

Emerson Climate Hotline

24/7/365 inventory locator program

Call **866-244-1074** for local wholesaler inventory

Emerson now provides a 24/7/365 toll-free number to back up the extensive nationwide wholesaler network for Copeland™ brand products. If contractors are unsuccessful in their local search to find the Copeland product that meets their needs, Emerson staff is available around the clock to help locate replacement product through the Emerson Climate Hotline inventory locator program.

Staffed 24/7/365 by Emerson representatives

Wholesalers participating in the Emerson Climate Hotline program provide an updated inventory list at least once a week to Emerson. When a call comes in, the Emerson representative asks for the caller's zip code and then checks the confidential wholesaler inventory database to find wholesaler locations near the provided zip code with the product in stock. The Emerson representative also checks for inventory at Emerson's Aftermarket Distribution Center located in Indianapolis.

Multiple options

Emerson makes every attempt to give the caller multiple wholesaler locations that can supply the required product. The Emerson representative will give

the caller the wholesaler names, locations and available contact numbers. It is the caller's decision which wholesaler to patronize. If no inventory is available within a reasonable distance of the caller but product is available from the Aftermarket Distribution Center, the Emerson representative will advise that inventory is available for immediate shipment to any local wholesaler. Emerson encourages the caller to select a wholesaler participating in the Emerson Climate Hotline program.

Weekly inventory updates

Currently, 38 wholesalers are providing weekly inventory feeds to the Emerson Climate Hotline. Participating wholesalers encompass 850 branches across 49 states. They carry inventory for 125,000 compressors and \$5M in Copeland parts. This unparalleled visibility to Copeland product in the channel brings a new level of service to all Emerson partners and consumers.



FAQs

Q: What products are included?

A: Copeland™ brand products only at this point; \$5M in Copeland parts and \$125M in service compressors (no OEM BOM) and units. [Typically we carry just one BOM on a unit to serve the aftermarket.]

Q: Can the OEM call the Hotline to obtain product from wholesaler for production?

A: Absolutely. If the factory leadtime is too long and the OEM needs product urgently, wholesalers will be happy to sell to them. The Hotline responder can generate a list of all the wholesaler inventories of that model (qty, location, phone number). Bear in mind that the wholesalers will sell the product at a profit above what they paid Emerson to buy it.

Q: Can the OEM call the hotline and (if there is inventory) order it direct from the Aftermarket Distribution Center, bypassing the wholesaler?

A: No. Emerson's model is to give OEMs special pricing (significantly below wholesaler price) for product built-to-order at factory lead-times. The Aftermarket Distribution Center inventory is 'pass-through' inventory, intended to restock the 1000+ branches of the wholesaler network, and guarantee immediate local inventory for field failures. If the Aftermarket Distribution Center inventory were used as an emergency, short lead-time supply for OEMs, we would cause wholesaler branch stock-outs around the country and put OEMs in direct competition with the wholesaler channel. OEMs get a significant discount for buying at factory lead-time; wholesalers pay a significantly higher price but have emergency access to the Aftermarket Distribution Center's pass-through inventory. [Bear in mind, 98% of field failures are taken care of by the wholesaler network (or in AC, by the AC residential aftermarket channel) without any need to call the hotline. The need for an OEM to buy product at a higher price from a wholesaler is a tiny percentage of all service situations.]

Q: If an OEM places an order with a wholesaler for product at the Aftermarket Distribution Center, can the order ship directly to the failure site? How quickly?

A: Yes. If an OEM places an order with a wholesaler for product at the Aftermarket Distribution Center, the wholesaler can supply a drop-ship address and have the product ship directly to the end user/contractor at the failure site. The Aftermarket Distribution Center ships more than 150 same-day shipments (for next-day delivery) every day of the year, so if the OEM needs to take care of an end user's field failure and is willing to pay the wholesaler markup, product can arrive there the next day. [Please note that wholesalers have specific authorized territories, so the Aftermarket Distribution Center drop-shipments to failure sites will be through local wholesalers only]

Q: Must the OEM buy the product from the wholesaler?

A: No, they can simply pass along the wholesaler's contact information (provided by the hotline) to the end user/contractor. The hotline will provide the three nearest wholesalers, the distance from the failure site, and all the contact information.

Q: How late in the day can a wholesaler place an order and still have it ship that day?

A: Customer Service is open until 8 PM EST; Carriers pick up at the Aftermarket Distribution Center from 3 PM to 7 PM. It's not at all unusual for an order placed at 5 PM EST or later to still ship out the door that day. If it is nearing the end of the day, call the hotline staff and check which carriers are still available.

Q: What other types of calls can the OEMs place to the hotline?

A: None. The Emerson Climate Hotline is a wholesaler inventory locator service. It is not intended for use as technical support, warranty, parts lookup, order maintenance, or direct sales to OEMs. OEMs should continue to call their Emerson OEM CSRs for full support.

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