



2009 Sales Policy & Procedure Manual

**SPX SERVICE SOLUTIONS INDUSTRIAL
US HVACR DISTRIBUTION**



PROMAX ROBINAIR

Revised 05-18-2009

DISCOUNT SCHEDULE TERMS & CONDITIONS

WHOLESALER RECOGNITION

- Recognition as an SPX Authorized Wholesaler is based upon market coverage, product knowledge and general effectiveness in representing Robinair, TIF, and Promax branded products. Recognized Wholesalers must maintain minimum annual net purchases of \$5,000USD and approved credit worthiness.
- Prior credit approval and authorization for open account status must be received before new accounts are accepted. A completed credit application, including three current commercial credit references with names and addresses, must be submitted to the SPX Service Solutions Regional Sales Manager. Application forms may be obtained by contacting your sales representative. An initial minimum order with a net value of \$1,500.00 USD is required to open a credit account. Appropriate sales tax resale certificates will be required as deemed necessary by federal and/or state regulations.
- SPX reserves the right to reject a request for new and/or open account status if determined that adequate sales penetration is present in local market under consideration.
- Open account status may be suspended or revoked if payment performance or order activity does not meet SPX standards.

ORDERING INFORMATION

- SPX will only accept orders from our recognized Wholesalers, or their recognized branch locations. Possession of a Price Schedule and/or other company related material does not constitute authority to purchase items directly from SPX.
- To submit orders, please fax them to: (866) 287-7222 or call (800) 327-5060.
- Order changes must be made in writing, or verified in writing before SPX can complete processing of the order.
- All Robinair, TIF, and Promax branded products may be combined on a single order for best pricing and freight terms
- A minimum net billing of \$50.00 USD per order, per branch drop shipment applies. (Excluding freight and/or applicable taxes.)
- Drop shipments to designations other than a recognized Wholesalers' address, or their recognized branch address will require approval based solely at the discretion of SPX. Standard order terms and requirements will apply.

FREIGHT TERMS

- All shipments are F.O.B. shipping point unless otherwise agreed to in writing.
- Orders for shipment within the contiguous 48 states totaling a pre determined amount of \$2000 or more may be shipped prepaid regular ground freight by the carrier of our choice. Check with your local sales representative for specific information.
- If expedited freight is required, SPX will prepay the charges and bill the Wholesaler.
- Freight charges do not apply on backordered shipments which were part of an original freight qualified order as above

SHORTAGES/DAMAGES

- All claims for shortages or errors must be made within fifteen (15) days of receipt of shipment. Claims for in transit damages must be made with the delivering carrier.

RETURN MATERIAL AUTHORIZATION

- Returns will not be accepted without a factory authorized Return Materials Authorization (hereinafter referred as "RMA"). RMA's are issued to the original point of purchase location for current manufactured and/or distributed items that are in warranty, and have been purchased within the 18 months. Returns will not be accepted for special order, non-stock, discontinued or obsolete product.
- In order to request an RMA number, recognized Wholesalers need to provide the product part numbers, quantities and reason for the return to the customer service representative at the numbers noted below:

Customer Service
Telephone: (800) 327-5060
Fax: (866) 287-7222

- RMA numbers are valid for thirty (30) days from date of issuance. If product is not received during this time period the RMA number will be cancelled. Product received without the RMA number will be refused and returned to the Wholesaler at their expense.
- All returns must be shipped freight prepaid. SPX reserves the right of final approval on all returns.

STOCK ADJUSTMENT FOR CREDIT

Requests for stock adjustment returns must comply with the above return policy and must be approved by the regional sales manager.

