

**To: Residential Distributors and Dealers
From: Technical Support
Date: February 23, 2010
Re: New QP and DP Form**

In order to gather more detailed information on compressor failures and reduce the possibility of diagnostic errors in the field, NORDYNE is requesting some additional information on QP/DP request forms.

Please discontinue using the old QP/DP request form and begin using the attached form. Enter the requested voltage, ohms and amperage readings for the listed failure. Fax to Technical Service at the fax number listed on the form.

The failure listed on the QP/DP is what will be checked. Please make sure that you fill out the form accurately. If the failure listed on the form is not accurate the claim will be rejected.

If you have any questions please call 1-800-422-4328 ext. 2

**Thank You
NORDYNE Technical Service**

NORDYNE Fax Message Transmission

To: NORDYNE	Date:	Fax number 636-561-7358
From:	Subject: QP OR DP	Fax Numbers NORDYNE Corporate 636-561-7399 Technical Service 636-561-7358

*Credit for unit and labor will not be issued until unit has been received, and testing is complete. *The authorization number just gives the servicer the OK to change out the unit. In order to receive credit a claim **MUST** be filed.

- *OUTDOOR MODEL # - _____
- *OUTDOOR SERIAL # - _____
- *INDOOR MODEL # - _____
- *INDOOR SERIAL # - _____
- *HOMEOWNERS NAME - _____
- *INSTALL DATE - _____
- REGISTERED UNIT - _____
- *DISTR. NAME & CONTACT - _____
- *DISTRIBUTOR # - _____
- *DISTRIBUTOR PHONE # - _____
- SERVICER - _____
- SERVICER PHONE # - _____
- AUTHORIZATION # - _____
- *REQUESTING COMPRESSOR REPLACEMENT ONLY: YES _____ NO _____

Return unit to:

NORDYNE
 2800 HOFF RD
 DYERSBURG, TN 38024
 Attn: Brad Boals

Freight Line:

AVERITT _____

MILAN _____

YELLOW _____

USF NEW HOLLAND _____

CON WAY _____

Ship Freight Collect

or

SCRAP UNIT _____

COMPRESSOR FAILURE – (CIRCLE ONE) SHORTED / GROUNDED / OPEN / LOCKED ROTOR

SHORTED OR GROUNDED
OHMS READING

START TERMINAL TO GROUND _____

RUN TERMINAL TO GROUND _____

COMMON TERMINAL TO GROUND _____

Open Windings
OHMS READING

START TO COMMON TERMINAL _____

RUN TO COMMON TERMINAL _____

LOCK ROTOR AMPS
AMP READING

AMP READING WITH AMMETER C- S- R- _____

VOTAGE AT THE CONTACTOR- _____ VOLTS

CRACKED HEAT EXCHANGER DISCIPTION
OF FAILURE:

IF THE FAILURE IS NOT ONE OF THOSE LISTED ABOVE PLEASE CALL TECH SERVICE
The unit is tested based on the information submitted above, if the failure is listed incorrectly the claim will be refused.

*YOUR FAX NUMBER: _____

INFORMATION MARKED WITH AN “*” MUST BE FILLED OUT COMPETELY AND CORRECTLY. FORMS WITH INCORRECT/MISSING INFORMATION WILL BE SENT TO YOUR CORPORATE OFFICE

INFORMATION NEEDED FOR WARRANTY CLAIM 1. OUTDOOR SERIAL # 2. INDOOR COIL SERIAL 3. OUTDOOR UNIT TAG 4. AUTHORIZATION NUMBER

If transmission is incomplete or material not legible, please call sender at (636) 561-6720, extension: