Copeland®
brand products

OEM Return/Warranty Guidelines

EMERSON™
Climate Technologies

DATE: 10/1/06

TO: **All Original Equipment Manufacturers**

FROM: Emerson Climate Technologies, Inc.

SUBJECT: **Copeland® Brand Products U.S. Domestic Return / Warranty Guidelines**

Attached is the updated policy and procedure manual for OEM field returns, line returns, and other programs associated with the Emerson Climate Technologies, Inc. warranty. It includes detailed information to assist with return and warranty questions.

Should you have further questions please contact your Emerson Climate Technologies, Inc. Sales Manager, Application Engineer, or Customer Communicator.

Emerson Climate Technologies, Inc.
OEM Return/Warranty Guidelines for Copeland® Brand Products

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Emerson Climate Technologies, Inc.
OEM Return/Warranty Guidelines for Copeland® Brand Products

Limited Warranty

Emerson Climate Technologies, Inc. ("Seller") warrants, to its direct purchasers and to no others, that the Goods manufactured by Seller will be free from defects in material and workmanship under normal use and regular service and maintenance, and that the Software will execute the programming instructions provided by Seller . This warranty only applies when such defect appears in Seller Goods within twelve (12) months from the date such Goods are placed in service and which are returned to and received by Seller, within twenty (20) months from the date of manufacture by Seller.

This warranty does not extend to any losses or damages due to misuse, accident, abuse, neglect, normal wear and tear, negligence (other than Seller's), unauthorized modification or alteration, use beyond rated capacity, unsuitable power sources or environmental conditions, improper installation, repair, handling, maintenance or application or any other cause not the fault of Seller. To the extent that Buyer or its agents has supplied specifications, information, representation of operating conditions or other data to Seller in the selection or design of the Goods and the preparation of Seller's quotation, and in the event that actual operating conditions or other conditions differ from those represented by Buyer, any warranties or other provisions contained herein which are affected by such conditions shall be null and void.

If within thirty (30) days after Buyer's discovery of any warranty defects within the warranty period, Buyer notifies Seller thereof in writing, Seller shall, at its option and as Buyer's exclusive remedy, repair, correct or replace F.O.B. point of manufacture, or issue credit or refund the purchase price for, that portion of the Goods found by Seller to be defective. Failure by Buyer to give such written notice within the applicable time period shall be deemed an absolute and unconditional waiver of Buyer's claim for such defects.

Buyer assumes all other responsibility for any loss, damage, or injury to persons or property arising out of, connected with, or resulting from the use of Goods, either alone or in combination with other products/components.

Goods repaired or replaced pursuant to this warranty shall be warranted for the unexpired portion of the warranty applying to the original Goods.

Products purchased by Seller from a third party for resale to Buyer shall carry only the warranty extended by the original manufacturer.

THIS WARRANTY CONSTITUTE SELLER'S SOLE AND EXCLUSIVE WARRANTY WITH RESPECT TO THE GOODS AND ARE IN LIEU OF AND EXCLUDE ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, ARISING BY OPERATION OF LAW OR OTHERWISE, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHETHER OR NOT THE PURPOSE OR USE HAS BEEN DISCLOSED TO SELLER IN SPECIFICATIONS, DRAWINGS OR OTHERWISE, AND WHETHER OR NOT SELLER'S GOODS ARE SPECIFICALLY DESIGNED AND/OR MANUFACTURED BY SELLER FOR BUYER'S USE OR PURPOSE.

LIMITATION OF REMEDY. THE SOLE AND EXCLUSIVE REMEDY FOR BREACH OF ANY WARRANTY HEREUNDER SHALL BE LIMITED TO REPAIR, REPLACEMENT, CREDIT OR REFUND OF THE PURCHASE PRICE.

Emerson Climate Technologies, Inc.
OEM Return/Warranty Guidelines for Copeland® Brand Products

Line Rejects

Description: Product rejected at OEM manufacturing facility on the production line.
Examples: noisy at start up, won't start on production line.

Authorization: No advanced approval required. Credit for Emerson Climate Technologies, Inc. responsible failures will be based on the product's sale price with a freight allowance.

Paperwork

Your paperwork (RG form/Debit Memo) must list the following:

- Copeland® brand products part/model number
- Serial number for each compressor
- Quantity returned
- Type of return – Line Reject

All Line Rejects should have the hard copy of the completed Line Reject Tag/Sticker attached to the compressor.