- The standard stock adjustment policy is limited to two returns per year up to 2% of the previous year's sales and subject to a 20% restocking fee and a minimum cost for each unit of \$30.00 per line item.
- All stock adjustment returns will be adjusted to remove any discounts to the original sale unless accompanied by an offsetting order of equal or greater value.
- Items to be considered for return must be listed in the current Price Schedule, no obsolete or discontinued product may be returned for credit. All returned items must comply with the above mentioned RMA requirements and be in new saleable condition.
- To initiate a stock adjustment return, please contact our Customer Service Department at the numbers listed above. An RMA number will be issued for those items deemed acceptable by SPX for return. Only items approved on the RMA are returnable. Any unauthorized items that are returned against the approved RMA will be disposed of with no credit allowed.
- Items that are worn or unboxed will not be accepted.
- If an original invoice is provided, the credit amount will be based upon actual price paid. If not provided, the credit amount will be based on a review of past invoices for the items returned or pricing in effect 18 months prior to the date of the return.
- Products returned must not be part of a special promotion.
- The Wholesaler must be in good credit standing with SPX.

PAYMENT TERMS & CONDITIONS

- Standard terms are 2% 10th Prox , NET 11TH and apply to all established customers unless the customer qualifies for a different level based upon the SPX Service Solutions Distributor Discount Schedule or other formal agreement.
- Invoices generated between the 1st and 25th of the month are due on the 10th of the following month. Invoices generated between the 26th and 31st of the month are due on the 10th of the next month.
- In order to receive the 2% discount associated with these payment terms, payment must be received at our bank on the 10th of the month in which the invoice is due. If the 10th day falls on a weekend, then payment is due on the first Monday following.

Past due accounts incur a monthly charge of 1.5% on the unpaid balance. This is equal to 18% per year. All orders are subject to acceptance by SPX.

PAYMENT METHODS

- Payments can be made either via check, certified check, money order or wire transfer, paid to the order of SPX Corp. Please remit payments with account number noted to:

P.O.
Atlanta,

SPX Corporation
Box 406799
GA 30385-6799

ROBINAIR / PROMAX PRODUCTS LIMITED WARRANTY

THIS WARRANTY IS EXPRESSLY LIMITED TO ORIGINAL RETAIL BUYERS OF SPX SERVICE SOLUTIONS'S AIR CONDITIONING/REFRIGERATION SERVICE TOOLS AND EQUIPMENT, COOLANT EXCHANGE/RECYCLING EQUIPMENT, AND FLUID CONTAMINATION REMOVAL EQUIPMENT. THIS WARRANTY IS NOT ASSIGNABLE OR TRANSFERRABLE. SPX SERVICE SOLUTIONS MAKES NO WARRANTY TO ANYONE ELSE, INCLUDING OTHER PURCHASERS AND/OR USERS, AND NONE SHALL BE IMPLIED.

Units are warranted against defects in materials and workmanship for one year from the date of purchase, except for rebuilt items which are warranted for 90 days from the date of purchase. The sole and exclusive remedy for any Unit found to be defective is repair or replacement at the option of SPX Service Solutions. If this exclusive remedy is deemed to have failed of its essential purpose, SPX Service Solution's liability shall not exceed the purchase price of the Unit. In no event will SPX Service Solutions be liable for any direct, indirect, special, incidental or consequential damages (including lost profit) whether based on warranty, contract, tort or any other legal theory. This warranty does not cover any Unit that has been abused, altered, worn out, used for a purpose other than that for which it was intended, or used in a manner inconsistent with SPX Service Solution's instructions, including, but not limited to, these situations: 1. Use of Robinair and or PROMAX recovery and recycling equipment with unauthorized refrigerants will void the warranty. Authorized refrigerants are listed on the equipment. Information is also available through our Technical Support Department at 1-800-822-5561. 2. Use of Robinair fluid contamination removal products with unauthorized cleaning solvents will void the warranty. Solvents approved for use are listed in the operating manuals. The existence of a defect shall be determined by SPX Service Solutions in accordance with procedures established by SPX Service Solutions. No one is authorized to make any statement or representation altering the terms of this warranty. THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

SOFTWARE

The above warranty applies to Unit software except that, instead of warranting against defect in materials and workmanship, SPX Service Solutions warrants that Unit software, when properly installed, will execute its programmed instructions. SPX Service Solutions does not warrant that software will operate uninterrupted or error free. Unit software is proprietary, confidential information protected under copyright law. Users have no right in or title to Unit software other than a limited right of use revocable by SPX Service Solutions. Unit software may not be transferred or disclosed without the written consent of SPX Service Solutions. Analyzer software may not be copied except in ordinary backup procedures.

