

# Emerson Canada Warranty Guide

RELEASED FALL 2019

Copeland

Alco & Flow Controls

Emerson Retail Solutions

Dixell

Vilter

Cooper-Atkins

Cargo Solutions

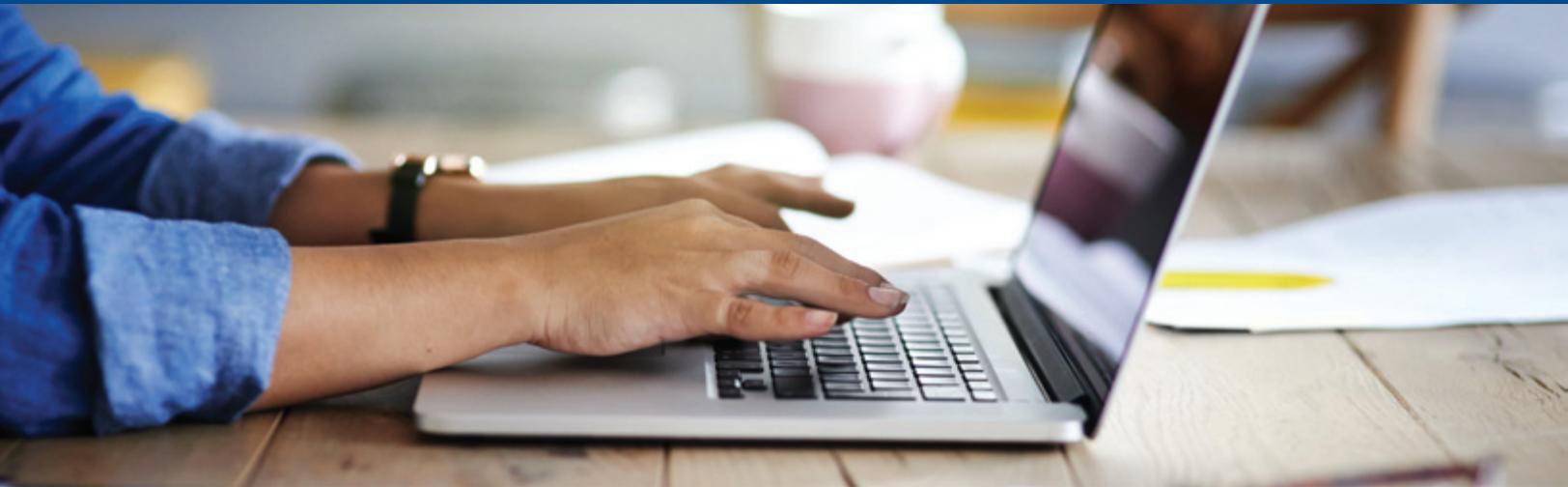
White-Rodgers and Third-Party Buyout





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# Submit Warranty Claims Online



## WARRANTY CLAIMS SUBMISSION PORTAL

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As of October 1st, 2019, all Copeland compressors/parts and Flow products warranty claims must be submitted via the portal (the salvage and buyback return process will not change). Any requests submitted after October 1st, 2019 must be resubmitted online in order to obtain warranty credit.

The warranty portal allows for:

- Faster turnaround times
- Ability to submit pictures of stickers for hermetic compressors as well as electronic copies of proof of sales for claims (Semi Hermetic Compressors will still need to be physically returned for core credits)
- Ability to view a history of submitted claims
- Editing claims as you go

To get started, send an email to:

[WarrantyCanada.Climate@emerson.com](mailto:WarrantyCanada.Climate@emerson.com) to request your login details.

Submit White-Rodgers Wholesaler Warranty Claims at:

<https://www.emersoncanada.ca/warranty>

# Emerson Limited Warranty Policy

## LIMITED WARRANTY

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Your purchase and applicable Limited Warranty is subject to our Terms and Conditions of Sale. Any different or additional buyer terms or conditions in any proposal, purchase order, portal, or any other document are hereby objected to and superseded by our Terms and Conditions, unless there is a written, fully-executed agreement with the order-accepting affiliate, applicable to the goods and/or services.

Subject to the limitations of the applicable Terms & Conditions, Sole Warranty, Limitation of Remedy and Limitation of Liability. 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 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. This includes any associated labour claims. 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.

Acceptance of articles covered hereby by Buyer from the carrier on shipment thereof shall constitute a waiver of all claims based on delay in delivery; and every claim on account of breakage, short count, or any defect ascertainable upon receipt by Buyer shall be waived by Buyer, unless made in writing within fifteen (15) days after the receipt of the articles to which the claim relates. Products or parts for which a warranty claim is made are to be returned transportation prepaid to Seller's factory.

Seller makes no warranty whatsoever with respect to Insert: articles which are not manufactured by it; however, Seller will assign or make available to Buyer any warranty which has been extended or assigned to Seller by the manufacturer and/or vendor of such articles and which Seller has the right to so assign or otherwise make available to Buyer.

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

## SOLE WARRANTY

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The warranties identified herein constitute Seller's sole and exclusive warranties 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

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The sole and exclusive remedy for breach of any warranty hereunder (other than the warranty provided herein) shall be limited to repair, replacement, credit or refund of the purchase price identified under Limited Warranty Section.