Line Reject Tag: 052-1200-00
Order by calling or faxing order to:
Emerson Climate Technologies, Inc. Distribution Services – Customer Service
Phone: 317-968-4270
Fax: 937-498-3813
Tags will be shipped prepaid and at no charge.

Shipping

Line Reject compressors should be returned to the plant of manufacture unless otherwise agreed upon with Emerson Climate Technologies, Inc. Use the table below to determine the compressor plant of manufacture based on the ninth character when moving from left to right on the serial number (Example: 03A12345**L** = Lebanon, 03A12345**D** = Sidney). All components should be returned to Copeland Corporation LLC, Rushville, IN.

Plant	Letter	Address
Sidney, OH	T, Z, D, E or Blank	Emerson Climate Technologies, Inc., Warranty Lab, 1675 W. Campbell Road, Sidney, OH 45365
Rushville, IN	R	Copeland Corporation LLC, Plant 41-14, 310 E. Third Street, Rushville, IN 46173. Freight company must call 48 hours in advance for appointment on compressor shipments. Rushville: (765) 932-1902
Hartselle, AL	B or H	CR Compressors LLC, C/O Transfreight, 3220 Highway 31 South, Building E, Decatur, AL 35601
Shelby, NC	S, G or C	Scroll Compressors LLC, Plant 41-32, 4401 E. Dixon Blvd., Shelby, NC 28150
Lebanon, MO	L	Scroll Compressors LLC, Plant 41-09, 701 E. Highway 32, Lebanon, MO 65536
Natchitoches, LA	N	Alliance Compressors LLC, Plant 41-31, 100 Industrial Drive, Natchitoches, LA 71457

See "Shipping Procedures" section for freight allowances and detailed instructions.

Emerson Climate Technologies, Inc.
OEM Return/Warranty Guidelines for Copeland® Brand Products

Field Failures

Description: Inoperative products from field installed equipment.

Authorization: **Compressors/Parts:** No advance approval necessary. Credit will only be issued for compressors/parts that fall within the Emerson Climate Technologies, Inc. warranty time limits.

Units: **Do not return Units**. Only defective compressors and components should be returned.

Paperwork

Your paperwork (RG form/Debit Memo) must list the following:

- Copeland® brand products part/model number and serial number for each failed and replacing compressor
- Install and fail date of failed compressor (mm/dd/yyyy)
- Quantity returned
- Type of return – Field Failure

Make sure all warranty claims have the hard copy of the completed Warranty Claim Tag wired to the compressor. Attach white copy of completed claim tag to paperwork.

Warranty Tag: 052-1830-02
Order through EmersonClimate.com or by calling or faxing order to:
Emerson Climate Technologies, Inc. Distribution Services – Customer Service
Phone: 317-968-4299 (Option #2)
Fax: 317-894-1830
Tags will be shipped prepaid and at no charge.

Shipping

Please send **Field Failures** to the following plants based on the model type.

Plant	Compressor/Models	Address
Rushville, IN	2*, 3*, 4*, 6*, 8*, 9*, E*, H*, K*, L*, G*, N*, T*, MX, MU, all parts	Copeland Corporation LLC, Plant 41-14, 310 E. Third Street, Rushville, IN 46173. Freight company must call 48 hours in advance for appointment on compressor shipments. Rushville (765) 932-1902
Hartselle, AL	C*	CR Compressors LLC, C/O Transfreight, 3220 Highway 31 South, Building E Decatur, AL 35601
Sidney, OH	A*, B*, R*, Q*, Z*, P*, V*, M* (except MX, MU), all other	Emerson Climate Technologies, Inc., Warranty Lab, 1675 W. Campbell Road, Sidney, OH 45365

* Denotes letter or number as the second character of the model

Emerson Authorized Full Line® and Emerson Authorized Copeland® Brand Product Wholesalers will process warranty claims for OEM equipment when the item is within the Emerson Climate Technologies, Inc. warranty, based on the warranty guidelines included in this document, and providing they supply the replacement.

See “Shipping Procedures” section for freight allowances and detailed instructions.

Emerson Climate Technologies, Inc.
OEM Return/Warranty Guidelines for Copeland® Brand Products

Field Failure – Warranty Time Limit and Credit Determination

Warranty Period: Copeland® brand products are warranted for a period of **1 YEAR**. Compressors and parts sold to OEM's with a maximum 12 months of service **and** returned to and received by Emerson Climate Technologies, Inc. within 20 months from the date of manufacture will be honored under warranty. A full copy of the Emerson Climate Technologies, Inc. warranty appears on page 4 of this document.

