

OEM Return/Warranty Guidelines

COPELAND™


EMERSON™

DATE: 7/5/2017
TO: All Original Equipment Manufacturers
FROM: Emerson Climate Technologies, Inc.
SUBJECT: Copeland™ Brand Products U.S. Domestic Return / Warranty Guidelines

Attached is the current policy and procedure manual for OEM field returns, line returns, and other programs associated with the Emerson Climate Technologies, Inc. warranty. It includes detailed information to assist with return and warranty questions.

Should you have further questions please contact your Emerson Climate Technologies Sales Manager, Application Engineer, or Customer Service Representative.

Emerson Climate Technologies, Inc.
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Emerson Climate Technologies, Inc.
OEM Return/Warranty Guidelines for Copeland™ Brand Products

Limited Warranty

LIMITED WARRANTY. Subject to the limitations of 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 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.

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. 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.

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

SOLE WARRANTY. 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. 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. 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 EXTEND TO INCLUDE INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES.

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 damage 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.

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Warranty Time Limits and Credit Determination

Warranty Period: Copeland™ brand products are warranted for a period of **1 YEAR**. Compressors/parts/electronic modules (specified in Table A) sold to OEM's with a maximum 12 months of service **and** returned to and received by Emerson Climate Technologies, Inc. within 20 months from the date of manufacture will be honored under warranty. A full copy of the Emerson Climate Technologies, Inc. limited warranty appears on page 4 of this document.

Copeland brand products repaired or replaced pursuant to the Emerson Climate Technologies, Inc. existing warranty return policy are warranted for the unexpired portion of the warranty applying to the original product.

Serial Number The serial number stamped or printed on the nameplate consists of nine characters.

Examples: Compressor serial number: **16A *******
 Electronic module serial number: ****16A ******

Date Code: For compressors, the first two characters of the serial number when moving from left to right indicate the year of manufacture and the next, or third, character designates the month of manufacture. For electronic modules, the third and fourth characters of the serial number when moving from left to right indicate the year of manufacture and the next, or fifth, character designates the month of manufacture. The table below shows the corresponding letter for the months of the year. For the example above (16A), the manufacture date would be January 2016.

Letter	Month	Letter	Month	Letter	Month
A	January	E	May	I	September
B	February	F	June	J	October
C	March	G	July	K	November
D	April	H	August	L	December

Our policy is to provide a replacement for all products that have been used in field service. The following may also apply:

- **Semi-Hermetic compressors - In-Warranty** - Unless otherwise agreed to by Emerson Climate Technologies, Inc., credit will be issued at the service price, provided that a service replacement has been purchased within 12 months at the service price. If a service replacement has not been purchased, one will be provided at no charge to handle the in-warranty claims.
- **Semi-Hermetic compressors - Out-of-Warranty** - The service salvage allowance will be credited at the service price, provided that a service replacement has been purchased within 12 months. If a service replacement has not been purchased, credit will be issued at the **Buy Back As-Is** price. No credit will be issued if the model is not on the "Buy Back As-Is Model List" of this document.
- **Parts/Electronic modules (Table A)** - Credit will be issued at the current price, for in-warranty parts only.
- **Hermetic compressors** - Unless otherwise agreed to by Emerson Climate Technologies, Inc., in-warranty credit will be issued at the OEM's service price if a service compressor model and serial number are provided. If no replacement information is provided credit value at production price will be issued.
- **Hermetic compressors - Only compressors in the Emerson Climate Technologies, Inc. warranty period are required for inspection and credit. Compressors outside the warranty period may be returned to an Emerson Climate Technologies, Inc. plant for disposal, but no freight credit will be given, and a \$75 disposal fee will be charged for this service. Compressors returned for special inspection programs (See "Special Inspection" section) arranged with Emerson Climate Technologies, Inc. are not subject to this disposal fee.**

Emerson Climate Technologies, Inc.
OEM Return/Warranty Guidelines for Copeland™ Brand Products

Field Returns

Description: Inoperative products from field installed equipment.

Authorization: **Compressors/Parts/Electronic modules:** No advance approval required. Credit will only be issued for compressors/parts/electronic modules that fall within the Emerson Climate Technologies, Inc. warranty time limits. For a list of electronic modules and the return requirements, see Table A. For a list of parts requiring a return for credit to be issued, see Table B.