## LIMITATION OF LIABILITY

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Seller shall not be liable for damages caused by delay in performance and the remedies of Buyer set forth in this agreement are exclusive. In no event, regardless of the form of the claim or cause of action (whether based in contract, infringement, negligence, strict liability, other tort or otherwise) shall Seller's liability to Buyer and/or its customers exceed the price paid by Buyer for the specific goods or portion of the goods provided by Seller giving rise to the claim or cause of action, and Buyer shall indemnify and hold harmless Seller for any damages incurred by Seller in excess thereof. Buyer agrees that in no event shall Seller's liability to Buyer and/or its customers extended to include incidental, consequential, or punitive damages.

# Emerson Limited Warranty Policy

The term “consequential damages” shall include, but not be limited to, loss of anticipated profits, business interruption, loss of use, revenue, reputation and data, costs incurred, including without limitation, for capital, fuel, power and loss or damages to capital or equipment. Buyer agrees that all instructions and warnings supplied by Seller will be passed on to those persons who use the Goods. Seller’s Goods are to be used in their recommended applications and all warning labels adhered to the Goods by Seller are to be left intact.

It is expressly understood that any technical advice furnished by Seller before or after delivery in regard to the use or application of the Goods is furnished without charge, and Seller assumes no obligation or liability for the advice given or results obtained, all advice being given and accepted at Buyer’s sole risk.

In addition to the Emerson Limited Warranty, please reference the following;

## **COPELAND**

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.

## **RETAIL SOLUTIONS**

The warranty extended by Retail Solutions, as printed below, is a limited warranty to provide parts and factory labor necessary to remedy any material defects which appear during the first twenty four months from date of shipment of a Retail Solutions product.

Seller’s sole obligation under this warranty shall be to provide, without charge, parts and factory labor necessary to remedy material defects, if any, which appear during the first twenty four months from the date of shipment of such articles.

## **VILTER**

Seller warrants the products it manufactures to be free from defects in material and workmanship for a period of eighteen (18) months from the date of shipment from Seller’s manufacturing plant or twelve (12) months from date of installation at the initial end users location, whichever occurs first. In addition, Seller provides the following extended warranties: (a) three (3) years from the date of shipment on single screw compressor internal rotating parts, (b) two (2) years from the date of shipment on reciprocating compressors and single screw and reciprocating compressor parts, and (c) two (2) years on all other parts on a single screw compressor unit. Vilter Manufacturing reserves the right to improve or modify products from time to time.

## **CARGO SOLUTIONS**

Seller shall not be liable for any defects caused by: fair wear and tear; materials or workmanship made, furnished or specified by Buyer; non-compliance with Seller’s storage, installation, operation or environmental requirements; lack of proper maintenance; any modification or repair not previously authorised by Seller in writing; nor the use of non-authorized software or spare or replacement parts. Seller’s costs incurred in investigating and rectifying such defects shall be paid by Buyer upon demand. Buyer shall at all times remain solely responsible for the adequacy and accuracy of all information supplied by it. All Services are provided on an “AS IS” and “AS AVAILABLE” basis unless otherwise set forth in this Agreement. Additionally, Buyer understands that the Goods may utilize wireless networks such as, but not limited to, 4G LTE, CDMA, GSM (“Wireless Networks”) and that actual signal availability may depend on a combination of the Goods, third party wireless network carriers and availability of and actions of roaming partners, and that factors outside of Seller’s control, such as weather, buildings, topography, usage, or maintenance activities of Wireless Network Providers may limit or interrupt the Services. As such, Seller will not be liable to Buyer or any third parties for interruption or limitation of Services based on issues with Wireless Networks. Furthermore, the Goods are not for use as the sole method of measuring or tracking temperature in products and articles that are perishable or could affect the health or safety of persons, plants, animals, or other living organisms, including but not limited to foods, beverages, pharmaceuticals, medications, blood and blood products, organs, flammable, and combustible products. Buyer shall assure that redundant (or other primary) methods of testing and determining the handling methods, quality, and fitness of the articles and products should be implemented. Temperature tracking with this product, where the health or safety of the aforementioned persons or things could be adversely affected, is only recommended when supplemental or redundant information sources are used. Buyer shall be responsible for proper use and storage of this product.

## **COOPER-ATKINS**

Furthermore, the Goods are not for use as the sole method of measuring or tracking temperature in products and articles that are perishable or could affect the health or safety of persons, plants, animals, or other living organisms, including but not limited to foods, beverages, pharmaceuticals, medications, blood and blood products, organs, flammable, and combustible products. Buyer shall assure that redundant (or other primary) methods of testing and determining the handling methods, quality, and fitness of the articles and products should be implemented. Temperature tracking with this product, where the health or safety of the aforementioned persons or things could be adversely affected, is only recommended when supplemental or redundant information

# Emerson Limited Warranty Policy

sources are used. Buyer shall be responsible for proper use and storage of this product.

## WHITE-RODGERS

This limited 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; Operation of electrical equipment at voltages other than the range specified. Goods installed and operated in a corrosive atmosphere (chlorine, fluorine, salt, or other damaging chemicals or being submerged in water). Buyer assume 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. Further, Buyer shall indemnify and hold Seller harmless from any liability to Buyer, Buyer's employees, workers, contractors or any other person arising out of Buyer's, or any other persons', use of the Goods.

In addition to the above exclusions, this limited warranty does not apply to products installed in a commercial or industrial application. This limited warranty is void if you attempt to repair the Product.

