLENOID COIL	0.25
E-3	R & R OIL SOLENOID VALVE	0.75
E-4	R & R OIL SEPARATOR	0.5
E-5	R & R WATER PUMP	0.5
E-6	R & R HOT WATER COIL	0.5
E-7	TROUBLE DIAGNOSIS (REFRIG/HEAT)	0.5
E-8	TROUBLE DIAGNOSIS (ELECTRICAL)	0.5
E-9	R & R CONDENSER SECTION COMPLETE	2.0
E-10	R & R EVAPORATOR SECTION COMPLETE	1.5
E-11	R & R CONDENSER COVER	0.5

R & R COMPRESSOR IDLER PULLEY, BELT
OR MOUNTING KIT

**NOT
ALLOWED**

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ATC WARRANTY POLICIES AND PROCEDURES

1. All units must be registered for warranty purposes
2. Warranty claims must be submitted digitally within 90 days after the date of repair to be processed
3. Pictures clearly showing the warranty issue must accompany the warranty claim
4. All parts replaced under warranty need to be sent back for inspection when requested
5. Any claim submitted more than 90 days after the date of the repair will not be processed
6. Controller data logs must be submitted with all claims
 - Refer to page 4 for formatting requirements
 - Contact atcwarranty@atc.ca if you experience difficulties obtaining a data log
 - Warranty claims that are missing data logs without pre-approval may not be processed
7. All dealers must set the date & time within the ATC controller on delivery to the customer
 - Refer to the info sheet provided with all units for step-by-step instructions
8. All dealers must retain parts replaced under warranty for up to 60 days after claim submission
9. All dealers must send any part replaced under warranty that is requested by ATC reps within 60 days of claim submission
10. All requested parts replaced under warranty must be sent back with a label or tag identifying the claim
11. ATC only warrants units and or parts that were purchased from ATC
12. Pictures clearly showing the warranty issue must accompany the warranty claim
13. All dealers need to submit their shop labour rate and Freon rate annually
14. Warranty parts will be credited at the dealers cost only

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DATA LOG FORMATTING REQUIREMENTS

Data logs should be submitted in the following format:

DEALER_CLAIM#_MASTERSERIAL#.csv

For example, claim “**1000**” submitted by “**MOCK**” dealer for a unit with master serial number “**ABC123**” would submit:

MOCK_1000_ABC123.csv