Units: Do not return units. Only inoperable compressors and components should be returned.

Paperwork

Your paperwork (Return Goods or Return Material form/Debit Memo) must list the following:

- Copeland™ brand products part/model number and serial number for each returned and replacing item
- Install and fail date of the returned product (mm/dd/yyyy)
- Quantity returned
- Type of return - Field Return

Warranty Claim Tag	Model
Not Required	Z
Required *	All except Z

*Attach white copy of completed claim tag to paperwork – Hard copy should be attached to compressor.

Warranty Tag: 052-1957-01
 Order by calling or faxing order to:
 Emerson Climate Technologies - Customer Service
 Phone: (937) 498-3805
 Fax: (937) 498-3813
 Tags will be shipped prepaid and at no charge.

Shipping

Field Returns should be shipped to the plant listed in the table below unless otherwise agreed upon with Emerson Climate Technologies, Inc. The return location is based on the first character of model (Example **Z**P31K5E-PFV-130 = Sidney, OH). Field returns of accessory parts should be sent to Copeland Corporation LLC, Rushville, IN. **For electronic modules, use Table A for instructions and return requirements.**

First Character Of Model	Field Returns Plant	Field Returns Plant Address
Z, C, R, A, P, V, M (except MX, MU), all other	Sidney, OH	Emerson Climate Technologies, Inc., Warranty Lab, 1675 W. Campbell Road, Sidney, OH 45365
2, 4, 6, 8, 9, E, K, L, G, T, MX, MU, all accessory parts	Rushville, IN	Copeland Corporation LLC, Plant 54-14, 616 Conrad Harcourt Way, Rushville, IN 46173. Freight company must call 48 hours in advance for appointment. Rushville (765) 932-1902

Emerson Authorized Full-Line™ and Emerson Authorized Copeland™ Brand Product Wholesalers will process warranty claims for OEM equipment when the item is within the Emerson Climate Technologies, Inc. warranty, based on the warranty guidelines included in this document, and providing they supply the replacement.

See “Shipping Procedures” section for freight allowances and detailed instructions.

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OEM Production Line Returns

Description: Product rejected at OEM manufacturing facility.

Authorization: No advanced approval required. Credit for Emerson Climate Technologies, Inc. responsible non-conforming product will be based on the product’s sale price with a freight allowance. For a list of electronic modules and the return requirements, see Table A. For a list of parts requiring a return for credit to be issued, see Table B.

Paperwork

Your paperwork (Return Goods or Return Materials form/Debit Memo) must list the following:

- Copeland™ brand products part/model number
- Serial number for each item
- Quantity returned
- Type of return - Line Return

Each Line Return should have the hard copy of the completed Line Return Tag/Sticker attached.

Line Return Tag: 052-2067-00
 Order by calling or faxing order to:
 Emerson Climate Technologies – Customer Service
 Phone: (937) 498-3805
 Fax: (937) 498-3813
 Tags will be shipped prepaid and at no charge.

Shipping

Line Return compressors should be returned to the plant listed in the table below unless otherwise agreed upon with Emerson Climate Technologies, Inc. The return location is based on the customer location and the last character of the serial number (Example: 16A12345L = Lebanon, 16A12345D = Sidney). Line returns of accessory parts should be sent to Copeland Corporation LLC, Rushville, IN. **For electronic modules, use Table A for instructions and return requirements.**

OEM Location	Last Character Of Serial Number	Line Returns Plant	Line Returns Plant Address
US	C, D, E, T, U, Z, B, H or Number	Sidney, OH	Emerson Climate Technologies, Inc., Warranty Lab, 1675 W. Campbell Road, Sidney, OH 45365
	R	Rushville, IN	Copeland Corporation LLC, Plant 54-14, 616 Conrad Harcourt Way, Rushville, IN 46173. Freight company must call 48 hours in advance for appointment. Rushville: (765) 932-1902
	M	Mexico	Emerson Climate Technologies c/o DHL Global Forwarding 6100 International Parkway Suite #300 Sharyland Business Park McAllen, Texas 78503
	L	Lebanon, MO	Scroll Compressors LLC, Plant 09, 701 E. Highway 32, Lebanon, MO 65536
	N	Natchitoches, LA	Alliance Compressors LLC, Plant 41-31, 100 Industrial Drive, Natchitoches, LA 71457
Mexico	All	Mexico	Copeland Scroll Compresores de Mexico, S.A. de C.V. Avenida de los Cedros 3040 Parque Industrial Villa Florida Reynosa, Tamaulipas CP 88730

See “Shipping Procedures” section for freight allowances and detailed instructions.

