

For U.S. and Canada customers only.

## Contact Information

Email: [compressortags@truemfg.com](mailto:compressortags@truemfg.com)

U.S. Phone: [855.878.9277](tel:855.878.9277)

Canadian Phone: [800.860.8783](tel:800.860.8783)

For customers outside the U.S. and Canada, please visit our International Support page at [truemfg.com](http://truemfg.com).

## No Charge Warranty Compressor Replacement

- Call in the failure of the compressor to the Service Department at [855.372.1368](tel:855.372.1368). Please have the unit serial number ready.
- Take a picture of the defective compressor tag and submit it to True via one of the following methods:
  - Email: [compressortags@truemfg.com](mailto:compressortags@truemfg.com)
  - Online submission form found on [truemfg.com](http://truemfg.com)
- The picture must be clear and readable and include the whole tag. All numbers will need to be read to verify that the correct compressor was still installed in the unit. In your submission, include the unit's serial number, and the ship-to address (if requesting shipment of another compressor). Once the tag is verified, the compressor will be sent out at no charge.

## Parts Depot Warranty Compressor Replacement

- If a picture of the compressor tag is not obtainable, then the compressor can be purchased from any of our Parts Depots in your area. Once the compressor has been changed out, the tag can be returned to the Depot, and credit will be issued once the tag is verified by the Depot. To find the nearest Parts Depot in your area, please call [855.878.9277](tel:855.878.9277) in the US and [800.860.8783](tel:800.860.8783) in Canada. Ask for the Warranty Department.

## True Warranty Compressor Purchase

- If you have an account with True, then a compressor can be ordered and shipped out. You will be billed for the compressor. Once the compressor has been changed out, the tag can be returned to True within 30 days of the compressor change out for credit after tag verification. Return the tag by email to [compressortags@truemfg.com](mailto:compressortags@truemfg.com).

## Local Compressor Purchase

- If a non-OEM compressor is purchased locally for a warranty unit, please send in a priced copy of the invoice from the compressor purchase along with the tag. Once the tag is verified, then True will reimburse the compressor purchase up to the amount that the compressor could have been purchased from True.
- Fill out the Warranty Compressor Reimbursement Form below and include it with your invoice.

## Notes

- Failure resulting from non-OEM compressor installations are not covered under warranty.
- Claims must be received within three months of the repair date.
- If the technician calls in the failure and is told that the unit is under warranty, this does not mean that the compressor will automatically be no charge or credited. The end user must have abided by True's Warranty terms included with the unit, and all tags must be verified for proof that True's compressor was still installed in the unit. Please note that a start component failure would not be covered under compressor only warranty, the compressor itself must fail.

For reimbursement a copy or picture of the tag from the defective compressor must be submitted to: [compressortags@truemfg.com](mailto:compressortags@truemfg.com).

Company Name \_\_\_\_\_ Phone Number \_\_\_\_\_

Service Company E-mail \_\_\_\_\_

Unit Model Number \_\_\_\_\_

Unit Serial Number \_\_\_\_\_ New Compressor Serial Number \_\_\_\_\_

Is Condenser Dirty?  NO  YES (if yes please send picture) Percent Dirty (%) \_\_\_\_\_

### What is the compressor failure?

**Locked Rotor**

Actual Amp draw \_\_\_\_\_

Static Voltage (voltage to unit without compressor running) \_\_\_\_\_

Start Up Voltage (voltage at compressor when it's trying to start) \_\_\_\_\_

Was compressor tested without original components?  NO  YES

If yes, please explain: \_\_\_\_\_

**Bad Valves**

High/ Low Pressures (with compressor running) \_\_\_\_\_

Voltage (while compressor is running) \_\_\_\_\_

Amperage \_\_\_\_\_

**Shorted/Grounded-Open Winding**

Static Voltage (voltage to unit without compressor running) \_\_\_\_\_

Startup voltage of new compressor \_\_\_\_\_

What testing was done to determine this? \_\_\_\_\_

**Bad Bearing-Noisy/Internal Mechanical**

Voltage while compressor is running \_\_\_\_\_

Amperage while compressor is running \_\_\_\_\_

What testing was done to determine this? \_\_\_\_\_

**Miscellaneous**

Please explain and supply all testing data done to determine this failure. \_\_\_\_\_

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