Copeland® brand products repaired or replaced pursuant to the Emerson Climate Technologies, Inc. existing warranty return policy are warranted for the unexpired portion of the warranty applying to the original product.

Serial Number The serial number stamped or printed on the compressor nameplate consists of nine characters.

Example: **06A** * * * * * *

Date Code: The first two numbers when moving from left to right indicate the year of manufacture. The first letter moving from left to right designates the month of manufacture. The table below shows the corresponding letter for the months of the year. For the example above (06A), the manufacture date would be January 2006.

Letter	Month	Letter	Month
A	January	G	July
B	February	H	August
C	March	I	September
D	April	J	October
E	May	K	November
F	June	L	December

Our policy is to provide a replacement for all products that have been used in field service. The following may also apply:

- Semi-Hermetic compressors – **In-Warranty.** Unless otherwise agreed to by Emerson Climate Technologies, Inc., credit will be issued at the service price, provided that a service replacement has been purchased within 12 months at the service price. If a service replacement has not been purchased, one will be provided at no charge to handle the in-warranty claims.

- Semi-Hermetic compressors – **Out-of-Warranty.** The service salvage allowance will be credited at the service price, provided that a service replacement has been purchased within 12 months. If a service replacement has not been purchased, credit will be issued at the **Buy Back As-Is** price. No credit will be issued if the model is not on the "Buy Back As-Is Model List" of this document.

- Parts – Credit will be issued at the purchase price, for in-warranty parts only.

Field Failure – Warranty Time Limit and Credit Determination (continued)

- Hermetic compressors – Unless otherwise agreed to by Emerson Climate Technologies, Inc., in-warranty credit will be issued at the OEM's service price if a service compressor model and serial number are provided. If no replacement information is provided credit value at production price will be issued

- **Hermetic compressors – Only compressors in the Emerson Climate Technologies, Inc. warranty period are required for inspection and credit. Compressors outside the warranty period may be returned to an Emerson Climate Technologies, Inc. plant for disposal, but no freight credit will be given, and a $75 disposal fee will be charged for this service. Compressors returned for special inspection programs (See "Special Inspection" Section) arranged with Emerson Climate Technologies, Inc. are not subject to this disposal fee.**

Emerson Climate Technologies, Inc.
OEM Return/Warranty Guidelines for Copeland® Brand Products

Sample Returns

Description: Purchased by OEM and compressor facility for system development used at OEM.

Authorization: No advanced approval required.

Credit: Credit will be issued per the field failure warranty time limit and credit determination section

Paperwork

All Sample Returns should have the Sample Return Label attached to the compressor.

Sample Return Label: CC-675
Order through EmersonClimate.com or by calling or faxing order to:
Emerson Climate Technologies, Inc. Distribution Services – Customer Service
Phone: 317-968-4299 (Option #2)
Fax: 317-894-1830
Labels will be shipped prepaid and at no charge.

Shipping

Plant	Address
Sidney, OH	Emerson Climate Technologies, Inc. Warranty Lab 1675 W Campbell Road Sidney, OH 45365

See “Shipping Procedures” section for freight allowances and detailed instructions.

Surplus Inventory

Description: Any surplus material **in new, re-sellable condition** not required for customer production.

Authorization: A **Return Material Authorization (RMA) from Emerson Climate Technologies, Inc.** is required, and **an inspection and reprocessing fee will apply.** Contact your Customer Communicator at the plant of origin to submit a request for return of surplus inventory. All returns must be approved, and the credit amount will be determined at the time of approval.

Paperwork

The Return Material Authorization (RMA) from Emerson Climate Technologies, Inc. must accompany shipment.

Your paperwork (RG form/Debit Memo) must list the following:

- Copeland® brand product part/model number
- Serial number for each compressor
- Quantity returned
- Type of return – Surplus Inventory

Shipping

Ship freight **Pre-Paid**, unless return authorization states differently. The Return Material Authorization (RMA) will give return address and instructions.

Emerson Climate Technologies, Inc.
OEM Return/Warranty Guidelines for Copeland® Brand Products

Buy Back As-Is

Description: Only semi-hermetic models, identified on the **Buy Back As-Is** List are eligible.

Authorization: Emerson Climate Technologies, Inc. Sales Manager must approve.

Paperwork

Your paperwork (RG form/Debit Memo) must list the following:

- Copeland® brand products part/model number
- Serial number for each compressor
- Quantity returned
- Type of return – Buy Back As-Is

Make sure that all compressors are tagged with Buy Back As-Is Tag.