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Sample Returns

- Description: Purchased by OEM and compressor facility for system development used at OEM.
- Authorization: Contact your sales representative to authorize returns.
- Credit: Credit will be issued per the field return warranty time limit and credit determination section.

Paperwork

All Sample Returns should have the Sample Return Label, which was included in the original shipment, attached to the compressor.

Sample Return Label: CC-675
Order by calling or faxing order to:
Emerson Climate Technologies – Customer Service
Phone: (937) 498-3805
Fax: (937) 498-3813
Labels will be shipped prepaid and at no charge.

Shipping

Plant	Address
Sidney, OH	Emerson Climate Technologies, Inc. Warranty Lab 1675 W Campbell Road Sidney, OH 45365

See “Shipping Procedures” section for freight allowances and detailed instructions.

**Emerson Climate Technologies, Inc.
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Buy Back New / Shipped-in-Error

Description: Product provided by Emerson Climate Technologies, Inc. was different than what was ordered.

Authorization: A **Return Material Authorization (RMA) from Emerson Climate Technologies, Inc.** is required. Credit will be issued at the invoiced purchase price. Contact your customer service representative for RMA request.

Scroll Compressors LLC	
Sidney, OH - Copeland Scroll™ compressors	Phone: (937) 494-7751
	Fax: (937) 498-3116
Copeland Corporation LLC	
Sidney, OH - Condensing Units	Phone: (937) 493-2386
	Fax: (800) 468-2198
Scroll Compressors LLC	
Lebanon, MO	Phone: (417) 588-8693
	Fax: (417) 588-8724
Copeland Scroll Compressors de Mexico, S. A. de C.V.	
Mexico (Includes C and Scroll)	US Phone: (937) 494-7678
	Mexico Phone: 011-52-899-909-6042
	Fax: (937) 719-4471
Alliance Compressors LLC	
Natchitoches, LA	Phone: (318) 356-4977
	Fax: (318) 356-4555
Emerson Climate Technologies, Inc. – Distribution Services	
Rushville, IN –	Phone: (937) 498-3805
Electronic modules (see Table A)	Fax: (937) 498-3813
Parts Requiring Return (see Table B)	

Paperwork

The Return Material Authorization (RMA) from Emerson Climate Technologies, Inc. must accompany shipment.

Your paperwork (Return Goods or Return Materials form/Debit Memo) must list the following:

- Copeland™ brand products part/model number
- Serial number for each item
- Quantity returned
- Type of return – Buy Back New or Shipped-in-Error

Shipping

Ship freight collect per the “Shipping Procedures” section B unless return authorization states differently. The Return Material Authorization (RMA) will give return address and instructions.

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Special Inspection

Description: A customer requested inspection to determine the cause of field returned compressors and/or electronic modules listed in Table A.

Authorization: Contact your Emerson Climate Technologies, Inc. Sales Manager or Application Engineering. An inspection fee may apply.

Paperwork

Your paperwork (Return Goods or Return Material form/Debit Memo) must list the following:

- Copeland™ brand products part/model number
- Serial number for each item
- Quantity returned
- Type of return - Special Inspection
- Unit/System model and serial number
- Start Date
- Fail Date
- Jobsite reference, job number, or job location

Shipping

Make sure that the **yellow or green Special Inspection Sticker provided by Emerson Climate Technologies, Inc.** is attached to the compressor and/or electronic module.

For semi-hermetic compressors, place the sticker on the head of the compressor.

For hermetic compressors, place the sticker on the top of the compressor.

For electronic modules, place the sticker on any free available space without covering any other labels or product identifiers.

Do not place the sticker over the nameplate.

See “Shipping Procedures” section for freight allowances and detailed instructions.

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Buy Back As-Is

Description: Only semi-hermetic models, identified on the **Buy Back As-Is** Model List are eligible.

Authorization: No advance authorization required.

