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**DEPARTMENT OF THE ARMY TECHNICAL BULLETIN**

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**WARRANTY PROGRAM  
FOR  
SHELTER,  
STANDARDIZED INTEGRATED COMMAND POST  
MODEL S-787, TYPE II**

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Headquarters, Department of the Army, Washington DC  
31 May 1994

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**REPORTING ERRORS AND RECOMMENDING IMPROVEMENTS**

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**1. GENERAL.** This Warranty Technical Bulletin (WTB) describes the manufacturers' warranty for the S-787, Type II Standardized Integrated Command Post Shelter. Gichner Shelter Systems (GSS) warrants each shelter against defects and material or workmanship at the time of acceptance or delivery, conformance to the design and manufacturing requirements, and essential performance requirements.

**2. EXPLANATION OF TERMS.** The following terms, applicable to this WTB, are explained to help the reader understand the applications of the warranty.

a. Abuse. The improper use, repair, or handling of warranted items such that the warranty may become void.

b. Acceptance Date. The date an item of equipment is accepted into the Army's inventory by the execution of the acceptance block and signing of a DD Form 250 or approved acceptance document, by an authorized representative of the Government.

c. Acquiring Command or Activity. An activity which procures the items or materials for a user.

d. Alterations/Modifications. Any alteration after production such as retrofit, conversion, remanufacture, design change, engineering change and the like.

e. Contractor Support. Those services that are to be performed and those responsibilities that are placed upon the contractor by the Government as specified in the warranty contract/provisions. This support, which may include such things as labor, parts, tools, training technical packages, etc., will be used in support of the warranted equipment during the specified warranty period.

f. Defect. Any condition or characteristic in any supplies or services furnished by the contractor under the contract that is not in compliance with the requirements of the contract.

g. Failed Item. A part, component, or end item that fails to perform its intended use.

h. False Return Rate. The return of suspected defective warranty items to the manufacturer that are eventually determined to be serviceable.

i. Manufacturer's Recall.

(1) Safety Recall. A manufacturer recalls an item to repair or replace a defective part or assembly which may affect public safety.

(2) Service Recall. A manufacturer recalls an item to repair or replace a defective pan or assembly which does not affect the safe use of the item.

j. Primary Damage. The damage suffered by a part, component, or end item itself upon its failure.

k. Prime Contractor. A party that enters into an agreement directly with the United States to furnish part or all of a system.

l. Reimbursement. A written provision in a warranty contract whereby the user may make the necessary repairs with or without prior approval of the contractor, and the Government will be reimbursed for the repair parts and/or labor costs.

- m. Repair. To restore an item to serviceable condition without affecting the warranty.
- n. Reparable. An item that may be reconditioned or economically repaired for reuse when it becomes unserviceable.
- o. Secondary Damage. The damage suffered by an item because of the failure of another item within the same configuration.
- p. Serviceable. The condition of an item which may be new or used that meets all the requirements and performs the functions for which it was originally intended.
- q. Subcontractor. Any supplier, distributor, vendor, or firm that furnishes supplies or service to or for a prime contractor or another subcontractor.
- r. Turnaround Time. That amount of time that is permitted for an item to be replaced/repared by the contractor/maintenance repair facility and returned to the user. The time is measured from the time the contractor/repair facility receives the request.
- s. Validation. The process by which the contractor will test/measure the WTB to assure its accuracy as it pertains the warranty item(s).
- t. Verification. The process of determining the accuracy and adequacy of the WTB provided by the contractor. This process is performed by the Government/user.
- u. WARCO. Warranty Control Offices established at the General Support/Director of Industrial Operations Level, or equivalent, who serve as the intermediary between the troops owning the equipment and the local dealer, contractor, or manufacturer. All warranty claim actions will be processed through the WARCO.
- v. Warranty. A promise or statement of fact from a seller to a purchaser on the nature, usefulness, or condition of the supplies or performance of services to be furnished. The main purposes of a warranty in a Government contract are to outline the rights and obligations of the contractor and the Government for defective items or services. It also serves to foster quality performance by the contractor but is not a substitute for an adequate quality assurance program.
- w. Warranty Claim. Action started by the equipment user for authorized warranty repair, replacement, or reimbursement made from the local dealer or manufacturer.

x. Warranty Data Plate. The warranty data plate, Figure 1, will be affixed to the S-787, Type II Shelter as defined in TM 10-5411-222-14.

y. Warranty Label. The warranty label, Figure 2, will be affixed to the S-787, Type II Shelter as defined in TM 10-5411-222-14.

z. Warranty Period. Time during which the warranty is in effect. Normally measured as the maximum number of year<sub>s</sub>, months, days, miles, or hours used.

aa. Warranty Start Date. The date the warranty is put into effect.

