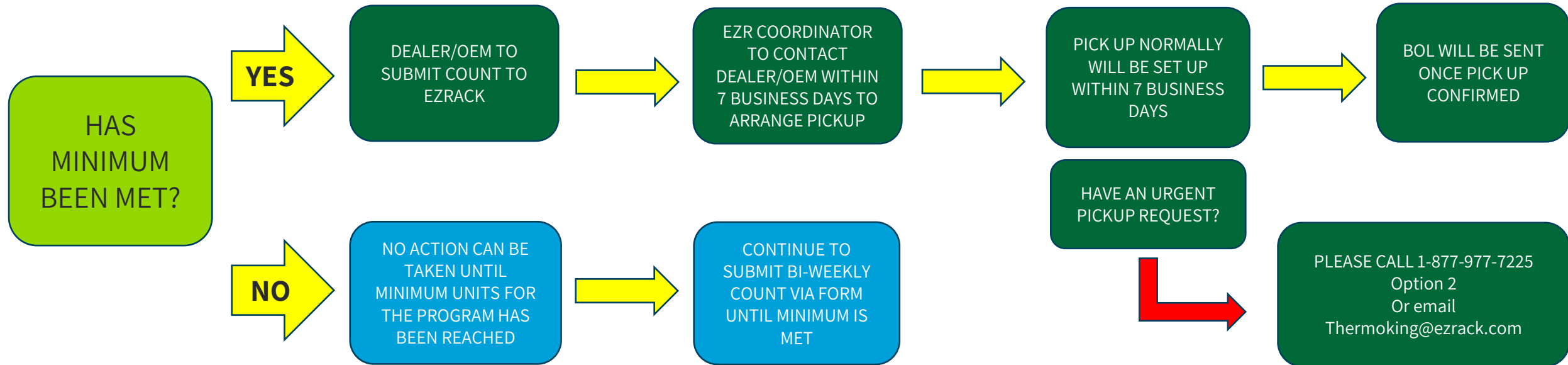


Thermo King Returnables Flow Chart

Submit a count

For optimal performance of the returnable program, submitting both your empty and full crates will allow for a much better experience.

1. **1st Best method form submission:** <https://www.ezrack.com/thermo-king-dealer-count>
2. 2nd Good method: Email us at thermoking@ezrack.com
3. 3rd Okay method: Call us at 1-877-977-7225 option 2



**Please note: This applies to US Locations ONLY.
For Canada, a full truck of returnables is required for scheduling.**

Thermo King Returnables Program

Minimum Recovery by Program and Stacking Configurations

PROGRAM	MINIMUM QUANTITY FOR PICK UP
APU/TRIPAC	20 Units or 100 Components
SP LARGE TRUCK CRATE	12 Units
T-SERIES: T-BUS	24 Units
R-SERIES: RLF BUS	4 Units
R-SERIES: R2E BABY BUS	8 Units
R-SERIES: AMII BUS CRATE	30 Units

PROGRAM	LOADING MAX STACK HEIGHT FOR SAFETY
APU/TRIPAC (Assembled, filled with knocked down components)	Double Stack (2) Assembled Units in Box Truck, Triple stack (3) for 53' Van
APU/TRIPAC (Tops and Bottoms)	24 tops on 1 bottom (bottom stack) and 1 top on 24 bottoms (top stack, double stacked on top), total of 50 pieces stacked
SP LARGE TRUCK CRATE	6 Units Per Stack
T-SERIES: T-BUS	6 Units Per Stack
R-SERIES: RLF BUS	4 Units Per Stack
R-SERIES: R2E BABY BUS	4 Units Per Stack
R-SERIES: AMII BUS CRATE	6 Units Per Stack

Additional Assistance

- <https://www.ezrack.com/tk-resources>








Compliance Notice

- Remove all excess plastic dunnage materials from crates when repackaging/ knocking down for Return. This includes zip ties and any and all debris.