Paperwork

Your paperwork (Return Goods or Return Material form/Debit Memo) must list the following:

- Copeland™ brand products model number
- Quantity returned
- Type of return - Buy Back As-Is

Buy Back As-Is Tag: 052-1869-00
 Order by calling or faxing order to:
 Emerson Climate Technologies - Customer Service
 Phone: (937) 498-3805
 Fax: (937) 498-3813
 Tags will be shipped prepaid and at no charge

Shipping

Ship to: Copeland Corporation LLC
 Plant 54-14
 616 Conrad Harcourt Way
 Rushville, IN 46173
Freight Pre-Paid - Carrier of your choice
 Freight Company must call Rushville 48 hours in advance for appointment.
 Rushville (765) 932-1902

Buy Back As-Is Model List

Model	Credit Amount
All H bodies HA* and HW*	\$100.00
All K bodies KA* and KW*	\$75.00
All E bodies EA*, EW* and ER*	\$100.00
All 3A*, 3R* and 3W* bodies	\$100.00
All LA* bodies	\$150.00
All M bodies MR* and MD*	\$40.00
All NR* bodies	\$125.00
All 2D* bodies	\$225.00
All 3D* bodies	\$250.00
All 4 bodies 4R*, 4D* and 4MTLS	\$300.00
All 6 bodies 6R*, 6D* and 6T*	\$300.00
All 8 bodies 8R* and 8D*	\$120.00
All 9 bodies 9R*, 9D* and 9T*	\$125.00

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Shipping Procedures for Emerson Climate Technologies, Inc. Returns

Description: This section provides information regarding procedures for returning product to Emerson Climate Technologies. Following these procedures will facilitate the return and credit process.

Shipping

1. Bill-of-lading and freight bill must list the number of pieces being shipped. Do not list skids or cartons.
2. All returns should have the OEM name, location and customer number on the appropriate tag (either Line Return Tag or Warranty Claim Tag) attached to the compressor. For semi-hermetic compressors, place the sticker on the head of the compressor. For hermetic compressors, place the sticker on the top of the compressor. For electronic modules, place the sticker on any free available space without covering any other labels or product identifiers.
3. Do not remove the product nameplate or cover nameplate with paperwork or tags.
4. **Warranty Claim Tags**, if required, must be filled out completely with the required information below, before full Warranty credit will be given:
 - Returned Model and Serial Number,
 - Install and Fail Dates,
 - Replacing Model and Serial Number
5. Customer paperwork must be placed in a packing envelope and attached to one of the returns. Do not put envelope on shrink-wrap, or give to the truck driver. Do not mail a copy of the paperwork to Emerson Climate Technologies, Inc.
6. For **Special Inspections**, the yellow or green Special Inspection Sticker must be attached to the compressor, part, or electronic module. For semi-hermetic compressors, place the sticker on the head of the compressor. For hermetic compressors, place the sticker on the top of the compressor. For electronic modules, place the sticker on any free available space without covering any other labels or product identifiers.
7. To prevent oil spillage during shipping, returned semi-hermetic compressors must be totally sealed by use of shipping pads taken from the replacement compressors. Do not use tape, rags or putty. For hermetic compressors, the line connections should be pinched and soldered shut or sealed with rubber plugs.
8. For safety during shipping,
 - a. ALL scroll and hermetic reciprocating compressors must be securely bolted, banded, and stretch wrapped to a skid in the upright position.
 - b. Semi-hermetic compressors must be securely banded and stretch wrapped to a skid.
 - c. Electronic modules should be packaged in a manner that will prevent any type of transit damage.
9. Ship to address listed on the “Shipping” section for each product return type.

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Shipping Procedures for Emerson Climate Technologies, Inc. Returns (continued)

Freight Allowances

All products returned to Emerson Climate Technologies, Inc. should be shipped via the most economical means possible. **Freight allowances** will be calculated based on our negotiated freight rates and will apply as follows:

Compressor only and/or Compressor + Parts + Electronics Line Returns:

- Calculated based on full carrier shipments from the Emerson Climate Technologies plant to the OEM's manufacturing facility, and returned in shipments not less than 500lbs. We will only give freight allowances on product deemed our responsibility following inspection.