Figure 1 is a rectangular plate with a double border. It contains the following fields from top to bottom: a long horizontal box; a 'NAME' field followed by a 'CONTR' field; a 'WT' field followed by another empty box; and an 'MFD BY' field.

Figure 1. Warranty Data Plate

Figure 2 is a rectangular label with a thick border. The word 'WARRANTY' is at the top. Below it are the following fields: 'NSN', 'PI IN', 'MFR', 'SN', 'TM', 'DATE', and 'LIMIT'. At the bottom is a barcode area.

Figure 2. Warranty Label

3. COVERAGE SPECIFIC. The specifics of coverage for this warranty are listed in table 1. This warranty applies only to the S-787, Type II shelters as defined in TM 10-5411-222-14, and not to any other equipment installed in the shelter.

TABLE 1 SPECIFICS OF COVERAGE	
Nomenclature	Standardized Integrated Command Post Shelter
Line Item Number	T19101
Model Number	S-787, Type II
National Stock Number	5411-01-333-0663
Manufacturer and Part Number	Gichner Shelter Systems CAGE: 29381 Part Number: 17-1-6500-1
Serial Numbers	0001 thru 0258
Contract Numbers	DAAK01-91-D-0075
Length of Time of Coverage	Two years after acceptance or twelve months after deployment to a field unit, whichever occurs first.
Type of Coverage	Warrants against defects in material and workmanship. This warranty does not cover damage resulting from accident, misuse or abuse, lack of reasonable care, and the affixing of any attachment not provided with the shelter. Damage occurring during transit is not covered in this warranty.

**4. CONTRACTOR RESPONSIBILITIES.** The contractor responsibilities under the warranty encompass several areas of obligation to which the contractor must respond. These areas include defects in materials and workmanship, shipping, handling, and packaging and the process necessary to rectify these areas. The contractor hereby guarantees that the supplies and parts thereof, at the time of acceptance or delivery, conform to the design and manufacturing requirements, are free from all defects in materials and workmanship, and conform to all essential performance requirements as delineated in the technical data of the contract. The guarantee will be for two (2) years after acceptance or twelve (12) months after deployment to a field unit, whichever event occurs first. In all situations when repair or replacement requires transportation of the nonconforming or defective item(s), shipping costs from line item delivery point to contractor's plant and return, shall be at the expense of the contractor. The following paragraphs identify the various areas and the requisite actions.

a. Performance Requirements. The contractor shall promptly repair or replace such parts as are necessary to correct defects as referenced herein, and the contractor shall bear the cost. Repair or replacement will be done only to the level originally supplied under the contract.

b. Contractor Compliance. If the contractor fails to repair or replace such parts within 30 days promptly, the contractor shall pay costs incurred by the Government in procuring such parts from another source and in accomplishing the repair.

c. Authorized User Maintenance. If the Government determines that a defective or nonconforming warranted item or component is within the maintenance capability of the user to repair or replace and does not require contractor repair or replacement, then the Government shall be entitled, from the contractor, those actual costs incurred, including detail parts, materials, and labor necessary to restore the item to an operational status.

d. Documentation of Warranty Repair or Replacement. Completion of warranty repair or replacement by the contractor will be documented in Warranty Status Report.

e. Shipping. When replacement requires transportation of defective item(s), shipping costs from delivery point to contractor's plant and return shall be borne by the contractor.

f. Handling. Handling requirements for the Standard Integrated Command Post Shelter may be found in TM 10-5411-222-14.

g. Packaging. When component items are shipped back to the contractor for warranty work, they shall be packaged in such a manner as to prevent shipping damage. Proper containers and packaging materials shall be used.