TK RETURNABLE UNITS – DO NOT DISPOSE; MUST BE RETURNED



Type of Unit	Photo of Full Unit	Minimum Required for Pick Up	Preparing Units for Pick Up	Photo of Consolidated Units Ready for Pick Up
Tripac APU 48”x45” APU ATD Large Tripac 57”x48” Diesel Particulate Filter (DPF)	 Assembled Unit	20 total units (or 100 component parts)	<ol style="list-style-type: none">1) Unit consists of 5 components ([1] top, [1] bottom, [1] starter pad, [1] sleeve, [1] foot spacer.2) Remove units from Tripac reusable packaging. Keep 3 Tripacs assembled to consolidate additional empty units. Create more assembled units as needed as each of the below is filled.3) Stack tops and bottoms together (50 max –stack 24 bottoms with 1 top and then in a separate stack 24 tops with 1 bottom stacked on top of the stack with the bottoms).4) Put foot spacers inside one of the assembled units (up to 200 per assembled unit max).5) Put Starter Pads inside the second assembled unit (up to 22 per assembled unit max).6) Put Sleeve Packs inside the third assembled unit (up to 14 inside per assembled unit max).7) Put a top on each of the assembled units holding the components for storage/shipping.	 Stack of Tops and Bottoms  Foot Spacers  Starter Pads  Sleeve Packs
SP Truck Crate Large Truck Metal Crate		12 total units	<ol style="list-style-type: none">1) Unit consists of 3 components (1 steel shipping crate and 2 uprights [1 green and 1 black]).2) Follow instructions to collapse the SP Crate.3) Be sure to return both the green and black uprights.4) Stack the empty units on top of each other (6 max due to weight/height).	

**Remove all excess plastic dunnage materials from crates when repackaging/ knocking down for Return.
This includes zip ties and any and all debris.**

NOTICE TO DEALER: Loading assistance from Dealer/OEM is required for ALL Types of Returnable Packaging.







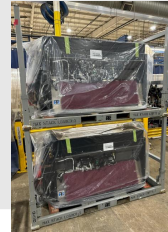

Contact EZRack to Schedule a Pickup when any one of these minimums are met or to report empty unit counts.

Phone: (877) 977-7225 (HRS: M-F 8 am to 7 pm EST) Email: Thermoking@ezrack.com Web: <https://www.ezrack.com/thermo-king-dealer-count>



TK RETURNABLE UNITS – DO NOT DISPOSE; MUST BE RETURNED

EZRack™

Type of Unit	Photo of Full Unit	Minimum Required for Pick Up	Preparing Units for Pick Up	Photo of Consolidated Units Ready for Pick Up
R-Series: R2E/TE18 Metal Crate		8 total units	<ol style="list-style-type: none"> 1) Unit consists of 4 components ([1] steel shipping crate and [3] load bars.) 2) Follow instructions to collapse the R2E/TE18 Crate. 3) Be sure to return ALL 3 load bars for each crate. 4) Stack the empty units on top of each other (4 max due to weight/height). 	
R-Series: RLF Metal Crate		4 total units	<ol style="list-style-type: none"> 1) Unit consists of 4 components ([1] steel shipping crate and [3] load bars.) 2) Follow instructions to collapse the RLF Crate. 3) Be sure to return ALL 3 load bars with each crate. 4) Stack the empty units on top of each other (4 max due to weight). 	
R-Series: AMII Metal Crate		30 total units	<ol style="list-style-type: none"> 1) Unit consists of 7 components ([1] steel shipping crate, [4]load bars and [2] support mounts attached to base). 2) Follow instructions to collapse the AMII Crate. 3) Be sure to return ALL load bars and support mounts. 4) Stack the empty units on top of each other (6 max due to weight). 	
T-Series: T-BUS Metal Crate		24 total units	<ol style="list-style-type: none"> 1) Unit consists of 3 components ([1] steel shipping crate, [1] Mounting gate –Post 1, [1] Mounting gate-Post 2). 1) Follow instructions to collapse T-Series Crate. 2) Be sure to return both mounting gate posts. 3) Stack the empty units on top of each other (6 max due to height). 	
Remove all excess plastic dunnage materials from crates when repackaging/ knocking down for Return. This includes zip ties and any and all debris.				

NOTICE TO DEALER: Loading assistance from Dealer/OEM is required for ALL Types of Returnable Packaging.

Contact EZRack to Schedule a Pickup when any one of these minimums are met or to report empty unit counts.
 Phone: (877) 977-7225 (HRS: M-F 8 am to 7 pm EST) Email: Thermoking@ezrack.com Web: <https://www.ezrack.com/thermo-king-dealer-count>



TK RETURNABLE APU TRIPAC & LARGE TRIPAC UNITS

DO NOT DISPOSE; MUST BE RETURNED

Remove all excess plastic dunnage materials from crates when repackaging/ knocking down for Return. This includes zip ties and any and all debris.

WHAT TO DO WITH THEM?

Units are shipped to TK dealers assembled. TK dealer is responsible for consolidation and preparing the empty units according to the instructions & pictures shown prior to requesting a pickup.

1. REMOVE - Unbox the TK unit from the returnable packaging.
2. STAGE – Keep 3 units assembled for consolidation of other components.
3. COLLAPSE – Collapse the unit by removing the top, lifting and folding the sleeve. Remove the pad and foot spacer.
4. CONSOLIDATE – Consolidate components according to each type and only place with same component types in each unit. **DO NOT MIX PARTS** or it will cause damage.* **NEVER** place or force a top or bottom inside an assembled unit. Tops and Bottoms should be placed in its own stacks separate from assembled units.