Compressor only and/or Compressor + Parts + Electronics Field Returns:

- Calculated based on full carrier shipments from the Emerson Climate Technologies plant of origin to the OEM's manufacturing facility, and returned in shipments not less than 150 lbs. We will give freight allowances on all returns that are in our warranty period defined in the "Field Return" section.

Electronic Module Returns Only (Table A):

- When electronic modules are returned separately, no freight allowance will apply, however, we will provide shipping details and a pre-paid shipping label for electronic modules defined in Table A.

Product returned to Emerson Climate Technologies collect will have the collect freight amount deducted from the credit amount, and a freight allowance (as mentioned above) will be added to the credit amount.

Collect Freight

For line and field returns, if you choose to ship your claim **collect**, email the address listed below to ensure the proper carrier is selected:

Email EmersonTMS.Climate@Emerson.com for routing instructions.

In your email, include:
Origin Name
Origin Address
Destination Location
Skid Count
Weight
Dimensions (LxWxH)
Freight Class
Pickup Date
Comments

Product returned to Emerson Climate Technologies collect will have the collect freight amount deducted from the credit amount, and a freight allowance (as mentioned above) will be added to the credit amount.

For electronic modules only returns, contact Emerson Climate Technologies as directed in Table A for shipping details and a pre-paid shipping label.

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Table A - Electronic Modules

To request shipping instructions and a **pre-paid shipping label** for items listed in this table, contact Emerson Climate Technologies at **(937) 498-3805**.

OEM Part #	Aftermarket Part #	Module Name	Return Required	
			Line Return	Field Return
039-0026-06		Suction Line Transducer	Yes	Yes
043-0063-xx	943-0089-xx	XJ Series Condensing Unit Defrost Module	Yes	Yes
043-0125-xx	943-0125-xx	XJ Series Condensing Unit Diagnosis Module	Yes	Yes
085-0110-xx		Demand Cooling™ Module (Copeland Discus)	Yes	Yes
085-0215-xx	998-1000-xx	Demand Cooling Module (Copeland Scroll)	Yes	Yes
543-0010-xx	943-0010-xx	Comfort Alert™ Module; Single Phase, Fixed Capacity, AC	No	Yes
543-0012-xx	943-0012-xx	Comfort Alert Module; Single Phase, Fixed Capacity, Heat Pump	No	Yes
543-0024-xx	943-0024-xx	Digital Compressor Controller (Copeland Scroll™)	Yes	Yes
543-0032-xx	943-0011-xx	Comfort Alert Module; Single Phase, Fixed Capacity, AC/Heat Pump	No	Yes
543-0033-xx	943-0033-xx	Comfort Alert Module; Single Phase, Fixed & Two Stage, AC/Heat Pump	No	Yes
543-0038-xx	943-0038-xx	Comfort Alert Module; Three Phase, Fixed & Two Stage	No	Yes
543-0049-xx	943-0013-xx	CoreSense™ Diagnostics Module For Copeland Discus™ Control Module	Yes	Yes
543-0053-xx	943-0053-xx	Copeland Performance Alert™ Module (Single Phase)	Yes	Yes
543-0055-xx	943-0055-xx	Copeland Performance Alert Module (3 Phase Scroll)	Yes	Yes
543-0057-xx	943-0057-xx	Copeland Performance Alert Module (3 Phase Recip)	Yes	Yes
543-0062-xx	943-0062-xx	CoreSense Diagnostics Module For Copeland Discus Sensor Module	Yes	Yes
543-0067-xx		Comfort Alert Module; Geothermal, Fixed Capacity	No	Yes
543-0069-xx		Comfort Alert Module; Geothermal, Fixed & Two Stage	No	Yes
543-0071-xx		Comfort Alert Module; Three Phase, Fixed & Two Stage	No	Yes
543-0081-xx	943-0104-xx	XJ Series Condensing Unit Main Control Board	Yes	Yes
543-0085-xx		XJ Series Condensing Unit Power Board	Yes	Yes
543-0086-xx	943-0086-xx	Digital Compressor Controller (3D)	Yes	Yes
543-0088-xx	943-0088-xx	Digital Compressor Controller (4D)	Yes	Yes
543-0105-xx	585-1076-xx 998-0105-xx	Sentronic™ 3 Module	Yes	Yes
543-0109-xx	943-0128-xx	CoreSense Protection Module	Yes	Yes
543-0116-xx	943-0128-xx	CoreSense Protection Module 2D/3D	Yes	Yes
543-0117-xx	943-0128-xx	CoreSense Protection Module 4D/6D	Yes	Yes
543-0120-xx	943-0120-xx	SecureStart™ Module	Yes	Yes
543-0122-xx		Geothermal Module	Yes	Yes
543-0124-xx		Geothermal Module	Yes	Yes
543-0127-xx		Geothermal Module	Yes	Yes
543-0128-xx	943-0128-xx	CoreSense Protection Module	Yes	Yes
543-0132-xx	943-0152-xx	Electronic Unit Controller	Yes	Yes
543-0133-xx	943-0153-xx	Electronic Unit Controller	Yes	Yes
543-0134-xx	943-0154-xx	Electronic Unit Controller	Yes	Yes
543-0135-xx	943-0155-xx	Electronic Unit Controller	Yes	Yes
543-0139-xx	943-0128-xx	CoreSense Protection Module 2D/3D	Yes	Yes
543-0140-xx	943-0128-xx	CoreSense Protection Module 2D/3D	Yes	Yes
543-0141-xx	943-0128-xx	CoreSense Protection Module 4D/6D	Yes	Yes
543-0142-xx		CoreSense Protection Module	Yes	Yes
543-0143-xx	943-0128-xx	CoreSense Protection Module	Yes	Yes
543-0144-xx	943-0128-xx	CoreSense Protection Module 2D/3D	Yes	Yes
543-0147-xx		CoreSense Protection Module	Yes	Yes
543-0148-xx		CoreSense Protection Module	Yes	Yes
543-0151-xx	943-0151-xx	CoreSense Diagnostics Module For Copeland Scroll K5	Yes	Yes
543-0165-xx		CoreSense Diagnostics Module For Copeland Scroll K5	Yes	Yes
543-0167-xx	943-0128-xx	CoreSense Protection Module 2D/3D	Yes	Yes
543-0168-xx	943-0128-xx	CoreSense Protection Module 2D/3D	Yes	Yes