## WHITE-RODGERS AFTERMARKET

### 1. INFORMATION FOR CONSUMERS

While our warranty does not extend to you, your contractor or dealer who purchased from a wholesaler ("Buyer") is protected by a 1 year limited product warranty from White-Rodgers a Business Unit of Emerson Electric Co. ("Seller"), unless a longer warranty period is documented on the product packaging or literature or listed on the attached product list/table.

### 2. THIS LIMITED WARRANTY STATEMENT APPLIES TO ALLGOODS SOLD AFTER MAY 1, 2016

Subject to the limitations of Section 3, Seller warrants that the Goods manufactured by Seller and purchased for resale hereunder will be free from defects in material and workmanship under normal use and regular service and maintenance for a period of 36 months from date of manufacture or 1 year from date of installation, whichever comes first, unless a longer warranty period is documented on the product packaging or literature or listed on the attached product list/table.

## WHITE-RODGERS OEM

### 1. INFORMATION FOR CONSUMERS

While our warranty does not extend to you, the Original Equipment

Manufacturer (OEM) who purchased from White-Rodgers is protected by a 1 year limited product warranty from White-Rodgers Division of Emerson Electric Co. ("Seller"), unless a longer period is documented on the product packaging or literature, in which case the warranty period listed on the product packaging or literature applies.

### 2. THIS LIMITED WARRANTY STATEMENT APPLIES TO ALL GOODS SOLD AFTER JULY 1, 2013

Subject to the limitations of Section 3, Seller warrants that the Goods manufactured by Seller and purchased for resale hereunder will be free from defects in material and workmanship under normal use and regular service and maintenance for a period of 24 months from date of manufacture or 1 year from date of installation, whichever comes first, unless a longer period is documented on the product packaging or literature, in which case the warranty period listed on the product packaging or literature applies.

## WHITE-RODGERS THERMOSTATS

MODELS: UPxxxx, UPxxx, UNPxxx, Pxxx, NPxxx, Mxxx, Mxx, BPxxx, BNPxxx, Bxx, Bxxx, 01E78-xxx, 1F56N-xxx, 1F83C-xxxx, 1F83H-xxxx, 1F85U-xxxx, 1F86-xxx, 1F86U-xxxx, 01F78-xxx, STxxx and SAxx)

THIS LIMITEDWARRANTY STATEMENT APPLIES TO ALL LISTED RETAIL THERMOSTAT MODELS SOLD AFTER MARCH 1, 2017.

This limited product warranty is provided by White-Rodgers, a Business Unit of Emerson Electric Co. (Manufacturer" or "We" or "Our") to the original, residential consumer owner of the product with which this limited product warranty is provided (the Product"), and any subsequent owner of the location in which the Product was originally installed ("You" or "Your"). This warranty applies only to EMERSON THERMOSTAT MODELS and related Products listed above.

The Manufacturer warrants to You that the Product will be free from defects in material and workmanship under normal use and regular service and maintenance, subject to the exclusions described below, for a period of 3 years (the "Warranty Period"), unless a longer warranty period is documented on the Product packaging or literature, in which case the longer warranty period listed on the Product packaging or literature applies, commencing on the later of:

- (a) the date of purchase, or
- (b) the date of manufacture as identified by Your Product manufacturing date code (year and week) You will be required to show written documentation supporting (a). If You are unable to provide documentation supporting (a), the warranty period shall be based on the Product's date code and will be determined by the Manufacturer, in its sole and absolute discretion.

# General Warranty Guidelines

## DIXELL

This warranty only applies when such defect appears in Sellers Goods within twelve (12) months from the date of manufacture by Seller.

## EMERSON FLOW CONTROLS

This warranty only applies when such defect appears in Sellers Goods within twelve (12) months from the date such Goods are placed in service.

## General Warranty Guidelines

### WARRANTY TIMELINE

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Warranty claims and returns for warranty credit must be received by Emerson Canada within six (6) months from the failure date of the product. If a warranty claim is returned later than six months after it has failed, the warranty claim will be denied. Credit submitted with all required documentation will be processed within thirty days. Unresolved claims past six months will be denied.

### PRODUCTION LINE REJECTS

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Product rejected at an OEM manufacturing facility due to product inability to perform under normal line testing caused by a failure to meet the manufacturer's quality standards. Standard RMA procedure to be followed.

### REQUEST FOR ADDITIONAL INFORMATION

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If any requirements are missing from the Warranty Procedure the customer has 30 days to provide the information to Emerson starting from the Original Request for Information date sent by Emerson. Your claim will remain open for 45 days after the initial request.

1. Request for additional information will be sent via email, to the Warranty Administrator of your company and or the contact of the location the warranty claim originated from.
2. The customer has (30) days to provide the requested information to Emerson starting from the original email request date. Requests for information/claim will remain open for (45) days after the initial request.
3. Should no reply to our request for additional information be received, single item warranty claims will be denied and closed and a confirming email will be sent as indicated above. For multi-

item claims, the claim will be processed, less items requiring additional information. A note will appear on the credit note indicating items that have been denied as such, and claim will be closed.

### RECEIVING DISCREPANCIES

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Discrepancies for product returns will be communicated by Emerson Canada to the sending party by email or phone immediately upon record. The sending party will then have 48 hours to respond. If no response is received, we will assume this meets with your approval and your return will be processed as communicated.

### SUPPORT DOCUMENTATION

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**Proof of sale.** If serial numbers or original date of sale exceeds 12 months from date of manufacture, proof of sale is required.

