



**Position: Warranty Return / Quality Technician**

**Location: Sauk Rapids, MN**

**Exemption Status: Non-Exempt**

**Division/Department:**

**Position Summary:**

Contribute to the assurance of product quality and reliability of Pinnacle's heater and fan products. Participate in the analysis and investigation into customer complaints and field failures in order to identify reliability trends/issues and quality improvement opportunities. Represent 'Voice of Customer' - involvement in customer issues & concerns related to product performance and warranty return process performance.

**Primary Responsibilities**

- Evaluate product failures – disassemble, diagnose, troubleshoot and document issues with returned goods. Work with appropriate functional areas to complete root-cause analysis and to develop and implement corrective action plans.
- Write reports that detail findings of evaluation and root cause of failure, including whether the failure was a customer or Pinnacle induced.
- Determine the salvageability of returned units, and disposition associated product.
- Communicate evaluation results and warranty info to Pinnacle management and customers.
- Determine leadtime for repairs or replacement product. Complete repairs and coordinate replacement orders.
- Manage the collection of customer complaint and warranty return data (incl. cost of warranty returns) for Pinnacle products. Monitor for adverse trends, sharing information among Product Teams, and taking action as needed. Present product quality information (field failures, complaints, returns, etc.) on a regular basis to Operations management and Pinnacle Executive Leadership Group.
- Provide technical and quality support to manufacturing engineering, production and metal fabrication as needed, including product testing and inspection, and related data collection/reporting.
- Assist with the identification, investigation and resolution of process deviations and internal product nonconformances/failures. Participate in the development and implementation of preventative measures and corrective actions.
- Provide technical assistance and quality support to sales, engineering and Pinnacle dealer network.
- Provide support and become involved with supplier and customer interactions as needed.
- Participate in product quality and performance improvement activities.
- Other duties as assigned.

**Qualifications and Skills**

| [SCHAEFER](#) | [MASTER](#) | [STANLEY](#) | [REMINGTON](#) | [PROTEMP](#) |

**MAILING ADDRESS:** PO Box 460 • 1660 13<sup>TH</sup> AVE NE., Sauk Rapids, MN 56379 **SALES OFFICE:** 6608 Flying Cloud Drive, Eden Prairie, MN 55344  
1.320.251.8696 • 1.800.779.3267 • Fax: 320.251.2922

[www.pinnacleclimate.com](http://www.pinnacleclimate.com)



- Two year technical / associates degree, or equivalent experience preferred.
- Electromechanical background with a solid understanding of electronics and mechanical components.
- Hands-on experience diagnosing, repairing and refurbishing electrical and mechanical systems.
- Experience with wiring, mechanical assembly, and testing of electronic instrumentation, sensors and cables.
- Ability to read electronic schematics, wiring diagrams and mechanical drawings.
- Prior responsibility and experience in Quality Assurance / Quality Control is a plus.
- Excellent organizational skills, attention-to-detail, and multitasking capability.
- Good understanding of heating, ventilation, controls and basic electrical concepts.
- Proficient in MS Word, Excel and ERP Systems (NetSuite preferred).
- Problem solving skills.
- Technical writing and documentation skills.
- Willingness to share knowledge and train others.
- Shares and models Pinnacle Core Values - Customer Focused / Team Player / Positive Attitude / Accountable & Dependable / Do the Right Thing.

### **Reporting Relationship**

- Reports to Manufacturing Engineer Manager

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; talk or hear; and use hands to handle, or touch objects or controls. The employee is regularly required to stand and walk. On occasion the incumbent may be required to stoop, bend or reach above the shoulders. The employee must occasionally lift up to 50 pounds.

### **About Us**

Pinnacle Climate Technologies (PCT) invents, develops and manufactures heating and ventilation solutions through commercial, industrial, agricultural, DIY and other retail channels throughout the world. With manufacturing in North America and Asia, PCT serves a diverse customer base in over 25 countries, on every continent. With brands that include Master®, Schaefer®, Remington®, ProTemp®, Americ®, and STANLEY®, PCT is positioned as the global leader in industrial/construction heat, and portable ventilation products. For more information, visit [www.pinnacleclimate.com](http://www.pinnacleclimate.com)

### **Why Join Us**

Our brands, both young and mature, now have 65 years of experience to draw upon as they optimize manufacturing efficiency, perfect distribution, and lead the industry. And with that, we're now able to innovate faster and more effectively deliver the highest-quality products to the marketplace. As a result,

| [SCHAEFER](#) | [MASTER](#) | [STANLEY](#) | [REMINGTON](#) | [PROTEMP](#) |

**MAILING ADDRESS:** PO Box 460 • 1660 13<sup>TH</sup> AVE NE., Sauk Rapids, MN 56379 **SALES OFFICE:** 6608 Flying Cloud Drive, Eden Prairie, MN 55344  
1.320.251.8696 • 1.800.779.3267 • Fax: 320.251.2922

[www.pinnacleclimate.com](http://www.pinnacleclimate.com)



Pinnacle Climate Technologies is home to brands that are recognized worldwide for reliability, durability, and innovation. At Pinnacle—We make it possible.

*Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, disability, veteran status, national origin or other legally protected classifications.*

| [SCHAEFER](#) | [MASTER](#) | [STANLEY](#) | [REMINGTON](#) | [PROTEMP](#) |

**MAILING ADDRESS:** PO Box 460 • 1660 13<sup>TH</sup> AVE NE., Sauk Rapids, MN 56379 **SALES OFFICE:** 6608 Flying Cloud Drive, Eden Prairie, MN 55344  
1.320.251.8696 • 1.800.779.3267 • Fax: 320.251.2922

[www.pinnacleclimate.com](http://www.pinnacleclimate.com)