"NO HASSLE" EXCHANGE

Certain products listed below are covered by our "No Hassle" over-the-counter exchange policy. This policy covers defects in material or workmanship occurring within the later of one year from the initial retail purchase or 18 months (*Unless noted otherwise below) from the date of manufacture.

As a distributor of Robinair and or Promax products, you are authorized to provide a new, identical product at no charge in exchange for the defective in-warranty product covered by the "No Hassle" policy. An offsetting credit will be issued upon receipt of the defective in-warranty item covered by the "No Hassle" policy.

This return must be authorized through SPX Service Solutions Customer Service with an RGA number. For returned products that do not qualify for the in-warranty claim, the distributor will be invoiced for inspection and handling charges.

For "No Hassle" claims on any of these products, you are required to verify only two points to establish in-warranty status:

1. The item is within the warranty period. Proof of retail sale must be provided to receive an RGA number.
2. The cause of the claim is truly due to manufacturing or material defect(s). A description of the defect must be included with the returned unit. Defects due to abuse, alterations, mishandling or accidental damage, or use for a purpose other than which it was intended, are not covered.

Products covered by the "No Hassle" Exchange Policy:

14010A Thermistor Vacuum Gauge
14830A Thermistor Vacuum Gauge
16450/16455 Ultrasonic Leak Detector
16500 Electronic Leak Detector
16600 Electronic Leak Detector
34985 Manual Charging Meter
34990 Automatic Charging Meter
15120A 10 CFM CoolTech, Two Stage
15150 1.5 CFM Vacumaster Pump (90 DAYS NO HASSLE)
15234 1.2 CFM CoolTech, Two Stage
15300 3.0 CFM Vacumaster Pump (90 DAYS NO HASSLE)
15400 4 CFM CoolTech, Two Stage
15434 4 CFM CoolTech, Two Stage for
R-134a and R-12 (Mobile)
15500 5.0 CFM Vacumaster Pump (90 DAYS NO HASSLE)
15600 6 CFM CoolTech, Two Stage
40134A R-134a Manifold
40135 R-134a Sight Glass Manifold
40151 Standard Side Wheel Manifold
40152 Standard Side Wheel Manifold
40153 Standard Side Wheel Manifold
41400 Four Way Manifold
41450/13146 Four Way Manifold
41460 Four Way Manifold
41470 Four Way Manifold
41600 Side Wheel Manifold
41612 Side Wheel Manifold
41620 Side Wheel Manifold
41630 Side Wheel Manifold
41640 Side Wheel Manifold
41670 High Pressure Manifold
41671 High Pressure Manifold
41700 Sight Glass Manifold
41720 Sight Glass Manifold
41730 Sight Glass Manifold
41740 Sight Glass Manifold
42160/42162 Manifold Pressure Test Set
MINIMAX Refrigerant Recovery Machine *1 Year
RG5410A Refrigerant Recovery Machine *1 Year
PROVAX Refrigerant Recovery Machine *1 Year
ADS-100 Refrigerant scale *90 days No-Hassle – 2year warranty

Note: Contaminated pump oil or incorrect oil level will adversely affect pump operation. Check the condition and level of the pump oil before making a replacement claim.

SHIPMENTS TO AUTHORIZED SERVICE CENTERS – Robinair products

Robinair has established a network of independent authorized equipment service centers. All in-warranty service work must be authorized by Robinair prior to the work being done. For authorization and the location of the service center nearest you, call our toll-free Technical Support Line at 1-800-822-5561.

Items sent to a service center must be shipped freight prepaid.

Return shipping charges for in-warranty items only will be paid by Robinair.

SHIPMENTS TO THE FACTORY

If you are authorized to return an item to the Robinair factory, send it to:

SPX Service Solutions/Robinair

Attn: RGA# _____

2100 Park Drive

Owatonna, MN 55060-0995 USA

Items received by Robinair without the RGA # clearly visible on the outside of the box will be refused.

IN-WARRANTY SERVICE

Robinair Vacuum Pumps

Robinair vacuum pumps are covered under our one (1) year "No Hassle" warranty

1. Provide over-the-counter exchange to the customer.
2. Call Customer Service, 800-327-5060, for RGA # to return product.