If units are shipped to installers, please be sure they also follow these instructions.



HOW TO RETURN THEM?

1. UNIT COMPONENTS- 5 components make up a Tripac/Large Tripac returnable packaging unit. **1 Top, 1 Bottom, 1 Starter Pad, 1 Sleeve and 1 Foot Spacer.**
2. TOPS & BOTTOMS - Stack 24 bottoms together, capping with a top[1]. Then place 24 tops onto a bottom [1] for a separate stack to be able to safely lift and place on top of the stack of bottoms using a forklift. Stack of tops on top of stack of bottoms, as shown in the picture (Max of 50, 25 of each).
3. FOOT SPACERS – Place up to 200 foot spacers inside of an assembled Tripac unit(Max 200). **Return ALL foot spacers with each return!**
4. STARTER PADS– Place up to 22 pads inside of another assembled Tripac unit (Max 22).
5. SLEEVES– Place up to 14 inside of another assembled Tripac unit (Max 14).
6. Place a top on each of the assembled units for storage/shipping.

DO NOT MIX PARTS! Only place same component parts into each assembled unit. *Exception is if there is a smaller quantity of foot spacers then place them on the VERY TOP of either the starter pads or sleeves assembled unit to conserve shipping space.

Dealer loading is required for all returnables.



Contact EZRack to Schedule a Pickup when minimum of 20 units (or 100 components) is met or to report empty unit counts.

Phone: (877) 977-7225 (HRS: M-F 8 am to 7 pm EST) Email: Thermoking@ezrack.com

Web: <https://www.ezrack.com/thermo-king-dealer-count>



TK RETURNABLE SP CRATES

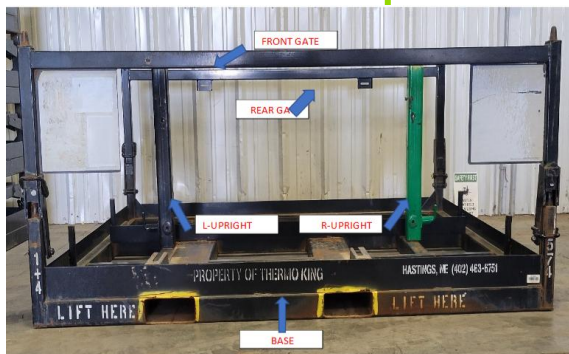
DO NOT DISPOSE; MUST BE RETURNED

Remove all excess plastic dunnage materials from crates when repackaging/ knocking down for Return. This includes zip ties and any and all debris.

WHAT TO DO WITH THEM?



1. REMOVE - Uncrate the TK unit from the returnable crate.
2. SECURE- Remove uprights from standing position and secure to base on the shipping brackets in the collapsed position. Fold gates and secure in collapsed position with locking pin.
3. STACK – Stack the empty crates 6 high.



If units are shipped to installers, please be sure they also follow these instructions.

HOW TO RETURN THEM?



1. COLLAPSE – Collapse the unit by folding down the gates onto the crate and secure with locking pins. Secure both uprights to shipping brackets.
 2. UNIT COMPONENTS-
3 Components make 1 unit:
 - 1 steel shipping crate
 - 1 Green upright (Right)
 - 1 Black upright (Left)
- Return BOTH uprights with the crate.
3. STACK FOR SHIPPING– Stack up to six (6) empty units on top of each other (6 max due to weight/height) for shipping.

Dealer loading is required for all returnables.

Contact EZRack to Schedule a Pickup when minimum of 12 is met or to report empty unit counts.

Phone: (877) 977-7225 (HRS: M-F 8 am to 7 pm EST) Email: Thermoking@ezrack.com

Web: <https://www.ezrack.com/thermo-king-dealer-count>



TK RETURNABLE R-Series: R2E/TE18

DO NOT DISPOSE; MUST BE RETURNED

Remove all excess plastic dunnage materials from crates when repackaging/ knocking down for Return. This includes zip ties and any and all debris.

WHAT TO DO WITH THEM?

1. REMOVE - Uncrate the TK unit from the returnable crate.
2. FOLD – Fold the gates and secure the 3 load bars on the crate.
3. STACK – Stack the empty crates 4 high.

If units are shipped to installers, please be sure they also follow these instructions.



HOW TO RETURN THEM?