**Full model numbers** including BOM (last three digits) for original, and replacement.

**Full serial numbers** (original, and replacement) Installation and failure dates.

**PO numbers** or DEBIT numbers **MUST** be included for all items. **Company name** and Branch (location).

These forms must be used to complete warranty.

Forms to be completed and submitted by E-mail to [WarrantyCanada.Climate@Emerson.com](mailto:WarrantyCanada.Climate@Emerson.com)

(see appendix or request electronic forms from [WarrantyCanada.Climate@Emerson.com](mailto:WarrantyCanada.Climate@Emerson.com))

### Below forms to be sent with returns (see appendix)

- Salvage Return Form
- Buy-Back Return Form
- Dixell Parts Return Form
- Cargo Loggers & Trackers Return Form

### Below forms to be submitted via Warranty Portal;

- Semi Hermetic Compressor Warranty
- Hermetic Compressor Warranty
- Copeland Parts Return Form
- Flow Parts Return Form

For login access, questions, or more information please contact:

**EMERSON CANADA WARRANTY DEPT.**

Email: [WarrantyCanada.Climate@Emerson.com](mailto:WarrantyCanada.Climate@Emerson.com)

Phone: 519-720-2243

Fax: 519-756-6842

## **ALL COPELAND BRAND SEMI HERMETIC AND HERMETIC COMPRESSOR TIMELINES**

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All Copeland Brand Semi-Hermetic and Hermetic Compressor warranty is 12 months from date of sale by the wholesaler. Proof of sale is required at time of warranty submission for compressors with serial numbers exceeding 12 months from date of manufacturer. See product date coding for explanation. Defective compressors must be replaced with another Copeland Brand product in order for warranty to be honoured, and are subject to what's remaining on the original 12 month warranty. Defective compressors must be held until warranty credit has been issued.

## **COPELAND BRAND SEMI-HERMETIC DISCUS AND SCROLL COMPRESSOR 2 YEAR WARRANTY PROGRAM**

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An extended 12 month (24 months total) compressor warranty is available on Copeland Brand Discus and Refrigeration/Commercial AC scrolls contained in Canadian manufactured OEM equipment. This warranty is only effective when a completed start-up sheet is submitted to Emerson within 14 days of start-up. This warranty also applies to service replacement models sold by Copeland Authorized Wholesalers.

## **REPEAT WARRANTY COMPRESSOR FAILURES**

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If a repeat failure occurs within the original 12 month warranty period, a special inspection is required. Requests for inspection must be made to Emerson Canada prior to warranty submission and is the responsibility of the returning Wholesaler to identify such claims. If upon inspection, no manufacturing defect is found warranty will be denied.

## **WARRANTY POLICY FOR REPLACEMENT COMPRESSOR NOT SOURCED FROM EMERSON CANADA**

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As per our Wholesaler Agreement, all Copeland Brand service compressors must be purchased from Emerson Canada. Any compressor warranty requested, where the replacement compressor was not purchased from Emerson Canada, will be processed by our Canadian operation with an applicable \$100.00 USD administration fee. This allows the wholesaler the option of returning the compressor to our Canadian operation or to their original seller.

## **CONDENSING UNITS**

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**Do not return Condensing Units.** Only individual/serviceable components of the condensing unit are covered under warranty. Example: compressor, condenser, controls, fan motor etc.

Condensing units are warranted for a period of 12 months from date of sale by the wholesaler. Proof of sale is required at time of warranty submission for condensing units with serial numbers exceeding 12 months from date of manufacturer. See product date coding for explanation. Defective compressor/ parts must be replaced with another Copeland Brand product in order for warranty to be honored. Defective units must be held until warranty credit has been issued.

## **VALUE M-LINE CONDENSING UNITS**

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Identified by the last 3 digits of the model number; 072, 078, 177, 272 . These condensing units follow the same policy as standard condensing units except the compressor is warranted for 2 years.

## **COPELAND BRAND SERVICE REPLACEMENT PARTS**

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Copeland brand service replacement parts are under warranty for 12 months from date of sale by the wholesaler. Defective product must be held until warranty credit has been issued.

## **SALVAGE AND BUY-BACK COMPRESSOR RETURNS**

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No salvage or buy-back credit will be offered for the following Semi-Hermetic compressors: 9D, LW, MD, 9W, MW, Prestcold compressors or Copeland Screw Compressors. No buy-back credit is offered for Copeland "H and 8D" compressors. Salvage compressors returned/received without a nameplate attached will be credited at the lowest salvage rate within the given compressor family. Ex. K-0200R returned with no name plate will receive salvage credit for a K-0050R.

## **THREE YEAR WARRANTY**

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Please contact your warranty administrator for details.

## **FIELD FAILURES**

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If a field failure occurs, defective unit/compressor must be replaced with another Copeland Brand product in order for warranty to be honored. Replacement product serial number must be provided.

## ALL COPELAND BRAND SEMI-HERMETIC AND HERMETIC COMPRESSORS TIMELINES

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All Copeland Brand Semi-Hermetic and Hermetic Compressors are warrantied for 20 months from date of manufacture or 12 months of operating service, whichever occurs first. If available, proof of startup and/or proof of sale is required at time of warranty submission for compressors with serial numbers exceeding 12 months from date of manufacturer. See product date coding for explanation. Defective compressors must be replaced with another Copeland Brand product in order for warranty to be honored. We encourage our OEM's to utilize our network of Emerson Authorized Wholesalers for field service replacement compressors and warranty processing. Hermetic compressor labels must be returned for warranty processing.