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Table A - Electronic Modules (continued)

To request shipping instructions and a **pre-paid shipping label** for items listed in this table, contact Emerson Climate Technologies at **(937) 498-3805**.

OEM Part #	Aftermarket Part #	Module Name	Return Required	
			Line Return	Field Return
543-0171-xx		CoreSense Diagnostics Module For Copeland Discus Sensor Module	Yes	Yes
543-0172-xx	943-0128-xx	CoreSense Protection Module	Yes	Yes
543-0173-xx		CoreSense Diagnostics Module For Copeland Scroll K5	Yes	Yes
543-0174-xx	943-0151-xx	CoreSense Diagnostics Module For Copeland Scroll K5	Yes	Yes
543-0175-xx	943-0175-xx	Emerson Commercial Comfort Digital Controller	Yes	Yes
543-0177-xx		CoreSense Protection Module	Yes	Yes
543-0179-00	943-0017-xx	Electronic Unit Controller	Yes	Yes
543-0191-xx	943-0191-xx	Electronic Defrost Unit Controller	Yes	Yes
543-0194-xx	943-0194-xx	Digital Compressor Controller Module (IDCM) 6D	Yes	Yes
543-0196-xx		CoreSense Protection Module EU GAPD 4D/6D	Yes	Yes
543-0197-xx		CoreSense Protection Module EU GAPD C02 Transcritical	Yes	Yes
543-0199-xx	543-0203-00	CoreSense Protection Module U.S. GAPD 2D/3D ILB	Yes	Yes
543-0200-xx	543-0203-00	CoreSense Protection Module U.S. GAPD 2D/3D	Yes	Yes
543-0201-xx	543-0203-00	CoreSense Protection Module U.S. GAPD 2D/3D Side Mount	Yes	Yes
543-0202-xx	543-0203-00	CoreSense Protection Module U.S. GAPD 4D/6D	Yes	Yes
543-0206-xx	943-0147-xx	CoreSense Protection Module GAPD AWX 4D/6D	Yes	Yes
543-0207-xx	943-0030-xx	CoreSense Protection Module US GAPD CO2 Transcritical	Yes	Yes
543-0208-00	943-0209-00	CoreSense Diagnostics Module For Copeland Scroll K5	Yes	Yes
543-0209-00	943-0209-00	CoreSense Diagnostics Module For Copeland Scroll K5	Yes	Yes
543-0210-00	943-0209-00	CoreSense Diagnostics Module For Copeland Scroll K5	Yes	Yes
543-0214-00		EUC – Next Generation XCM25D Controller	Yes	Yes
571-0064-xx	971-0064-xx	CoreSense Communications Module; 120V	Yes	Yes
571-0065-xx	971-0065-xx	CoreSense Communications Module; 24V	Yes	Yes
571-0066-xx	971-0066-xx	CoreSense Diagnostics Module; AC, 2-Wire	No	Yes
571-0067-xx	971-0067-xx	CoreSense Diagnostics Module; HP, 3-Wire	No	Yes
571-0072-xx	971-0072-xx	CoreSense Module; Single Phase, Fixed & Two Stage, AC/Heat Pump	Yes	Yes
543-0175-xx	943-0175-xx	Emerson Commercial Comfort Controller	No	Yes
980-7000-xx		KMC Digital Retrofit Kit	Yes	Yes
ESC1AFPT-CC-901		CoreSense Protection Module; Single Phase, Fixed Capacity, AC	No	Yes