1. COLLAPSE – Collapse the unit by folding down the gates into the crate. Secure the 3 load bars to the collapsed crate.
2. UNIT COMPONENTS-
4 Components make 1 unit:
 - 1 steel shipping crate base
 - 3 load barsReturn ALL 3 load bars.
3. STACK FOR SHIPPING– Stack up to four (4) empty units on top of each other (4 max due to weight/height).

Dealer loading is required for all returnables.



Contact EZRack to Schedule a Pickup when minimum of 8 is met or to report empty unit counts.

Phone: (877) 977-7225 (HRS: M-F 8 am to 7 pm EST) Email: Thermoking@ezrack.com

Web: <https://www.ezrack.com/thermo-king-dealer-count>



TK RETURNABLE R-Series: RLF

DO NOT DISPOSE; MUST BE RETURNED

Remove all excess plastic dunnage materials from crates when repackaging/ knocking down for Return. This includes zip ties and any and all debris.

WHAT TO DO WITH THEM?

1. REMOVE - Uncrate the TK unit from the returnable crate.
2. FOLD – Fold the gates and secure the 3 load bars on the crate.
3. STACK – Stack the empty crates 4 high.

If units are shipped to installers, please be sure they also follow these instructions.



HOW TO RETURN THEM?

1. COLLAPSE – Collapse the unit by folding down the gates into the crate. Secure the 3 load bars to the collapsed crate.
2. UNIT COMPONENTS-
4 Components make 1 unit:
 - 1 steel shipping crate base
 - 3 load barsReturn ALL 3 load bars.
3. STACK FOR SHIPPING– Stack up to four (4) empty units on top of each other (4 max due to weight/height).

Dealer loading is required for all returnables.



Contact EZ Rack to Schedule a Pickup when minimum of 4 is met or to report empty unit counts.

Phone: (877) 977-7225 (HRS: M-F 8 am to 7 pm EST) Email: Thermoking@ezrack.com

Web: <https://www.ezrack.com/thermo-king-dealer-count>



TK RETURNABLE R-Series: AMII

DO NOT DISPOSE; MUST BE RETURNED

Remove all excess plastic dunnage materials from crates when repackaging/ knocking down for Return. This includes zip ties and any and all debris.

WHAT TO DO WITH THEM?

1. REMOVE - Uncrate the TK unit from the returnable crate.
2. FOLD - Secure the 4 load bars into the crate then fold the gates. Ensure all support mounts, rockers, & plates that came with the crate are intact in their original position.
3. STACK - Stack the empty crates 6 high.

If units are shipped to installers, please be sure they also follow these instructions.



HOW TO RETURN THEM?

1. COLLAPSE - Secure the 4 load bars into the crate. Collapse the unit by folding down the gates into the crate. Ensure all mounts, rockers, plates are intact in the original position.

2. UNIT COMPONENTS-

7 Components make 1 unit:

- 1 steel shipping crate base
- 4 load bars
- 1 Right Mount
- 1 Left Mount

Return ALL load bars and mounts.

3. STACK FOR SHIPPING- Stack up to six (6) empty units on top of each other (6 max due to weight/height).

Dealer loading is required for all returnables.

Contact EZRack to Schedule a Pickup when minimum of 30 is met or to report empty unit counts.

Phone: (877) 977-7225 (HRS: M-F 8 am to 7 pm EST) Email: Thermoking@ezrack.com

Web: <https://www.ezrack.com/thermo-king-dealer-count>



TK RETURNABLE T-Series: T-BUS

DO NOT DISPOSE; MUST BE RETURNED

Remove all excess plastic dunnage materials from crates when repackaging/ knocking down for Return. This includes zip ties and any and all debris.

WHAT TO DO WITH THEM?



1. REMOVE - Uncrate the TK unit from the returnable crate.
2. FOLD – Unpin the gates and secure them to the shipping brackets on the crate.
3. STACK – Stack the empty crates 6 high.

If units are shipped to installers, please be sure they also follow these instructions.



HOW TO RETURN THEM?

1. COLLAPSE – Collapse the unit by unpinning both mounting posts and secure to shipping brackets of the base in folded down position.
2. UNIT COMPONENTS-
3 Components make 1 unit:
 - 1 steel shipping crate base
 - 1 mounting gate -post 1
 - 1 mounting gate -post 2Return ALL posts with the crate.
3. STACK FOR SHIPPING– Stack up to six (6) empty units on top of each other (6 max due to height).

Dealer loading is required for all returnables.

Contact EZRack to Schedule a Pickup when minimum of 24 is met or to report empty unit counts.

Phone: (877) 977-7225 (HRS: M-F 8 am to 7 pm EST) Email: Thermoking@ezrack.com

Web: <https://www.ezrack.com/thermo-king-dealer-count>