



COMPLETED BY: \_\_\_\_\_

DATE: \_\_\_\_\_

THERMO PRODUCTS, LLC  
PO BOX 237  
DENTON, NC 27239  
techservice@thermopride.com  
PHONE# 800-476-4328  
FAX# 717-399-2044

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.**

*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**

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

**COMPRESSOR WILL NOT START**

- MOTOR WINDING GROUNDED
- MOTOR WINDING OPEN
- THERMAL OVERLOAD OPEN
- CIRCUIT PROTECTOR OPEN
- NO RESPONSE FROM COMPRESSOR  
(CONDENSER FAN OPERATES)
- 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?**

**YES  NO**

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

**IS THE SYSTEM INSTALLED ACCORDING TO STATE AND LOCAL CODES REGARDING SAFETY AND ELECTRICAL WIRING?  YES**

**YES**

**NO**

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

**HAS THE SYSTEM BEEN MODIFIED OR OPERATED IN A MANNER OTHER THAN THE DESIGNED CONFIGURATION?  YES**

**NO**

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

**NO**

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