Emerson Climate Technologies, Inc.
OEM Return/Warranty Guidelines for Copeland™ Brand Products

Table B - Parts Requiring Return for Credit

These part numbers must be returned to Emerson Climate before credit will be issued.

Part #	Part Description	Return Required	
		Line Return	Field Return
012-3xxx-xx and 912-3xxx-xx	Contactors	Yes	Yes
085-0109-00 through 085-0109-07	Demand Cooling™	Yes	Yes
085-0160-00	Phase Monitor	Yes	Yes
510-0346-00	Demand Cooling	Yes	Yes
510-0347-00 through 510-0347-08	Demand Cooling	Yes	Yes
510-0349-00 through 510-0349-29	Demand Cooling	Yes	Yes
585-0102-xx	CoreSense™ Diagnostics Module (ISD 1.0)	Yes	Yes
902-0317-00 and 902-0317-01	Digital Heads 3D	Yes	Yes
902-0317-70 and 902-0317-80	Digital Heads 3D	Yes	Yes
902-0323-00 and 902-0323-70	Digital Heads 4D/6D	Yes	Yes
902-0327-00 and 902-0327-70	Digital Heads (DIII) 4D/6D	Yes	Yes
929-0113-xx	EUC Cable	Yes	Yes
929-0114-xx	EUC Cable	Yes	Yes
980-3000-00 through 980-3000-11	Digital Upgrade Kits 3D	Yes	Yes
980-4000-04 through 980-4000-06	Digital Solenoid Valve ZBD/ZFD	Yes	Yes
980-5000-00 through 980-5000-15	Digital Upgrade Kits (DIII) 4D/6D	Yes	Yes
980-6000-00 through 980-6000-13	Digital Upgrade Kits 4D/6D	Yes	Yes
985-0102-xx	CoreSense Diagnostics Module (ISD 1.0)	Yes	Yes
998-0008-33	Oil Pump	Yes	Yes
998-0017-15 through 998-0017-50	Moduload Kits	Yes	Yes
998-0119-22 through 998-0119-39	Unloading Conversion Kits	Yes	Yes
998-1000-12 through 998-1000-36	Demand Cooling	Yes	Yes
998-1000-50 through 998-1000-52	Demand Cooling	Yes	Yes
998-1661-00 through 998-1661-64	Discus Valve Plates	Yes	Yes
998-2000-14 through 998-2000-26	Demand Cooling (DIII) 4D/6D	Yes	Yes
998-2119-00 through 998-2119-49	Unloading Conversion Kits 4D/6D	Yes	Yes
998-2661-25 through 998-2661-28	Discus Valve Plates	Yes	Yes
998-2661-43 through 998-2661-66	Discus Valve Plates	Yes	Yes
998-3119-20 through 998-3119-49	Unloading Conversion Kits (DIII) 4D/6D	Yes	Yes
998-3661-20 through 998-3661-68	Discus Valve Plates (DIII) 4D/6D	Yes	Yes
998-6661-30 and 998-6661-31	Discus Valve Plates (Digital) 3D	Yes	Yes

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