## CONDENSING UNITS

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**Do not return condensing units.** Only individual/serviceable components of the condensing unit are covered under warranty. Example: compressor, condenser, controls, fan motor etc. Condensing units are warrantied for a period of 20 months from date of manufacture or 12 months of operating service - whichever occurs first. If available, proof of startup and/or proof of sale is required at time of warranty submission for units/compressors with serial numbers exceeding 12 months from date of manufacturer. See product date coding for explanation. Defective units/compressors must be replaced with another Copeland Brand product in order for warranty to be honored. We encourage our OEM's to utilize our network of Emerson Authorized Wholesalers for field service replacement compressors and warranty processing. Hermetic compressor labels must be returned for warranty processing.

## COPELAND BRAND PARTS

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Copeland Brand Parts are warrantied for 12 months of operating service.

## FIELD FAILURES

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If a field failure occurs, defective unit/compressor must be replaced with another Copeland Brand product in order for warranty to be honored. Replacement product serial number must be provided.

## Warranty Paperwork Procedure

To help expedite your warranty claims please be advised that our Warranty/Salvage/Buyback Return Forms must be filled

out completely to process your claim. All returns must include appropriate return form.

**Exception:** *Individual parts with a value greater than \$250 must be returned along with the completed warranty form to Emerson Climate for inspection. Parts less than \$250 must be retained for inspection by Copeland DSM. (Please hold for 30 days and then have properly scrapped.)*

## Shipping Procedures For Returns

### SEMI-HERMETIC COMPRESSORS

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Semi-Hermetic Compressors must be returned pre-paid, complete and intact. (Please send a copy of your paperwork with your shipment.) All returns must be labeled appropriately, "Warranty", "Salvage" or "Buyback".

To request labels, please contact the Warranty Administrator at: [WarrantyCanada.Climate@Emerson.com](mailto:WarrantyCanada.Climate@Emerson.com)

### WELD COMPRESSORS

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Weld Compressors do not need to be returned. However, we do require the label or a picture of the label from the compressor with the model number and serial number along with completed paperwork.

On the Welded and/or the Semi-Hermetic compressor return sheets you may put more than one compressor on each form, provided your reference number is in the RR# slot. (Please provide a master PO# in the Wholesaler Debit # space provided.

### PULL-OFF LABELS

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In an effort to enhance current procedures for our customers Emerson will be incorporating a warranty pull-off tab to the Copeland Scroll compressor name plate. The warranty pull-off tab can be used at the discretion of the OEM/Wholesaler and is being offered to assist in their efforts to enhance their warranty processes and procedures. This change is only taking place on the scroll compressor. Please note that the warranty pull-off tab does not change the Emerson Canada warranty processes and procedures.

# Copeland Warranty Paperwork Procedure

## SPECIAL INSPECTION REQUESTS

You must obtain the special inspection request form from our warranty administrator at [WarrantyCanada.Climate@Emerson.com](mailto:WarrantyCanada.Climate@Emerson.com). We will send a form to be filled out and it must be returned prior to shipment. Once this is returned we will send out the special inspection stickers and a copy of the letter that has been filled out. If a compressor comes back for special inspection without the stickers attached, we can not guarantee the inspection. All in warranty compressors are to be returned only through authorized Copeland Wholesalers. Once Emerson has completed the inspection, the compressor is now the sole property of Emerson.

## OUT-OF-WARRANTY INSPECTION

The increase in number of out-of-warranty compressors returned for inspection reports has resulted in a necessary increase of resources in the inspection department. Emerson will charge a \$250 USD inspection fee for inspection reports. These charges do not apply to Copeland's in warranty compressors. All out-of-warranty compressors and/or their parts will not be returned after inspection and only salvage credits will be issued.

## Product Date Coding

### COPELAND BRAND COMPRESSORS

Since the serial number on Copeland Brand Compressors is the only means of determining date of the manufacture, it is one of the most important items in warranty determination. The following explains various date code information:

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

Example: **17**<sup>MONTH OF MANUFACTURE</sup>**H**<sub>YEAR OF MANUFACTURE</sub>**12345R**

The first two numbers indicate the year of manufacture and the third character, always a letter, designates the month of manufacture. In these examples, the compressors were manufactured in August 2017. The table following shows the corresponding letter for the months of the year.

LETTER	MONTH
A	JANUARY
B	FEBRUARY
C	MARCH
D	APRIL
E	MAY
F	JUNE
G	JULY
H	AUGUST
I	SEPTEMBER
J	OCTOBER
K	NOVEMBER
L	DECEMBER

The proof of sale will be required on all compressors that exceed 1 year of serial number code from the date of failure.

## Wholesaler Warranty Policy

Alco and Flow Controls Products are under warranty for 12 months from date of sale by the wholesaler. Defective product must be held until warranty credit has been issued.

## OEM Warranty Policy

Alco and Flow Controls Parts are warrantied for 12 months of operating service. Defective product must be held until warranty credit has been issued.

### WARRANTY PAPERWORK PROCEDURE

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To help expedite your warranty claims please be advised that our Flow Parts Warranty Return Form must be filled out completely to process your claim.