**5. GOVERNMENT RESPONSIBILITIES.** The Government activity responsible for the warranty program is U.S. Army Aviation and Troop Command, ATTN: SATBE-SSA, 4300 Goodfellow Boulevard, St. Louis, MO 63120-1798, AUTOVON 693-3936, Commercial (314) 263-3936. Only trained or qualified personnel having knowledge of equipment requirements, standards of operation required in the equipment inspection and certification, and knowledge of the details cited in the applicable plans and specifications for various materials and equipment incorporated, shall inspect the equipment for nonconformance deficiencies or for estimating repair cost(s).

a. Government Maintenance. Using units may perform troubleshooting, preventive maintenance, and replacement of defective components as authorized by the maintenance allocation chart in TM 10-5411-222-14.

b. Owning Unit Responsibilities. Using units are responsible for reporting failures of components subject to the warranty, to the command identified in paragraph 8.

c. Warranty Control Office Responsibility. All administrative warranty actions will be the responsibility of the command identified in this paragraph.

d. Alterations/modifications. Alterations and modifications shall not be made unless expressly authorized or directed by: U.S. Army Aviation and Troop Command, ATTN: AMSAT-I-MDO, 4300 Goodfellow Boulevard, St. Louis, MO 63120-1798, AUTOVON 693-1955, Commercial (314) 263-1955.

**6. DESIGN/PERFORMANCE SPECIFICATIONS.** The following paragraphs provide the necessary references to identify the physical and performance specifications, location of warranty labels, and the test and measurement criteria used for acceptance testing.

a. Physical and Performance Specifications. The physical and performance specifications for the S-787, Type II shelters may be found in TM 10-5411-222-14.

b. Location of Warranty Labels. The location of the warranty labels for the S-787 Type II shelters may be found in TM 10-5411-222-14.

c. Test and Measuring Criteria and Methods for Acceptance Testing. The test and measurement criteria and methods for acceptance testing may be found in GSS report, titled Test Plan, First Article.

**7. NULLIFICATION.** Failure to perform operation and maintenance in accordance with the applicable technical manuals and maintenance allocation chart may be cause for the nullification of the warranty. If a failure is determined to be the result of a modification and/or repair performed by any organization other than GSS, the warranty responsibilities are terminated for the modified item.

a. Exceptions to Warranty. The warranty does not apply to repair or replacement required to restore the unit to operation in the following instances:

(1) Expendable Items. Expendable items such as filters, gaskets, lubricants, fluids, and items replaceable due to normal service requirements.

(2) Combat Damage. Combat damage and liability for loss, damage, or injury to third parties or consequential damage.

b. Abuse Determination and Avoidance. When damage to warranted items is not obvious, but suspected to be the result of abuse, the activity responsible for the equipment shall carefully document the nature, extent, probable cause, and estimated time and place of occurrence of the damage. The documented data will be analyzed, and compared to similar cases (if existent) to determine whether the damage was accidental or intentional. Appropriate action shall be taken to prevent recurrence of accidental or intentional abuse through training, added precautionary and/or handling and usage labeling or instruction and personnel disciplinary measures.

**8. CLAIM PROCEDURES.** Warranty claims are Initiated by the using field units and forwarded to the ATCOM Customer Feedback Center AMSAT-I-MDO, 4300 Goodfellow Blvd., St. Louis, MO. 63120-1798 which will initiate a Warranty Claim Action (WCA) for warranted items and Quality Deficiency Reporting actions for systematic failures in accordance with DA PAM 738-750. Questions regarding warranty claim actions can be forwarded to the above address or call AUTOVON 693-1955/Commercial (314) 263-1955.

a. Identification of Failed Items. The contractor must be notified in writing by the Government of any failure of the shelter or component thereof that is covered under this warranty within 30 days after verification of the failure by a maintenance facility. Failed warranty items will be tagged/identified to prevent improper repair or use. Items will be identified for exchange using DA Form 2402, Exchange Tag. Items will be identified for maintenance using DA Form 2407, Maintenance Request.

(1) Retention of Failed Components. All faded components covered under this warranty shall be appropriately tagged and identified, and retained for 180 days for contractor examination, at contractor's option.

