

## Compressor Replacement Procedures For A Domestic Carlyle OEM

### Index

	Page
• Domestic OEM	1
• Failure At The OEM's Factory: Line Reject	1
• Failure At The Job Site And Carlyle's Green Carpet Support: Field Failure	2
• Green Carpet Phone Lines	2
• Extended Warranty	2
• Field Support Policy For Providing Any Replacement Part Or Service Compressor	3
• Emergency Replacement Guaranteed By The OEM	3
• The Contractor's Responsibility To Return The Compressor Body	3
• Direct Warranty Replacement Procedures	4
• Carlyle Domestic OEM Compressor Warranty	4

### Domestic OEM

Carlyle Compressor Company (Carlyle) defines a domestic OEM (Original Equipment Manufacturer) as one that is located in and sells within the United States and Canada. This bulletin is specific for a Carlyle domestic OEM.

Carlyle has two separate procedures for a domestic OEM to use in order to replace a failed compressor or component. The first is for when our compressor is at the OEM's place of business (*line reject*) and the second is when the product is at the end user's place of business (*field failure*) within the United States or Canada.

### Failure At The OEM's Factory -- Line Reject --

The domestic OEM should contact their Carlyle order correspondent with the compressor model number and serial number along with the purchase order number used to buy the compressor. Our order correspondent will arrange to send the needed replacement compressor or parts and provide instructions for the proper return of the failed material.

**NOTE: Any compressor or parts returned to Carlyle without authorization or not having an RGA (Return Goods Authorization) tag will be returned to the sender at their expense.**

### **Failure At The Job Site And Carlyle's Green Carpet Support -- Field Failure --**

Once the finished equipment is installed in the field, any failure of a compressor or a part is handled by our field distribution network. The compressor or part should be obtained at the Carlyle distributor closest to the actual field installation. To ensure the availability of a replacement compressor at the distributorship, a critical installation report must be filed with your Carlyle Sales Manager. Carlyle's Green Carpet program can provide the OEM, contractor or end user with information on who is our closest authorized distributor. Green Carpet is available through a toll free number, 24 hours a day, 365 days a year. They can provide information on how to contact the distributor or can aid in making that contact. For emergency refrigeration service, Green Carpet will contact our distributors after hours, on weekends and holidays. Most comfort cooling situations are not considered an emergency and the distributor should be contacted on the next workday.

Green Carpet does not offer detailed technical help nor can they analyze compressor or system problems. The refrigeration contractor should be familiar with compressor operations and the OEM's package. All questions about the system's operation, compressor included, should first be directed to the OEM's service department or his local representative. After working with the OEM, any additional compressor questions should be directed to the Carlyle sales and application group.

The caller to Green Carpet must know the compressor model and serial number and installation date. Other needed information includes the type of failure, do they need a full replacement or just parts, and is this a warranty situation.

To contact our Green Carpet program you can call as follows:

#### **GREEN CARPET PHONE LINES**

##### **For Domestic OEM's & Their Jobs Located In The US & Canada**

In the US            1-800-462-2759  
                              (1-800-GO-CARLYLE)  
In Canada            1-800-258-1123

##### **Current International Calling Areas To Green Carpet**

In Mexico\*    95-1-800-462-2759  
In Puerto Rico\* 1-800-462-2759

\* Not Part Of Domestic OEM Warranty Coverage

#### **Extended Warranties**

Our distribution will only honor the Carlyle Compressor warranty. They can not honor any OEM provided extended warranty. The Carlyle distributors are independent companies and they expect payment when they provide service. The installing contractor or end user will be responsible for getting from the OEM any reimbursement on any OEM provided extended warranty.

The only Carlyle provided extended warranty is one that is purchased from our distributor with the purchase of an out of warranty replacement compressor. The distributor handles this warranty himself.

### **Field Support Policy For Providing Any Replacement Part Or Service Compressor**

The Carlyle authorized distributor is the source for all replacement parts and compressors, both in or out of warranty. The distributor requires a purchase order for any replacement item, including all warranty situations. Most distributors use an SCA (Service Credit Application) form for service needs and a sample is attached. To complete this form you would need the following information:

- Name and address of the servicing company
- Name and address of the company being serviced
- Warranty status. As previously noted, we do not honor an OEM provided extended warranty.
- The section labeled "BASE UNIT MODEL OR...." refers to a Carrier manufactured unit. Please write in the name of the OEM who built the unit in this section. We do not need the OEM's unit S/N. We do need the unit start up, failed and repaired dates
- Model and serial numbers of the original and any replacement compressors.
- Provide failure mode fault code (noted on back of the SCA form), plus any additional comments on the failure mode can be added under comments at the bottom of the form.

Except for cash sales, the local distributor will only sell parts and service compressors to a credit approved account. If the installing or service contractor does not have an account, we recommend that they set one up with our local distributor at the time of equipment installation.

