



COMPLETED BY:

DATE: _____

THERMO PRODUCTS, LLC
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FOR OFFICE USE
ONLY

APPROVED BY:

DATE: _____

WARRANTY REPORT FORM FOR A/C COMPRESSOR

NOTICE: IF THE FOLLOWING INFORMATION IS NOT COMPLETE AND ACCURATE
THIS WARRANTY CLAIM MAY BE DELAYED OR DENIED.

o If this box is checked a completed job site report form must accompany this report

IMPORTANT: *All replacement compressors or condensers requested for shipment prior to confirmation of the warranty claim approval will be billed to the ordering dealer. If the claim is denied, the dealer will be responsible for payment of the item cost as well as shipping.*

SERVICE COMPANY _____ ADDRESS _____

CITY _____ STATE _____ ZIP _____ PHONE _____

CONTACT PERSON FOR QUESTIONS _____

FIRST THROUGH FIFTH YEAR (*CHECK ONE*) SIXTH THROUGH TENTH YEAR

USER/HOMEOWNER NAME _____ ADDRESS _____

CITY _____ STATE _____ ZIP _____ PHONE _____

CONDENSER MODEL NO. _____ SERIAL NO. _____ DATE INSTALLED _____

DATE FAILED _____ THERMO PRODUCTS INVOICE # _____

COMPRESSOR INFORMATION

ORIGINAL COMPRESSOR MODEL _____ REPLACEMENT MODEL _____

ORIGINAL COMPRESSOR SERIAL _____ REPLACEMENT SERIAL _____

DATE COMPRESSOR INSTALLED IF REPLACED PREVIOUSLY _____

INVOICE TO BE CREDITED _____ TOTAL NUMBER OF COMPRESSOR FAILURES _____

TYPE OF REFRIGERANT USED _____ VOLTAGE AT COMPRESSOR (DURING
OPERATION) _____ VAC.

REASON FOR FAILURE, REPLACEMENT TERMS AND WARRANTY CONDITIONS

REASON FOR FAILURE

(CHECK ONE OR MORE)

NOISE

- o AT START UP
- o RUNNING-STEADY
- o RUNNING-INTERMITTENT
- o AT SHUT DOWN
- o EXCESSIVE VIBRATION

COMPRESSOR WILL NOT START

- o MOTOR WINDING GROUNDED
- o MOTOR WINDING OPEN
- o THERMAL OVERLOAD OPEN
- o CIRCUIT PROTECTOR OPEN
- o NO RESPONSE FROM COMPRESSOR (CONDENSER FAN OPERATES)
- o MISWIRED TO COMPRESSOR

REPLACEMENT TERMS

NOTE: THE SERVICE COMPANY IS RESPONSIBLE FOR MAKING ANY REPAIR REQUIRED TO AVOID FUTURE FAILURES.

IF THE COMPRESSOR FAILS WITHIN ONE TO FIVE YEARS.

1. A NEW COMPRESSOR IS SHIPPED ON A FREIGHT PREPAID BASIS FIRST THROUGH FIFTH YEAR.
2. IF A FIRST YEAR FAILURE, THE DEFECTIVE COMPRESSOR MUST BE RETURNED TO THERMO PRODUCTS INC. (LINES MUST BE BRAZED CLOSED)
3. WHEN COMPRESSOR (FIRST YEAR ONLY) AND WARRANTY FORM (COMPLETED) ARE RETURNED AND APPROVED AN ACCOUNT CREDIT WILL BE ISSUED FOR THE AMOUNT OF THE COMPRESSOR AND (FIRST YEAR ONLY) UP TO \$150.00 FOR LABOR.

IF COMPRESSOR FAILS BETWEEN SIX AND TEN YEARS.

1. A NEW COMPRESSOR WILL BE SHIPPED WITH FREIGHT CHARGED TO RECEIVING DEALER.
2. THE FAILED COMPRESSOR NEED NOT BE RETURNED UNLESS REQUESTED. IF

REQUESTED, THE OWNER/DEALER IS RESPONSIBLE FOR RETURN CHARGES.

3. WHEN THE (COMPLETED) WARRANTY FORM IS RETURNED AND APPROVED AN ACCOUNT CREDIT WILL BE ISSUED FOR THE AMOUNT OF THE COMPRESSOR.

NOTICE: TO ASSURE FULL CREDIT FOR THE COST OF THE COMPRESSOR THE REPLACEMENT COMPRESSOR MUST BE SUPPLIED BY THERMO PRODUCTS INC.

WARRANTY CONDITIONS

(CHECK THE APPROPRIATE ANSWER)

IS THE SYSTEM INSTALLED ACCORDING TO THE INSTALLATION INSTRUCTIONS? o YES o NO

DOES THE DUCT SYSTEM COMPLY WITH THE RECOMMENDATIONS OF ACCA MANUAL D? o YES o NO

IS THE SYSTEM INSTALLED ACCORDING TO STATE AND LOCAL CODES REGARDING SAFETY AND ELECTRICAL WIRING? o YES o NO

HAS THE SYSTEM BEEN PROVIDED REASONABLE AND NECESSARY MAINTENANCE? o YES o NO

HAS THE SYSTEM BEEN MODIFIED OR OPERATED IN A MANNER OTHER THAN THE DESIGNED CONFIGURATION? o YES o NO

HAVE THE ORIGINAL OR IDENTICAL REPLACEMENT CONTROLS ON THE CONDENSING UNIT BEEN MODIFIED, ALTERED OR BYPASSED? o YES o NO

HAS THIS FAILURE BEEN A RESULT OF WATER DAMAGE, LIGHTNING, ACTS OF GOD OR CIRCUMSTANCES EXTERNAL TO THE SYSTEM? o YES o NO