**EXCEPTION:** *Individual parts with a value greater than \$250 must be returned along with the completed warranty form to Emerson Canada for inspection. Parts less than \$250 must be retained for inspection by Emerson DSM. (Please hold for 30 days and then have properly scrapped.)*

# Retail Solutions Warranty Guidelines

## RETAIL SOLUTIONS COMPONENTS TIMELINE

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All Retail Solutions components warranty is 24 months from date of purchase from Emerson.

## PROCEDURE FOR RETURNING RETAIL SOLUTIONS COMPONENTS:

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1. **Contact your Warranty Administrator** to request a repair and return, advance replacement or a credit of the component. Your Customer Communicator will then issue you an RMA number to return the Retail Solutions component. Note: E2's with Open Communications and or Version 2.20 software or higher will require the MAC Address of the controller prior to sending out an Advanced Replacement. After you are issued an RMA number;
2. Package the component and a detailed description of what is wrong with the component. Write the RMA number on the outside of the package in a visible place and send the return to:

### **Emerson Commercial & Residential Solutions, RMA#**

145 Sherwood Drive  
Brantford, ON  
N3T 1N8  
Attn: ERS Warranty Department

NOTE: Retail Solutions recommends that you insure any components that are being returned as Retail Solutions is not responsible for any damage or loss that occurs during shipping.

## REPAIR & RETURN

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Return the defective part as described in Step 2 of the return procedure. If the defective component is still under Retail Solutions warranty, Retail Solutions will repair the component at no cost to you. If the defective component is no longer covered under Retail Solutions warranty, Retail Solutions will ask you for a form of payment (PO number, Credit Card, etc.) to cover the repair charges. You will be charged for the time and materials necessary to repair the part. The returned part will be date stamped and have a ninety (90) day repair warranty.

## ADVANCE REPLACEMENT

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If you request an advance replacement, Retail Solutions will require a form of payment (PO number, Credit Card, etc.) from you. Retail Solutions will then send you a replacement component from our refurbished stock in advance of your return. When you receive your advance replacement, you will need to return the defective part as described in Step 2 of the return procedure. Upon receipt and inspection of the returned component, and if the component is still within its warranty period, Retail Solutions will issue credit of the advanced replacement component. If a part is damaged due to misuse or misapplication (water, physical abuse, high voltage etc.) no credit will be issued. The replacement part will be covered by a ninety (90) day warranty or what remains of your original twenty-four (24) month warranty period, whichever is longer. Within the first 30 days following the original ship date, out of box failures will be replaced with new product. If upon receipt and inspection of the returned item the failure is found to be the result of misuse or misapplication, normal repair charges will apply. If no defect is found a 20% restock fee will apply.

## Dixell Warranty Summary

Dixell brand warranty is 12 months from the date of manufacture (printed on the label on the backside of the instrument). Defective product must be held until warranty credit has been issued.

### WARRANTY PAPERWORK PROCEDURE

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To help expedite your warranty claims please be advised that our Dixell Parts Warranty Return Form must be filled out completely to process your claim.

**EXCEPTION:** *Individual parts with a value greater than \$250 must be returned along with the completed warranty form to Emerson Canada for inspection. Parts less than \$250 must be retained for inspection by Emerson DSM. (Please hold for 30 days and then have properly scrapped.)*

## Genuine Vilter Manufacturing Parts Warranty Summary

### WHAT IS COVERED

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Emerson warrants its genuine Vilter Manufacturing parts, to be free of defects in material and workmanship during the period described below.

### DURATION OF COVERAGE

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This warranty provides coverage for accessory parts for a period of eighteen (18) months from date of shipment from Emerson, or twelve (12) months from date of installation, whichever occurs first. The repair or replacement of parts or the performance of service under this warranty does not extend the life of this warranty beyond its original expiration date. Genuine Vilter Parts for reciprocating and Single Screw compressors (excluding accessory-type items) are warranted “against defects of material and workmanship” for two years from date of shipment.

Accessory-type parts are warranted for one year from date of shipment. In the event that the Vilter part is provided at no charge due to a warranty issue on a new machine, the warranty period for the part is for the balance of the new machine warranty.

### HOW TO OBTAIN WARRANTY CONSIDERATION

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Emerson Canada is to receive notice of any alleged defect within ten (10) days after its discovery and, at Emerson’s option, the return of such parts, F.O.B. freight prepaid, to Emerson. Emerson will review the returned part(s) to determine the cause and any warranty remuneration due. To obtain part(s) from Emerson for warranty consideration, a Purchase Order is required, in advance. A Return Material Authorization (R.M.A.) will be issued for the part(s) to be returned for evaluation.

If, after evaluation, the parts are deemed to be covered by warranty, a credit for the purchase (excluding freight) will be issued. In the event the replacement parts order is below the order minimum, the order will be billed at the minimum billing value. After the part is evaluated and is determined to be a warranty, the full value of the order will be credited.

### INDUSTRIAL EQUIPMENT WARRANTY SUMMARY

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Please reference original order quote for specific details. If further information is required, please contact your Warranty Administrator.

# Cooper-Atkins Warranty Guidelines

## WARRANTY TIMELINE

Warranty claims and returns for warranty credit must be received by Emerson Canada within thirty (30) days after the discovery of any warranty defects within the warranty period. If a warranty claim is returned later than thirty days after occurrence of the relevant defect, the warranty claim will be denied. Claims submitted with all required documentation will be processed within thirty days.

