



Distributor Operations Policy

Reporting Product Quality Issues

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To report possible product quality concerns, the following steps must be taken.

1. Hold any failed parts for a minimum of 30 days. If the failed parts need to be returned to the factory, a prepaid shipping label will be provided to the distributor.
2. Take pictures of the system including outdoor unit from 10 feet away, indoor unit from 10 feet away, failed parts, dipswitch settings, electrical connections, disconnect and breaker panel, and electrical earth ground.
3. Complete the [system analyzer](#) and [warranty claim](#) forms.
4. Submit completed forms, pictures, and a summary of the issue to technical support via email at techsupport@twclimate.com . Do not submit claims of product quality issues without providing supporting documentation or data.
5. If further information is needed, technical support will submit the request to the distributor. Technical support may request an on-site ZOOM meeting with the distributor's technical service advisor.
6. If warranty parts are needed, follow the standard warranty process by issuing a no-cost PO for the replacement parts.

If the issue is determined to be related to product quality, technical support will escalate the problem to the product team. The product team will work with the factory to resolve the issue.