

DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY SIGNAL CENTER AND FORT GORDON
Fort Gordon, Georgia 30905-5000

USASC&FG Regulation
No. 700-2

24 July 1998

Logistics
ARMY WARRANTY PROGRAM POLICIES

Summary. This regulation establishes policies, responsibilities, and procedures for management and execution of the Army Warranty Program at the United States Army Signal Center and Fort Gordon (USASC&FG).

Applicability. This regulation applies to all assigned and tenant units at USASC&FG.

Supplementation. Supplementation of this regulation is prohibited unless specifically approved by Commander, USASC&FG: ATZH-DIL-M.

Suggested improvements. The proponent of this regulation is the Directorate of Public Works (DPW). Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to Commander, USASC&FG, ATTN: ATZH-DIL-M, Fort Gordon, Georgia 30905-5000 and/or submit DA Form 1045 (Army Ideas for Excellence Program (AIEP) Proposal) to the installation AIEP coordinator.

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1. Purpose. This regulation assigns responsibilities and prescribes policies and procedures for the management and execution of the Army Warranty Program at the United States Army Signal Center and Fort Gordon (USASC&FG).

2. Scope. The provisions of this regulation are applicable to all assigned and tenant units at the USASC&FG. This regulation also applies to all locally procured commercial equipment and to centrally procured military equipment with the exception of medical, dental, and veterinary equipment.

3. Objectives. The objective of the Army Warranty Program is to achieve and sustain a warranty posture which is cost effective and to provide increased functional use of equipment and materials. The primary goal is to ensure that the United States Army receives equipment and materials that meet the quality standards for which purchased.

*This regulation supersedes USASC&FG Regulation 700-2, 14 October 1992, and Change 1, 27 May 1994.

4. References.

- a. AR 700-139, Army Warranty Program Concepts and Policies.
- b. DA Pam 738-750, The Army Maintenance Management System (TAMMS).
- c. DOD FAR Supplement 46.7, Warranties.
- d. DOD FAR Supplement 46.708, Warranties of Technical Data.

5. Responsibilities.

a. The Directorate of Public Works (DPW) will establish an Installation Warranty Control Office to manage and execute all functions of the Army Warranty Program. A Warranty Control Officer will be appointed to administer the program.

b. The Directorate of Contracting will furnish the Warranty Control Office a copy of each contract containing a non-standard warranty clause.

c. The Army Warranty Program is a command responsibility. Commanders and supervisors at all levels must be aware of the goals and objectives of this program and ensure that their units are in compliance with its policies.

6. Definitions.

a. Centrally procured. Procurements made in support of materiel managed by the National Inventory Control Point.

b. Locally procured. A procurement from commercial sources of materials, supplies, or services by an installation for its own use or the use of an installation or activity logistically supported by it.

c. Warranty. A promise or affirmation given by a contractor to the government regarding the nature, usefulness, or condition of the supplies or services furnished under the contract.

7. Policies.

- a. Property Book Officer (PBO).

(1) The PBO, upon receipt of a warranted item, will prepare Fort Gordon (FG) Form 7514-R-E (Warranty Registration Record) and submit it to the Warranty Control Office, located in Building 14608, 791-2470. If several like items are received, one FG Form 7514-R-E may be submitted with an attachment listing individual serial numbers. This reproducible/electronic form may be reproduced using form provided as the back of this publication. It is also available for download from Directorate of Information Management server, path: \\PRIVATE\FTP\FORMS.

(2) A copy of any warranty information provided with the equipment or materials will also be forwarded to the Warranty Control Office.

- b. Warranty Control Office.

(1) The Warranty Control Office will establish and maintain a warranty database of all locally procured equipment and material under warranty. The data base will be developed from the information provided by the PBO on the FG Form 7514-R-E.

(2) The Warranty Control Office will prepare a warranty identification label which will include the following data:

- (a) Item nomenclature.
- (b) Item serial number.
- (c) Item model identification.
- (d) Warranty starts date.
- (e) Warranty expiration date.

(3) The Warranty Control Office will forward the warranty identification label to the PBO or to the unit/user within 5 working days following receipt of the FG Form 7514-R-E.

(4) The Warranty Control Office will establish and maintain a file of the terms and conditions of locally procured item warranties from the data provided by the PBOs. This information will be used to determine the authorization to repair an item under warranty or the need to evacuate the item to the vendor.

(5) The Warranty Control Office will establish and maintain a file of technical bulletins, material fielding plans, and other documentation describing the terms and conditions of centrally procured equipment warranties.

(6) When the terms and conditions of a warranty are not provided, the Warranty Control Office will communicate directly with the vendor to determine authorization to replace, repair, or evacuate the failed item.

(7) The Warranty Control Office will act as liaison for the proponent PBO, owner/user of the equipment, the maintenance facility, and the vendor.

c. Owner/User of Equipment.

(1) Units/Activities receiving locally procured equipment or materials with a warranty will ensure that a warranty identification label has been received. If a label has not been received within 5 working days, the gaining activity will notify the Warranty Control Office.

(2) The owner/user will ensure that the warranty identification label is attached to items under warranty whenever feasible. In the event it is not possible or feasible to attach the warranty identification label directly to the equipment, a file should be established to maintain data on warranties currently in effect.

(3) When the gaining activity receives equipment and materials and the warranty data (warranty cards or warranty data sheets) is received with the equipment or materials, the data will be returned to the PBO. Warranty information for equipment or materials received directly by the gaining activity will also be submitted to the PBO.