## Warranty Policy

Cooper-Atkins brand products warranty is twelve (12) months from the date of sale by the wholesaler. Proof of sale is required at the time of warranty submission. This warranty excludes all batteries. Exceptions to the 12-month warranty are:

PRODUCT SERIES	WARRANTY PERIOD
Accurate for Life Series	Lifetime warranty (Includes DFP450W, DPP400W, DPP800W, 2560)
FT24 Timer	2 Year Warranty
MFM300	5 Year Warranty
Thermocouple Instruments	5 Year Warranty except HT3100 (Includes 350 series, 32311, 36036, 61840, 9319 Prover, TD2000 series, 37100 HACCP Manager)
Thermistor Instruments	5 Year Warranty except MFM300 Instrument (Includes 4005I, 9315 Prover, SH66A, SRH77A and TM99A)

## TROUBLESHOOTING

If your Thermocouple Instrument is not working, or does not appear to be working properly, refer to the Troubleshooting guide on the next page to isolate the reason(s). If the problem persists and is not resolved using the steps in the Troubleshooting guide, please call our Customer Service Department.

### Cooper-Atkins Customer Service Department

When you call our Customer Service Department, they will attempt to help resolve the problem and if unable to do so over the telephone, they will ask you to return the Thermocouple Instrument or probe to us. In that case, you will:

- be given a Return Goods Authorization (RGA) number
- be asked to send the Thermocouple Instrument or probe to our Middlefield, Connecticut facility for evaluation by our Service Department.

If the problem is clearly isolated as the probe, and the probe was manufactured within the past twelve (12) months, you will be asked to send the probe to our Middlefield, Connecticut facility. Otherwise, you will have the opportunity to order a replacement probe.

If the problem is covered under our warranty terms, the unit will be repaired/replaced in three (3) business days and returned to you.

## REPAIR/REPLACEMENT PROCEDURE

If the problem it is not covered by our warranty terms, the Cooper-Atkins Customer Service Department will call you within three (3) days of receipt of your instrument to offer the option of repair at the repair price or of ordering a new unit at your discounted price. Based upon your approval, Cooper-Atkins will ship the repaired or replacement instruments and/or probes to you.

Cooper-Atkins Customer Service:  
(800) 835-5011 or (860) 347-2256 or  
techsupport@cooper-atkins.com

Return Address:  
Cooper-Atkins Corporation  
33 Reeds Gap Road  
Middlefield, CT 06455-0450  
www.Cooper-Atkins.com

# Cargo Solutions Warranty Guidelines

## **CARGO SOLUTIONS TIMELINE**

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Emerson logger warranty is 60 days from the date such products are put in operation OR 60 days after the “USE BY” date printed on the products, whichever period expires sooner.

Emerson tracker warranty is seven (7) days from the date such products are put in operation OR seven (7) days after the “USE BY” date printed on the products, whichever period expires sooner. Emerson may ask for defective products to be returned for engineering inspection.

## **LOGGER AND TRACKER RETURN PROCEDURE**

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To help expedite your warranty claims please be advised that our Cargo Solutions Return Forms must be filled out completely to process your claim. Yellow highlighted areas are to be filled out. Forms to be submitted by e-mail to:

[WarrantyCanada.Climate@Emerson.com](mailto:WarrantyCanada.Climate@Emerson.com)

Warranty claims and returns for warranty credit must be received by Emerson Canada within six (6) months after occurrence of the relevant defect. If a warranty claim is returned later than six months after occurrence of the relevant defect, the warranty claim will be denied.

# White-Rodgers Warranty Guidelines

Product Description	Customer Service Phone Number	Customer Service Email
Wi-Fi Thermostats	1-888-605-7131	support@sensicomfort.com
All other models	1-888-725-9797	white-rodgers.com

## STANDARD PROCEDURE FOR RETURNING

Buyer may not return Goods without first advising Seller of the reasons therefore, obtaining from Seller a Returned Goods Authorization (RGA) Number and the address to send the return goods from White-Rodgers' Customer Service Department and observing such instructions as Seller may give in authorizing such return.

Any Goods identified with a completed form and received transportation "prepaid" at our W-R's facility that is found to be non-conforming in materials and/or workmanship under normal use and service will, at Seller's option, be repaired, corrected, or replaced at no charge or refund/credit issued.

If examination at the W-R's facility does not disclose any non-conformity covered by this warranty, a notice will be sent stating what Goods are not covered by warranty. We will hold the Goods for a period of 30 days at our facility. In such time, you are to advise us to either scrap the Goods at our facility, or return the Goods to you "as is". If we are not notified within the 30 day period as to the disposition of the Goods, we reserve the right to scrap at our facility and the return will be considered closed.

## Aftermarket Warranty Policy

### WARRANTY TIMELINE

Each item being returned MUST be accompanied with a RGA Form and Number before returning to Seller. The local White-Rodgers salesperson MUST approve the return of any in-warranty Goods (installed less than 12 months), which is over 36 months old according to the manufacturers' date code, prior to shipment to the factory or the Goods will be considered out of warranty.