### **Emergency Replacement Guaranteed By The OEM**

In a warranty situation, where the service contractor has not established credit with our local distributor, our Green Carpet program can help. This requires an OEM purchase order to guarantee the compressor purchase for their contractor. Once the failed warranty compressor is returned to the distributor, their purchase order will be credited. The costs of not returning the core is noted below.

Carlyle domestic OEM's can also use this program for their out of warranty needs, such as handling their own extended warranty contracts. Green Carpet can only issue the OEM's out of warranty purchase order to the local distributor if that OEM is in good credit standing at Carlyle. An out of warranty replacement compressor will be at after-market pricing levels. The need for their agent to return the core is noted below.

### **The Contractor's Responsibility To Return The Compressor Body Or Parts**

Carlyle's distributors will issue credit, either full or core credit, after the return of the failed compressor. Parts replaced under warranty must also be returned for credit. No warranty will be honored if the core and/or parts are not returned and

the distributor will then bill the issuer of the purchase order at after-market pricing. OEM prices do not apply in a service situation. All compressors must be returned to the same distributor that supplied the original replacements. The Green Carpet agreement between Carlyle and our distributors insures payment to the distributor for handling our requests. Therefore, the OEM requesting Green Carpet assistance takes responsibility for their own purchase order. It is the OEM's responsibility to get their contractor to return the failed compressor as part of their contract.

### **Direct Warranty Replacement Procedures**

Under the Carlyle warranty, the installer has the option to return the failed compressor or part to the distributor and directly exchange it for the replacement. This allows the installer to get the exchange item without having to buy it in advance. All paperwork noted must be completed at the time of the exchange.

### **Carlyle Domestic OEM Warranty**

Carlyle Compressor, Division of Carrier Corporation, (Carlyle) warrants compressors manufactured and sold by Carlyle to be free from defects in material and workmanship.

- All 06D/E/CC semi-hermetic compressors are warranted for 12 months from date of original installation or 20 months from date of manufacture, whichever period first expires.

- All 5 F/H open drive reciprocating compressors are warranted for 36 months from date of original installation or 40 months from date of manufacture, whichever period first expires.

The Buyer's or End User's exclusive remedy and Carlyle's liability under this warranty shall be limited, at Carlyle's option, to repair, replace, or credit as follows: Repair of the defective compressor, part or component; or replacement of the same with a new or remanufactured compressor, part or component, or refund of the original purchase price; or issuance of a credit for the original purchase price, providing that the failed compressor or component is returned to Carlyle within 60 days from date of failure. After 60 days, Carlyle may, at its option, issue a reduced credit instead. **THIS EXPRESS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY EXCLUDED. THIS WARRANTY DOES NOT INCLUDE LABOR COSTS.** Labor, material and other expenses related to the removal, replacement and transportation of defective compressor parts or components are the End User's responsibility.

The warranty stated above is limited to the original End User of the compressor, parts or components; is limited to compressors installed and used in the United States or Canada; and covers only the basic compressor and the compressor components installed by Carlyle.

Customer installed compressor accessories (manufactured by Carrier or Carlyle) such as crankcase heaters, pressure switches, external unloaders, flywheels, couplings and mufflers, will have this same warranty limited to 12 months from date of installation or 24 months from date of manufacture whichever comes first. **CARLYLE SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OR LOSSES FROM ANY CAUSE WHATSOEVER, INCLUDING, WITHOUT LIMITATION, LOSS OF USE, COMMERCIAL PROFITS, OR CUSTOMER GOODWILL, AND ANY OTHER CLAIMS BASED ON CONTRACT OR TORT.**

This warranty shall not apply to: Compressors, parts or components improperly applied, installed or operated, or to those which have been modified, or subjected to abuse, misuse, negligence or improper repair, service or maintenance. **Also this warranty shall not apply to any Carlyle compressor operated with any refrigerant or oil not approved by Carlyle.** All compressors, parts or components shall be returned to Carlyle (or its designee) and Carlyle reserves the right to deny any claim for a remedy under this warranty if after inspection or investigation of the claim, Carlyle determines that the compressor, part or component was not found to be defective. **No returns will be accepted without Carlyle's prior approval and the issuance of an RGA (Return Goods Authorization) tag.** Compressors and parts of components repaired or replaced shall have the same warranty as set forth herein, limited however, to the time remaining for the warranty period which applied to the original compressor,

part or component. All compressors, parts and components returned for which a refund or credit is given under this warranty shall become the property of Carlyle.

Opening the compressor to help diagnose the failure mode does not void the warranty.

When returning the compressor to our distributors:

- all parts must be placed back into the compressor
- all openings must be sealed

Carlyle reserves the right to discontinue or change at any time the specifications of our warranty without prior notice and without incurring any obligations.

The above warranty is, as previously noted, for compressors sold and installed within the United States and Canada.