Buy Back As-Is Tag: 052-1869-00
Order through EmersonClimate.com or by calling or faxing order to:
Emerson Climate Technologies, Inc. Distribution Services – Customer Service
Phone: 317-968-4299 (Option #2)
Fax: 317-894-1830
Tags will be shipped prepaid and at no charge

Shipping

Ship to: Copeland Corporation LLC
Plant 41-14
310 E. Third Street
Rushville, IN 46173
Freight Pre-Paid – Carrier of your choice
Freight Company must call Rushville 48 hours in advance for appointment.
Rushville (765)-932-1902

Buy Back As-Is Model List

KAA, KAE, KAG, KAJ, KAK KAL, KAM, KAN, KAR, KAT, KW*	$35.00
EAL, EAV, ERA, ERF, ERJ	$60.00
3RA, 3RK	$100.00
LAC, LAH, LAL, LAM	$125.00
NRA, NRB, NRN	$125.00
2DA, 2DB, 2DC, 2DD, 2DF, 2DL	$150.00
3DA, 3DB, 3DF, 3DG, 3DJ, 3DK, 3DP, 3DS, 3DT	$150.00
4DA, 4DE, 4DH, 4DJ, 4DK, 4DL, 4DP, 4DR, 4DS, 4DT	$200.00
4RJ, 4RR	$200.00
6DE, 6DH, 6DJ, 6DL, 6DR, 6DS, 6DT	$200.00
6RJ, 6RR, 6RS, 6RT	$200.00
9RB, 9RC, 9RJ, 9RP, 9RS, 9RT, 9TH, 9D*	$125.00

Each compressor must have Copeland® brand large nameplate attached, size, 2” by 3 ½”.
Models without nameplates will not be accepted.

Emerson Climate Technologies, Inc.
OEM Return/Warranty Guidelines for Copeland® Brand Products

Shipped-in-Error

Description: Product provided by Emerson Climate Technologies, Inc. was different than what was ordered.

Authorization: A **Return Material Authorization (RMA) from Emerson Climate Technologies, Inc.** is required. Credit will be issued at the invoiced purchase price. Call or fax your request to the manufacturing plant:

Scroll Compressors LLC Sidney, OH - Copeland Scroll™ compressors	Phone: 937-498-3140 Fax: 937-498-3116
Scroll Compressors LLC Sidney, OH - Copeland® brand non-scroll compressors	Phone: 937-498-3914 Fax: 937-498-3813
Copeland Corporation LLC Sidney, OH – Condensing Units	Phone: 937-498-3859 Fax: 800-468-2198
CR Compressors LLC Hartselle, AL	Phone: 256-751-2335 Fax: 256-773-3099
Scroll Compressors LLC Lebanon, MO	Phone: 417-588-8629 Fax: 417-588-8724
Scroll Compressors LLC Shelby, NC	Phone: 704-481-5330 Fax: 704-481-5340
Alliance Compressors LLC Natchitoches, LA	Phone: 318-356-2243 Fax: 318-356-4555
Emerson Climate Technologies, Inc. Distribution Services Greenfield, IN - Parts	Phone: 317-968-4299 (Option #2) Fax: 317-894-1830

Paperwork

The Return Material Authorization (RMA) from Emerson Climate Technologies, Inc. must accompany shipment.

Your paperwork (RG form/Debit Memo) must list the following:

- Copeland® brand products part/model number
- Serial number for each compressor
- Quantity returned
- Type of return – Shipped-in-Error

Shipping

Ship freight collect per the “Shipping Procedures” Section unless return authorization states differently.
The Return Material Authorization (RMA) will give return address and instructions.

Special Inspection

Description: A customer requested inspection to determine the cause of field failed compressors.

Authorization: Contact your Emerson Climate Technologies, Inc. Sales Manager or Application Engineering. An inspection fee may apply.

Paperwork

Your paperwork (RG form/Debit Memo) must list the following:

- Copeland® brand products part/model number
- Serial number for each compressor
- Quantity returned
- What type of return – Special Inspection
- Unit/System model and serial number
- Start Date
- Fail Date
- Jobsite reference, job number, or job location

Shipping

Make sure that the **yellow or green Special Inspection Sticker provided by Emerson Climate Technologies, Inc.** is attached to the compressor.

For semi-hermetic compressors, place the sticker on the head of the compressor.
For hermetic compressors, place the sticker on the top of the compressor.

Do not place the sticker over the nameplate.

Application Engineering will provide shipping instructions.

