



BULLETIN # 08M-01

Carlyle/RCD Refrigeration Products
Carrier Parkway, TR2
Syracuse, NY 13221

SUBJECT: **Compressor Replacement Procedure for both Warranty & Non-Warranty**

DATE: April 7, 2008
AUTHOR: Mark Feldman

<input type="checkbox"/> PRODUCT	<input checked="" type="checkbox"/> SERVICE & PARTS	<input type="checkbox"/> GENERAL
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Product Name: Replacement Compressors

DESCRIPTION

Field Support Policy for Obtaining Replacement Parts and Service Compressors*

The Carlyle authorized distributor is the main 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 a Service Credit Application (SCA) form for service needs. The following information is needed to complete the form:

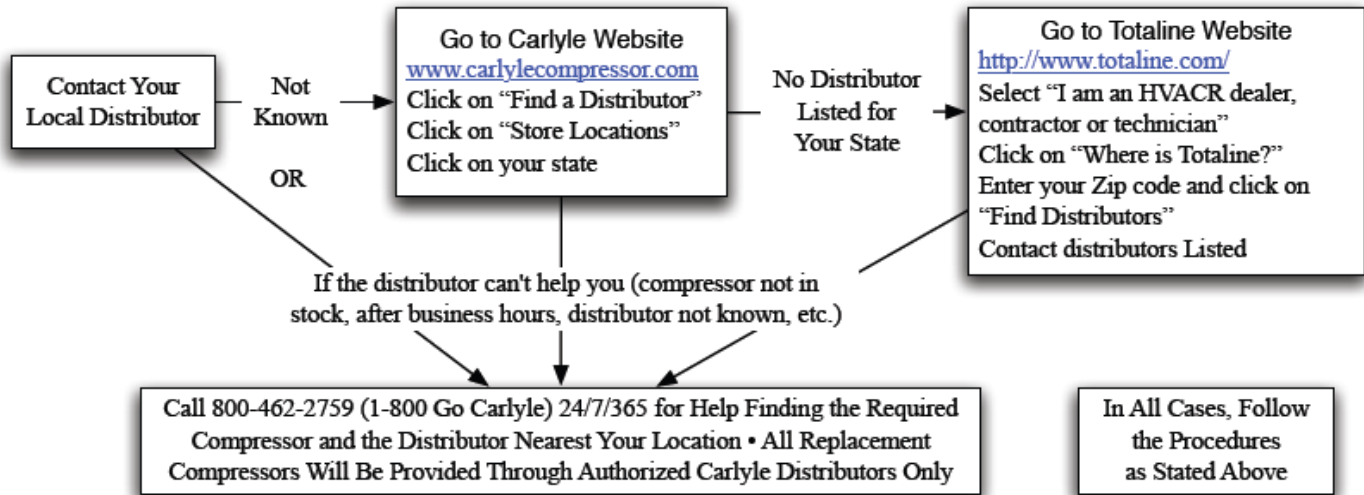
- Name and address of the servicing company.
- Name and address of the company being serviced.
- Warranty status. (Note: as previously stated, Carlyle does not honor an OEM provided extended warranty.)
- The section labeled “BASE UNIT MODEL OR...” refers to a Carrier manufactured unit. Please write in 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.
- Failure mode fault code, noted on back of the SCA form. 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 one is set up with the local distributor at the time of equipment installation.



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*This bulletin supersedes Carlyle OEM Bulletin 97M-5.