



## **Tecumseh: Warranty Return Instructions**

1. You may get verification of valid warranty **prior** to processing via the following email addresses: [us.warranty@tecumseh.com](mailto:us.warranty@tecumseh.com), or [penny.barton@tecumseh.com](mailto:penny.barton@tecumseh.com).

2. Return failed products and paperwork:

**WHOLESALE:** Fill out TP-625 warranty tag (\*\*example included – see page 3) and a copy of proof of sale invoice (sale date and serial number required) put in the mail to the Verona address below. Put the hard copy (bottom copy) of the tag on the item being returned. Attach form to compressor with part-wire if possible, avoid taping over serial label. **Retain a copy of the tag and invoices for your files. We use the tag for reference to locate the claim.**

**OEM:** Please attach your reject tags (if available) and note any special return numbers provided. (SSAR, SAR Blanket for Line rejects and/or Field failures, etc....) Provide return paperwork, so that we can reference and process return information properly.

3. **Shipping Instructions**

Packages with a shipping weight **greater than 150 lbs.** shall be shipped collect via one of Tecumseh Product Company's preferred carriers, otherwise ship "Pre-Paid" via UPS, FedEx, DHL or courier (note exception below for Controllers). **(NEVER USE UPS FOR COLLECT FREIGHT!!)**

**All warranty returns for Goods other than Controllers, ship to:**

WARRANTY ADMINISTRATION  
TECUMSEH PRODUCTS COMPANY LLC  
5424 Highway 145 South  
Verona, MS 38879

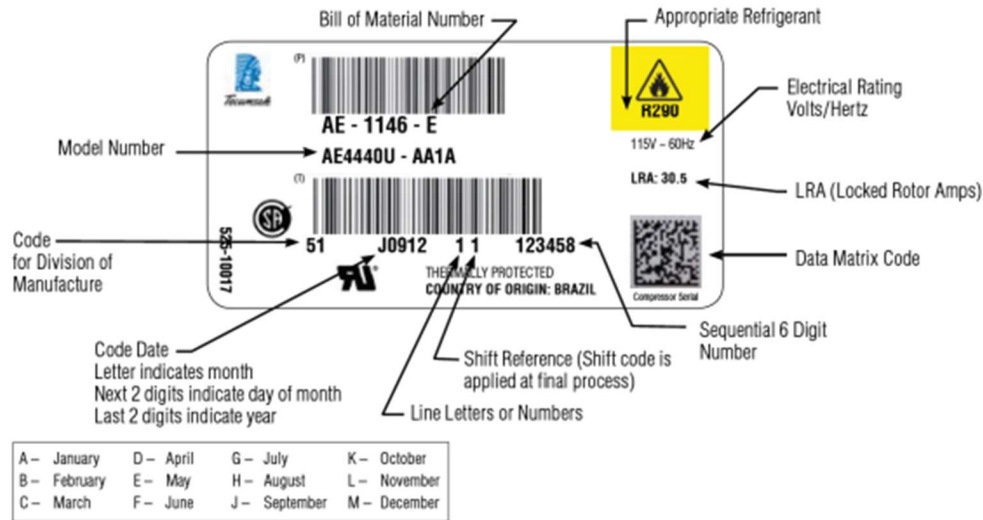
**All warranty returns for Controllers must be shipped "COLLECT" via FedEx to:**

WARRANTY ADMINISTRATION  
TECUMSEH PRODUCTS COMPANY LLC – MASTERFLUX  
5683 Hines Drive  
Ann Arbor, MI 48108



### Identification of Date of Manufacture (Reciprocating & Rotary Type Compressors & Cond. Units)

The serial label on Tecumseh's reciprocating and rotary type compressors and condensing units includes the "Month, Day and Year" of manufacture.



All Tecumseh reciprocating and rotary compressors and/or condensing units manufactured with a "Code Date" of **E0115** or later, are subject to the new Warranty Policy.

**As example:** The serial number that you would submit to us for warranty for this label would be: **51 J0912 11 123458**.



THIS IS AN EXAMPLE OF A WARRANTY TAG. PLEASE DO NOT PRINT OUT  
AND USE THIS TAG....IT'S JUST AN EXAMPLE.

**AUTHORIZED WHOLESALER WARRANTY RETURN TAG**

265008

Authorized Wholesaler \_\_\_\_\_ Branch Location # \_\_\_\_\_

☐ Extended Warranty (If checked, attached copy of your Bill of Sale & provide no.) \_\_\_\_\_

☐ Hdq. Allowance (DEM replacements only) \_\_\_\_\_ ☐ Component Part \_\_\_\_\_

**INOPERATIVE COMPRESSOR / CONDENSING UNIT / COMPONENT PART**

Model No. \_\_\_\_\_ Bill of Material \_\_\_\_\_ Serial No. \_\_\_\_\_ Mfg. Date \_\_\_\_\_

Date of Sale \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Date of Claim \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Month Day Year Month Day Year