8. Centrally procured military equipment warranty claim procedures.

a. Centrally procured equipment is fielded in accordance with appropriate military release, fielding, or transfer documents. Early in the equipment development process, the material developer conducts a warranty cost effectiveness analysis to determine the value of the benefits in comparison to the contract cost and the Army's cost of administration and execution. If a centrally procured item has a warranty, the material fielding team should provide the gaining unit with copies of the warranty technical bulletin at equipment hand-off. The warranty technical bulletin provides detailed information on the warranty coverage and the methods of execution.

b. Units/activities will not perform warranty work on centrally procured equipment, below the direct support/general support levels of maintenance, unless authorized by the appropriate warranty technical bulletin.

c. The owning unit/activity will initiate warranty repair actions on centrally procured equipment by preparing a DA Form 2407 (Maintenance Request). The DA Form 2407 and the defective item are then turned into the appropriate support maintenance shop.

d. Receiving personnel at the support maintenance shop will check the DA Form 2407 to ensure that it is complete and accurate. The owning unit/activity will then be given the receipt copy of the DA Form 2407.

e. The support maintenance shop will coordinate with the Warranty Control Office to determine if in-house repair is authorized or if the failed item must be evacuated.

f. If a vendor must be contacted before in-house repairs are initiated, a knowledgeable technician may be requested by the Warranty Control Office to consult directly with the vendor.

g. Support maintenance shops will follow normal procedures in diagnosing failures. Equipment will not be repaired until the cost of parts and labor have been estimated and determined to be within the terms and conditions of the warranty. If there is a question of authorization, shop personnel will coordinate with the Warranty Control Office.

h. End items, components, subassemblies, or repair parts that malfunction on a warranty item will become a warranty exhibit. The location of these items and supporting documentation exhibits will be provided to the Warranty Control Office for inclusion in the history file.

i. Warranty items stored at support maintenance shops awaiting disposition will be tagged with DA Form 2402 (Exchange Tag). The exchange tag will be annotated "Warranty item."

j. Upon completion of warranty repair, support maintenance personnel will ensure that DA Form 2407 and DA Form 2407-1 (Maintenance Request Continuation Sheet) are distributed as follows:

(1) Copy #1 is kept by the owning unit until the equipment is returned or action is completed.

(2) Copy #2 will be forwarded to the Warranty Control Office for distribution as required by the technical bulletin.

(3) Copy #3 will normally be maintained by the support maintenance shop for 90 days. If copy #3 needs to be forwarded to a different location than copy #2, the support maintenance shop will retain copy #5 on file for 90 days.

(4) Copy #4 is provided to the owning unit.

(5) Copy #5 may be destroyed when all other requirements are met.

k. The DA Form 2407 is the only form used to file warranty claim actions for centrally procured equipment.

9. Locally procured equipment warranty claim procedures.

a. When a defect is discovered in locally procured equipment under warranty, the owner/user will immediately report the problem to his PBO. The PBO will then notify the Warranty Control Office.

b. The Warranty Control Office will research all available information to determine if a warranty claim action should be initiated.

c. If a claim action is appropriate, the Warranty Control Office will coordinate with the manufacturer, vendor, and/or repair facility to determine the method and place of warranty claim execution.

d. If replacement/repairs of a failed item under warranty can be accomplished in the immediate area, the Warranty Control Office will instruct the owner/user to bring the item to the appropriate commercial repair facility. The owner/user will coordinate with his PBO to ensure that local guidelines on property accountability are followed. The Warranty Control Office will provide the owner/user with a letter of instruction which must accompany the failed item to the repair facility. The letter will contain proof of purchase information and will clearly communicate to the repair facility that no repairs, other than those covered by the warranty, will be made.

e. When an item must be shipped to a distant location in order to take advantage of warranty coverage, the Warranty Control Office will instruct the owner/user to have his PBO prepare a DD Form 1348-1 (DOD Single Line Item Release/Receipt Document). The basic format for preparation of the DD Form 1348-1 for repair and return actions can be found in the Directorate of Public Works Support Supply Standing Operating Procedures (External). The Warranty Control Office will provide information concerning the dollar amount to be included on the DD Form 1348-1 to cover the cost of transportation and the address to which the item is to be shipped. The PBO will be responsible for obtaining Directorate of Resource Management approval of the transportation funds.

f. Assistance in packing and crating the item for shipment can be obtained by submitting a DA Form 4283 (Facilities Engineering Work Request) to the Public Works Division, DPW. The address where the item is to be shipped must be included on the DA Form 4283 in the block titled "Describe What Will Happen if Work is Not Accomplished."

g. When an item is packed and ready for shipment, the owner/user will bring the item to the Installation Supply Freight Section. The Warranty Control Office will coordinate directly with the Freight Section to ensure that a letter of instruction, containing all required information, is included with the shipment.

h. When a repaired warranty item is received by the installation, it will be returned to the owner/user through the appropriate PBO.

10. Location of Warranty Control Office.

a. The Warranty Control Office is located in Building 14608, 791-2470.

b. Changes in location of the Warranty Control Office will be published by Installation Maintenance and Equipment Branch, DPW, 791-3168.

(ATZH-DIL-M)

FOR THE COMMANDER

OFFICIAL:

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//SIGNED//
JOSE' C. MILLER
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DISTRIBUTION:
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