### ADDITIONS TO STANDARD RETURN PROCEDURE

If service is required, it must be performed by the dealer from which this product was purchased (preferred), by a competent heating and/or air conditioning contractor or by an authorized

White-Rodgers' Service Center. If the installing dealer or contractor fails to render performance under the terms of this Limited Warranty within a reasonable time, then contact in writing by mail or fax to:

### White-Rodgers

Attn: Customer Service Manager  
8100 W. Florissant Ave  
St. Louis, MO 63136  
Fax: 314-553-3710

In your letter, please supply the serial number, proof of the installation date, the name of installing dealer/contractor, the model number of the unit involved and the manufacturing date code. You may be asked to return the Goods or part(s) claimed to be nonconforming to White-Rodgers at your own expense. You may also Contact the Manufacturer's Customer Service per the table above.

Replacement product may be refurbished and/or different models, but will be functionally equivalent to the product or hardware being replaced.

### W-R LIMITED WARRANTY PRODUCT LIST/TABLE

Product Family	W-R Model/ Part Prefix	From Date Code	Installation Date
Digital Thermostats	1F70s, 80s, and 90s	66 months	5 years
Interfaces & Controls	Various	36 months	1 year
Ignitors	21D64-2	66 months	5 years

### IAQ (Indoor Air Quality) Products

Air Cleaners	ESC, MCS, MDC, ECD	66 months	5 years
UV Lights	UV	66 months	5 years
Zoning Systems	CZ, CMM, CRDS, CRMM	66 months	5 years
Humidifiers	HSP, HFT	66 months	5 years
Gas Valves	25, 36, and 37	36 months	1 year

Link to policies:

<https://climate.emerson.com/en-us/brands/white-rodgers/customer-support>

## OEM Warranty Policy

### WARRANTY TIMELINE

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Each item being returned MUST be accompanied with a RGA Form and Number before returning to Seller. The local White-Rodgers salesperson MUST approve the return of any in-warranty Goods (installed less than 12 months), which is over 24 months old according to the manufacturers' date code, prior to shipment to the factory or the Goods will be considered out of warranty..

### ADDITIONS TO STANDARD RETURN PROCEDURE

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The RGA Form MUST be filled out completely and the nature of the alleged defect described as accurately as possible for each Good. A simple description of "defective" or "won't work" is insufficient. Replacement or credit may be denied if the RGA form is not properly filled out.

## Thermostat Warranty Policy

### MODELS

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UPxxx, UPxxx, UNPxxx, Pxxx, NPxxx, Mxxx, Mxx, BPxxx, BNPxxx, Bxx, Bxxx, 01E78-xxx, 1F56N-xxx, 1F83C-xxxx, 1F83H-xxxx, 1F85U-xxxx, 1F86-xxx, 1F86U-xxxx, 01F78-xxx, STxxx and SAxx

### 30 DAY SATISFACTION GUARANTY

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If You are not comfortable with the terms of this limited warranty or if you are not completely satisfied with your product, you may return the product in new condition, with all original packaging and accessories and a copy of the receipt of your purchase to the manufacturer within 30 days of purchase and receive a full refund of Your purchase price. Unless specified otherwise by the entity from which you purchased the product, you should contact the manufacturers' customer service to obtain a returns goods authorization/case number (RGA #) and the address to return the product.

### RETURN PROCEDURE

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If You discover any warranty related issues after 30 days, or You have questions concerning your product or how to determine when service is needed, please contact the manufacturers' customer service department per the table above. The following information must be provided as part of your warranty claim: your name, address, phone number, your product's model number, and if necessary, upon request, written confirmation of the date shown on your purchase receipt and the purchase price paid for the product. Once we have received your returned product, we will determine,

in our sole and absolute discretion, whether your claim is covered by, or excluded from, this limited warranty. Repairs or modifications made to the product by other than the manufacturer will nullify this limited warranty. Coverage under this limited warranty is conditioned at all times upon the original purchasers' compliance with these required notification and repair procedures.

## Third Party Buyout Warranty Policy

### "Z" SERIES ZONE VALVES

Zone valves are warranted against defects in materials and workmanship for 18 months from date code, or 12 months from date of purchase. The zone valves must be installed by a competent heating, air conditioning and/or plumbing contractor in accordance with the installation instructions, operated within the units listed capacity and not moved from the original installation site.

### LAU INDUSTRIES, INC.

Lau products are warranted against defects in materials and workmanship on air moving components for 12 months from date of purchase. Lau products must be installed by a competent heating and/or air conditioning contractor in accordance with Lau installation instructions, operated within the units listed capacity and not moved from the original installation site. Shipping damage is not covered under warranty. Report shipping damage to the freight carrier as all inventory is F.O.B. Brantford, Ontario.

### EMERSON MOTORS

Emerson Motors are warranted to be free from defects in materials or workmanship for a period of 12 months from date of installation in equipment on which it is used or 18 months from the date of manufacture of the motor, whichever comes first. The original Motor Product label/tag must be sent to White-Rodgers for final warranty approval.

### MAIL MOTOR LABELS:

White-Rodgers Warranty  
66 Leek Crescent, Richmond Hill, ON, L4B 1H1

### A+2000 SERIES FILTERS

A+2000 permanent, electrostatic filters are warranted for the lifetime or limited life (60 months) of the original purchase to be free from defects in materials or workmanship under normal use and conditions.

### ACE SERIES FILTERS

ACE permanent, electrostatic filters are warranted for 60 months from the original purchase to be free from defects in materials or workmanship under normal use.

# COPELAND™



## COPELAND SCROLL INSPECTION SERVICES

# Offering Local Diagnostics

- Warranty program support
- Fast inspection and reporting
- Customer consultations for continuous improvement

