

Department of the Army Technical Bulletin

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**WARRANTY PROGRAM**

for

**AIR CONDITIONER, HORIZONTAL COMPACT,**

**36, 000 Btu/Hr**

**MODEL 3864**

**NSN: 4120-01-219-8759**

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**Headquarters, Department of the Army  
Washington, D.C.**

9 JANUARY 1992

Approved for public release; distribution is unlimited.

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You can help improve this bulletin. If you find any mistakes or if you know of a way to improve the procedures, please let us know. Mail your letter, DA Form 2028 (Recommended Changes to Publications and Blank Forms), or DA Form 2028-2 located in the back of this bulletin direct to: US Army Troop Support Command, ATTN; AMSTR-MMTS, 4300 Goodfellow Blvd., St. Louis, MO, 63120-1798. A reply will be furnished to you.

**1. GENERAL.** The purpose of this technical bulletin is to outline the procedures for identifying warranted items of the air conditioner. This bulletin defines a material and workmanship warranty for the equipment described within this document.

**2 EXPLANATION OF TERMS.** The definitions that apply to this Warranty Technical Bulletin can be found in Appendix A.

**3. COVERAGE.** The contractor, Applied Companies, guarantees the air conditioner as described within Table 1-1 and all parts thereof, at the time of acceptance or delivery, to be free from all defects in material and workmanship for 24 months from acceptance date. Expendable items such as filters (air, fuel and oil), or any expendable items provided as part of spares, are not covered under the warranty on this contract.

\*This manual supersedes TB 5-4120-389-24, dated 30 August 1990.

Table 1-1. Covered Item.

Nomenclature:	Air Conditioner, Horizontal Compact, 36000 Btu/Hr
Line Item Number:	A24763
Model Number:	3864
NSN:	4120-01-219-8759
Manufacturer and Part Number:	Applied Companies San Fernando, CA 91340
Part Number:	FSCM: 54080 3790
Serial Numbers:	0001 through 1336
Contract Number:	DAAK01-85-D-B013
Coverage Period:	24 months
Type of Coverage:	Material and Workmanship

**4. CONTRACTOR RESPONSIBILITIES.** The contractor is responsible for providing repair or replacement of warranted items as prescribed by this Technical Bulletin upon receipt, within the warranty period, of a properly completed Material Deficiency Report (MDR) along with the hardware to be repaired or replaced.

a. The contractor shall repair or replace all defective parts within 20 days of receipt as above provided, or within such additional time as the contractor and contracting officer shall agree is reasonable under all circumstances.

b. If the contractor fails to accomplish the repair or replacement within the prescribed time limits, the government may procure the required parts from another source and the contractor shall be responsible to reimburse the government the costs of such procurement. (As well as reasonable labor charges to effect the repair) - In such event, the contractor may retain the items which were returned and not timely repaired or replaced.

c. If the government determines that a defective warranted item is within the maintenance capability of the user, but is within the responsibility of the contractor as prescribed herein, the user may proceed to repair or replace. Any parts which are shown to

be defective at the time of delivery, may be returned to the contractor for replacement and the contractor will replace them at no cost to the government.

**5. GOVERNMENT RESPONSIBILITIES.** Using units are responsible for reporting failures to: U.S. Army Troop Support Command, 4300 Goodfellow Blvd., ATTN: AMSTR-MOF, St. Louis, MO 63120-1798, DSN 693-2249, CMCL (314) 263-2249, FAX DSN 693-1836, CMCL (314) 263-1836.

a. **Government Maintenance.** Using units are allowed to perform troubleshooting, preventive maintenance and replacement of defective components as authorized by Technical Manual TM 9-4120389-14 and the Maintenance Allocation Chart included in that manual.

b. **Owning Unit Responsibilities.** The Government shall be responsible for notifying the Contractor of any defective or nonconforming items. In all situations when repair or replacement requires transportation of the nonconforming or defective item(s), shipping cost from the original line item delivery point to the Contractor's plant and return shall be at the expense of the Government. Transportation costs from other than the original delivery point shall also be at the expense of the Government.

(1) On items used within the Continental 48 states of the United States and the District of Columbia, the guarantee shall include the furnishing of new or repaired items to replace any that prove to be nonconforming and/or defective within the warranty period.

(2) On items outside the Continental 48 states of the United States and outside the District of Columbia, the guarantee shall include the furnishing of new or repaired items to replace any that prove to be nonconforming and/or defective within the warranty period. Such items shall be delivered via air by the Contractor to the destination designated by the Government. The Government shall be responsible for transportation costs not to exceed the greater of F.O.B. Contractor's plant or the original line item destination, whichever is more advantageous to the government. Return of defective items to the Contractor shall be at the option and at the expense of the Government.

c. **Warranty Control Office (WARCO).** The WARCO shall serve as an intermediary between the troops owning the equipment and the contractor. All