**REPLACEMENT COMPRESSOR / CONDENSING UNIT**

Model No. \_\_\_\_\_ Bill of Material \_\_\_\_\_ Serial No. \_\_\_\_\_ Mfg. Date \_\_\_\_\_

Date of Sale \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Month Day Year

**EQUIPMENT / APPLICATION**

Equipment Mfr. / Brand Name \_\_\_\_\_ Application \_\_\_\_\_

Manufacturers Unit Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_

Date of Original Equipment Installation \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Type of Refrigerant \_\_\_\_\_

Month Day Year

How many compressors have been replaced on this equipment? \_\_\_\_\_

**CAUSE OF WARRANTY CLAIM (CHECK ONE OR MORE)**

Noise	No Start	Performance	Refrigerant Leak	A/C, Heat Pumps	Refrigeration
<input type="checkbox"/> Start up	<input type="checkbox"/> Locked up	<input type="checkbox"/> High/low amps	<input type="checkbox"/> Suction	<input type="checkbox"/> A/C, Split	<input type="checkbox"/> Parallel
<input type="checkbox"/> Shut down	<input type="checkbox"/> Will not start	<input type="checkbox"/> Will not cool	<input type="checkbox"/> Discharge	<input type="checkbox"/> A/C, Packaged	<input type="checkbox"/> Single
<input type="checkbox"/> Steady	<input type="checkbox"/> Will not run	<input type="checkbox"/> Runs hot/overheats	<input type="checkbox"/> Process	<input type="checkbox"/> Heat pump split	<input type="checkbox"/> Booster
<input type="checkbox"/> Internal rattle	<input type="checkbox"/> Grounded/shorted	<input type="checkbox"/> High suction pressure	<input type="checkbox"/> Service valve	<input type="checkbox"/> Heat pump package	<input type="checkbox"/> Reach in
<input type="checkbox"/> Excessive vibration	<input type="checkbox"/> Overload trips	<input type="checkbox"/> Runs but will not pump	<input type="checkbox"/> Other _____	<input type="checkbox"/> Remote condenser	<input type="checkbox"/> Condensing Unit
<input type="checkbox"/> Intermittent	<input type="checkbox"/> Open circuit			<input type="checkbox"/> Room air conditioner	<input type="checkbox"/> Walk in
				<input type="checkbox"/> RV / Transport A/C	<input type="checkbox"/> Other _____

☐ Low Capacity (Describe symptoms) \_\_\_\_\_

☐ Other (Please explain) \_\_\_\_\_

Why was service call initiated? \_\_\_\_\_

Your Name \_\_\_\_\_

Contracting Company \_\_\_\_\_ Phone \_\_\_\_\_ E-mail \_\_\_\_\_

All Returns **MUST** be tagged. Failure to tag or supply requested information will result in credit delay or denial.

TP625 Rev 8/13

Abbr	Column1	Primary Carrier	Backup Carrier
AL	Alabama	AAA Cooper	Southeastern
AZ	Arizona	XPO	Fedex Priority
AR	Arkansas	Southeastern	ABF
CA	California	XPO	ABF
CO	Colorado	ABF	XPO
CT	Connecticut	ABF	XPO
DE	Delaware	ABF	XPO
DC	Washington, D.C.	ABF	Southeastern
FL	Florida	AAA Cooper	ABF
GA	Georgia	Southeastern	AAA Cooper
ID	Idaho	ABF	XPO
IL	Illinois	XPO	AAA Cooper
IN	Indiana	AAA Cooper	ABF
IA	Iowa	AAA Cooper	ABF
KS	Kansas	ABF	Southeastern
KY	Kentucky	XPO	ABF
LA	Louisiana	AAA Cooper	XPO
ME	Maine	ABF	XPO
MD	Maryland	ABF	XPO
MA	Massachusetts	ABF	XPO
MI	Michigan	XPO	ABF
MN	Minnesota	ABF	XPO
MS	Mississippi	Southeastern	XPO
MO	Missouri	XPO	Southeastern
MT	Montana	ABF	XPO
NE	Nebraska	ABF	Southeastern
NV	Nevada	XPO	ABF
NH	New Hampshire	ABF	XPO
NJ	New Jersey	ABF	XPO
NM	New Mexico	XPO	ABF
NY	New York	ABF	XPO
NC	North Carolina	XPO	ABF
ND	North Dakota	ABF	XPO
OH	Ohio	ABF	XPO
OK	Oklahoma	AAA Cooper	ABF
OR	Oregon	ABF	XPO
PA	Pennsylvania	XPO	ABF
RI	Rhode Island	ABF	XPO
SC	South Carolina	AAA Cooper	ABF
SD	South Dakota	ABF	Southeastern
TN	Tennessee	AAA Cooper	Southeastern
TX	Texas	ABF	AAA Cooper
UT	Utah	ABF	XPO
VT	Vermont	ABF	XPO
VA	Virginia	ABF	XPO
WA	Washington	ABF	XPO
WV	West Virginia	ABF	Fedex Priority
WI	Wisconsin	XPO	Southeastern
WY	Wyoming	ABF	XPO