(2) Initiating WCA's. WCA's can be initiated at any maintenance level. Initiation of a WCA from the field is accomplished using DA Forms 2407 and 2402. The purpose of these forms is for the seller to repair or replace any defective part so the equipment can be returned to an operational readiness mode.

(3) Selecting Exhibits. A component or part of assembly under warranty that is defective due to Design or workmanship becomes a warranty claim exhibit. All exhibits will carry a DA Form 2402 marked "WARRANTY EXHIBIT".



(4) Local Command Warranty Control Offices. Local commands will set up an office to handle warranty claims. The office will also deal with warranty actions between its activities, the local dealer or manufacturer, and the National Maintenance Point (NMP). Report warranties settled locally by printing "For Information Only" in Block 16a of the DA Form 2407 as follows:

(a) Send copies #1, #2, and #5 to: CDR, ATCOM, ATTN: AMSAT-I- MDO, 4300 Goodfellow Boulevard, St. Louis, MO 63120-1798. One of these copies will go to the item manager to show a supply demand.

(b) Keep copy #3 for 180 days (with exhibit and DA Form 2402), unless you are told differently. If you receive no instructions after 90 days contact: CDR, ATCOM, ATTN: AMSAT-I-MDO, 4300 Goodfellow Boulevard, St. Louis, MO 63120- 1955, telephone number 314-263-1955 for information.

(c) Copy #4 gives you the authority to tell the claim creator to get the new item through supply. Copy #4 is kept, at most, for 180 days or until you get notice that the claim has been honored.

(5) Direct Exchange (DX) Claim Items. When the warranted item is handled through DX, the unit starting the claim action fills out the same forms and deals with them the way they do for a non-DX item except as follows:

(a) The unit running the DX shop starts the replacement action for supported units. The DX shop uses copy #4 of the DA Form 2407 to start the action.

(b) Normal DX replacement actions will be made by the DX shop for like serviceable items in stock.

b. Disposition. Instructions for the handling, repair, and evacuation of failed warranty items will be directed by the WARCO in accordance with the procedures in paragraph 8 a.

(1) False Returns. In the event it is determined that a failure was not subject to the guarantees described herein, the contractor will be reimbursed for any and all expenses incurred by the Warranty Claim Action.

(2) Receipts/Verification of Contractor Repairs. Only trained or qualified personnel having knowledge of equipment requirements, standards of operation required in the equipment inspection and certification, and knowledge of the details cited in the applicable plans and specifications for various materials and equipment incorporated, shall inspect the equipment for verification of repairs. The local command warranty control office will perform the necessary notifications in accordance with paragraph 8 a.

(3) Special Area Requirements. There are no special area requirements for the S-787, Type II Shelters.

c. Reimbursement for Army Repair. Request for reimbursement costs should be directed to GSS, P.O. Box B, Dallastown, PA 17313. In the event that the reimbursement costs requested exceed the costs estimated for equivalent GSS repair, the actual reimbursement amount will be negotiated with the contracting officer.

d. Claim Denial disputes. All claims generated by using field units will be coordinated with Gichner Shelter Systems through the ATCOM Warranty Control Office. The ATCOM WARCO, in conjunction with the ATCOM Contracting Officer, will generate the necessary actions with GSS to resolve the WCA's.

e. Reporting. Reporting or recording action on a failed item shall be as specified in DA PAM 738-750 or DA Pam 738-750.

**9. STORAGE/SHIPMENT/HANDLING.** The following paragraphs define the storage, shipment, and handling requirements for the S-787, Type II Shelters.

a. Storage. Storage of the equipment or its components shall be as prescribed in TM 10-5411-222-14.

b. Shipment. Instructions for shipment of components will be provided by the ATCOM Warranty Control Officer.

c. Handling. Handling of the equipment or its components shall be as prescribed in TM 10-5411-222-14.

**APPENDIX A  
REFERENCES**

DA PAM 738-750	The Army Maintenance Systems (TAMMS)
DA FORM 2407	Maintenance Request
DA FORM 2402	Exchange Tag
DA FORM 2408-9	Acceptance Report
TM 10-5411-222-14	Operator's, Unit, Direct Support and General Support Maintenance Manual for Standard Integrated Command Post Shelters
DD FORM 250	Material Inspection and Receiving Report


By Order of the Secretary of the Army

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