Delayed Start-Up Warranty Program

Description: This program is designed to give OEM's a full 12 months of operation on those products sold, but, due to circumstances beyond their control, are delayed in start-up.

Compressors and/or condensing units approved for this program will be warranted for 12 months from date of start-up.

This program applies to new installations in the continental United States. Emerson Climate Technologies, Inc. reserves the right to have its representative inspect the job prior to start-up.

Authorization Procedure

Fill in the form below and fax it to: Warranty Administration (317) 894-1830

All items on this form must be complete. If a failure should occur, the OEM must report back to Warranty Administration and supply the service company name and the wholesaler handling the replacement.

Emerson Climate Technologies, Inc. Delayed Start-Up Warranty Program

Date: _____ OEM: _____ Customer Code: _____

Contact: _____ Fax: _____ Phone: _____

Name of job: _____ City/State: _____

Name of Service Company or Contractor: _____ Phone: _____

Date product was shipped by OEM: _____

Date compressor or condensing unit will be started: _____

Reason for Delay: _____

Copeland® Brand Compressor Model	Compressor Serial Number

Fax to:
Warranty Administration-Greenfield, IN
317-894-1830

Acknowleged by: _____

Date: _____

Shipping Procedures for Emerson Climate Technologies, Inc. Returns

All products returned to Emerson Climate Technologies, Inc. should be shipped via the most economical means possible. **Freight allowances** will be calculated based on our negotiated freight rates and will apply as follows:

Line Returns - Calculated based on full carrier shipments from the Emerson Climate Technologies, Inc. plant of origin to the OEM's manufacturing facility, and returned in shipments not less than 500 lbs. We will only give freight allowances on product deemed our responsibility following inspection.

Field Failures - Calculated based on full carrier shipments from the Emerson Climate Technologies, Inc. plant of origin to the OEM's manufacturing facility, and returned in shipments not less than 150 lbs. We will give freight allowances on all returns that are in our warranty period defined in the "Field Failure" section. No credit will be given for any other type of return unless agreed by Emerson Climate Technologies, Inc. and noted in the Return Material Authorization (RMA). For shipments less than 500 lbs. please call 937-493-2786 to get an account number.

Compressors returned to Emerson Climate Technologies, Inc. collect will have the collect freight amount deducted from the credit amount, and a freight allowance (as mentioned above) will be added to the credit amount.

Shipping Procedures:

1. Bill-of-lading and freight bill must list the number of pieces being shipped. Do not list skids or cartons.

2. All compressors should have the OEM name, location and customer number on the appropriate tag (either Line Reject Tag or Warranty Claim Tag) attached to the compressor. For semi-hermetic compressors, place the sticker on the head of the compressor. For hermetic compressors, place the sticker on the top of the compressor.

3. Do not cover the product nameplate with paperwork or tags.

4. Warranty Claim Tags must be filled out completely with the required information below, before full warranty credit will be given:

   Failed Model and Serial Number, Install/Fail Dates, Replacing Model and Serial Number

5. Customer paperwork must be placed in a packing envelope and attached to one of the compressors. Do not put envelope on shrink-wrap, or give to the truck driver. Do not mail a copy of the paperwork to Emerson Climate Technologies, Inc.

6. For Special Inspections, the yellow or green Special Inspection Sticker must be attached to the compressor. For semi-hermetic compressors, place the sticker on the head of the compressor. For hermetic compressors, place the sticker on the top of the compressor.

7. Returned semi-hermetic compressors must be totally sealed by use of shipping pads taken from the replacement compressors. Do not use tape, rags or putty. For hermetic compressors, the line connections should be pinched and soldered shut or sealed with rubber plugs.

Shipping Procedures for Emerson Climate Technologies, Inc. Returns (continued)

8. Compressors should be skidded and banded or stretch wrapped for shipment.

9. Ship to address listed on the “Shipping” section for each product return type.

10. For **Line Returns and Field Failures**, if you choose to ship your return **collect,** follow the steps listed below to ensure the proper carrier is selected:

    1. Go to http://www.EmersonClimate.com/warranty.htm.
    2. Click on the appropriate product return matrix link.
    3. Select the state from which the shipment is being made.
    4. Choose the destination for the product.
    5. Use the carrier designated.

You must use the carriers shown on the Emerson Climate Technologies, Inc. “Product Return Matrix” where product is being returned to us by “collect” freight terms. All shipments that arrive referencing “collect” freight terms on carriers not specified will be refused by Emerson Climate Technologies, Inc. until the freight terms are modified to “prepaid”.

EMERSON™
Climate Technologies

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