Robinair Equipment

1. Call Technical Support Line, 800-327-5060, for assistance.
2. Have the following available: model number, serial number, and date code.
3. A local Robinair Service Center will be dispatched if required.

"No Hassle" Robinair or PROMAX Items:

1. Provide over-the-counter exchange to the customer.
2. Call Customer Service, 800-327-5060, for RGA # to return product.

Other items - Tools/Accessories/Instruments

Distributor Cost over \$50.00, not a "No Hassle" Item:
Call customer service at 800-327-5060

Distributor Cost under \$50.00:
"Follow Field Scrap procedures."

Field Scrap

1. Verify that the distributor price is \$50.00 or less.
2. Contact sales representative, who will complete the field scrap form and submit it to SPX Service Solutions.
3. Credit will be issued on account. Allow 4 to 6 weeks processing time.

OUT-OF-WARRANTY SERVICE

Robinair Vacuum Pumps

1. Send pump to one of the four pump service centers. See form SA681 or www.robinair.com
2. Include description of problem, complete address, phone number and contact name.
3. A repair estimate may be requested; service center will provide an estimate upon request.

Robinair Equipment

Contact nearest service center. Visit www.robinair.com or call Technical Support, 800-822-5561, for a complete listing of authorized service centers.

PROMAX

Call the National Promax Service Center at 800-995-9382.

TIF PRODUCTS WARRANTY

All TIF products are warranted for 1 year from date of purchase by the end user, with the following exceptions:

- a. 30 Day Warranty - All replacement parts
- b. 2 Year Warranty - TIF XL-1, TIF RX-1, TIF270, TIF280, TIF9010A, TIF8500A
- c. 3 Year Warranty - TIF XP-1
- d. 25 Year Warranty - TIF ZX-1

TIF REPAIR POLICY

TIF has a fixed repair price policy, meaning that the repair price applies regardless of the defect condition. For the fixed repair price, TIF will either repair or replace the product at its discretion, with a new or refurbished unit. Call 1-800-327-5060 for repair pricing information. It is recommended that tool distributors review repair pricing with their customers before deciding to return the product for repair.

"NO HASSLE" EXCHANGE

Certain products listed below are covered by our "No Hassle" over-the-counter exchange policy. This policy covers defects in material or workmanship occurring within a period of time from the date of manufacture. As a distributor of TIF products, you are authorized to provide a new, identical product at no charge in exchange for the defective in-warranty product covered by the "No Hassle" policy. An offsetting credit will be issued upon receipt of the defective in-warranty item covered by the "No Hassle" policy.

This return must be authorized through SPX Service Solutions Customer Service with an RGA number.

For returned products that do not qualify for the in-warranty claim, the distributor will be invoiced for inspection and handling charges.

For "No Hassle" claims on any of these products, you are required to verify only two points to establish in-warranty status:

1. The item is within the warranty period. Proof of retail sale must be provided to receive an RGA number.
2. The cause of the claim is truly due to manufacturing or material defect(s). A description of the defect must be included with the returned unit. Defects due to abuse, alterations, mishandling or accidental damage, or use for a purpose other than which it was intended, are not covered.

Check with customer service for product items and time periods.

SHIPMENTS TO THE FACTORY FOR REPAIR

Items returned for repair require a completed Return Materials Authorization form available from customer service at (800) 327-5060. Once authorized to return an item to the TIF factory, send it to:

Product repair **if** covered under warranty

SPX Service Solutions/Robinair

Attn: RGA# _____

2100 Park Drive

Owatonna, MN 55060-0995 USA

Product repair **if not** covered under warranty

Service Solutions

Attn: RGA# _____

2100 Park Drive

Owatonna, MN 55060-0995 USA

SPX

Robinair / PROMAX / TIF - Sales to Schools

At SPX Service Solutions, we know Vo-Tech schools are important customers-and students who train on our equipment frequently become future customers. Our School Discount Program helps you provide attractive prices in order to get SPX Service Solutions tools into schools.

Here's how:

- Sales of SPX Service Solutions products to vocational and technical schools qualify for a 5% rebate off wholesaler cost of the products.
- To receive the rebate, proof of sale and a completed School Discount Form, including the date, school name, product(s) purchased and price, must be submitted. This information will be subject to verification.
- On orders shipped direct to a school within the continental US totaling \$100 or more, no shipping and handling charges will apply.
- A credit for the amount of the qualifying rebate will be applied to the wholesaler's account.
- Discount Forms (Form No. 12501-VTS) are available through the Customer Service Departments.
- All rebate requests have to be submitted on Form 12501-VTS within 60 days of the sales to schools.



School Discount Form

For SPX Service Solutions products mail to:

SPX Service Solutions, 655 Eisenhower Drive
Owatonna, MN 55060-0995 USA
Phone: (507) 455-7000 Fax: 507-455-7451

This form must be completed and submitted to the factory within **60 days** of the sale to the Vo-tech school.

Date _____

WD Tracking No. _____

Account No. _____

Warehouse Distributor _____

Address _____

City, State, Zip Code _____

Items Sold to School:

- Submit a copy of the Invoice or Purchase Order on which the item(s) were purchased from us.
- Identify the item(s) to be credited.
- Submit a copy of the invoice on which the item(s) were sold to the school.

Incomplete information will result in the delay of credit being issued.

For SPX Service Solutions Use Only

Sales Mgr. Auth. _____

Date _____

Total Amount of Sale _____

Discount Total _____

SPX SERVICE SOLUTIONS SUPPORT SERVICES

CUSTOMER SERVICE

The Customer Service Department has a full staff of trained customer service personnel.

Issues most efficiently addressed to customer service:

- Placing, editing, and tracking of orders (provide purchase order number)
- Price and availability
- Special order price quotes
- RGA and call tags
- Freight damage
- Shipping errors

SPX Customer Service Guidelines

SPX (Robinair / PROMAX / TIF) Customer Service Phone - 800-327-5060

PROMAX / TIF Technical Support Phone - 800-327-5060 option 6

Robinair Technical Service Phone - 800-327-5060 option 4 or 800-822-5561

Three methods of order placement:

- Phone in order with SPX Customer Service agent at 800-327-5060
- Fax in order to SPX Customer Service at 866-287-7222
- E-mail order to: atporderentry@spx.com

Tips to speed your inquiry request:

Send all inquiries for the following issues to; atporderentry@spx.com. When preparing an e-mail request please use your company name and abbreviated issue in the subject line of the e-mail. In the body of the e-mail be as specific as possible, giving information such as purchase order number, part number, contact name, phone and any other pertinent information.

Product info online:

<http://www.tif.com>

Product literature, marketing support

Kim Erickson
507-455-7345
Fax 507-455-7451
kim.erickson@spx.com

SPX SERVICE SOLUTIONS SUPPORT SERVICES

Account Support Representative (ASR)

Issues most efficiently addressed to your ASR:

- Questions on pricing and price discrepancies
- Stock adjustments (must be authorized by Sales Manager)
- Open order report
- Warranty return requests (must be authorized by Sales Manager)
- Debit memo and warranty credit questions
- Assist with problematic accounting issues
- Monitor and track key customer service performance indicators
- Any issues unresolved with Customer Service

Account Support Representative

Sue Standke
Phone 507-455-8345 Fax: 507-455-7063
E-mail sue.standke@spx.com
655 Eisenhower Drive
PO Box 995
Owatonna, MN 55060

Manager, Sales Coordination; ASR's

Audrey Tysdale
Phone: 507-455-8313 Fax: 507-455-7063
E-mail: audrey.tysdale@spx.com
655 Eisenhower Drive
PO Box 995
Owatonna, MN 55060

TECHNICAL SERVICES

SPX Service Solutions has its own "answer department" called Technical Services which is staffed by experts. Questions on product applications, limitations, repairs, warranties, etc., can usually be answered over the telephone by these experienced people.

PROMAX / TIF ROBINAIR (1-800-327-5060)

- Obtain product application information
- Get information about product function
- Obtain service and repair information
- Discuss product problems
- Determine product warranty
- Obtain desired technical literature and/or specifications