



Tecumseh
Cool Products

Cool Products Division

1120 Tecumseh Clinton Road

Clinton, Michigan 49236

Fax: 517-456-1307

www.tecumseh.com

custsupport.coolproducts@tecumseh.com

techsupport.coolproducts@tecumseh.com

Attention!!!

December 17, 2002

To: All Authorized Tecumseh Wholesalers

From: Warranty Department

Effective January 1, 2003

1. Warranty period will be 12 Months from Date of Sale (not date of installation) when returned compressor is more than 20 months from date of manufacture, no shelf life limitation.
2. Compressor must be received by Tecumseh Products Company within 180 days of **FAILURE** date.
3. Wholesaler will provide copy of original bill of sale (invoice) and completed TP625B tag. Completed documentation should be postmarked prior to shipping return goods. Documentation must be received by Tecumseh Products Company prior to arrival of return goods or \$30.00 per item reprocess fee will be assessed. (See reprocess notice below)
4. Product must be returned before credit will be issued.
5. Tecumseh reserves right to deny credit where customer fault is determined.
6. Failure to submit correct and complete documentation will result in denial of credit or a re-process fee amounting to \$30.00 **PER COMPRESSOR** / item. (Example: 12 compressors arrive on a skid on 3/30/03 and the documentation arrives 4/15/03. \$360 will be subtracted from approved warranty.)

Supplier Statement:

When Tecumseh processes an in-warranty compressor, it may be determined that there was no defect in material or workmanship. **Credit may be denied.** The wholesaler is advised to withhold crediting the customer if any suspicion exists as to the installer's contribution to compressor failure

Warranty Re-Process Policy

Effective January 1, 2003 Tecumseh Products Company Warranty Department will be charging \$30.00 per compressor (per item) for all upgrade credits issued.

If the proof of sale and the completed TP625B tag is not received by Tecumseh Warranty Administration prior to arrival of the returned goods, there will be an administrative fee of \$30.00 for each compressor being upgraded (re-processed). All tags and proof of sales should be mailed to:

Tecumseh Products Company
Warranty Department
100 E. Patterson
Tecumseh, MI 49286

We require the proof of sale to be attached to the TP625 tags. If the proof of sale is not provided at this time, the administrative charge will be imposed.

If you have any further questions, please do not hesitate to call us.

Thank you for your continued cooperation in this matter.

Tecumseh new procedure December 2005:

- 1) Only tags accepted will be with the original top and bottom originals of the tag!
- 2) The top original copy has to be sent back to Tecumseh by me, no copies, no exceptions, only in pen!
- 3) The bottom original copy has to stay attached to the compressor. If it's oily, put it in a bag. Legible copies.
- 4) Tags must be filled out completely. The blanks are there for a reason! Fill in as much as possible.
- 5) Any tag deemed un-fit to send back will be sent back to you to be redone!
- 6) All compressors must be some-what sealed so they don't leak.
- 7) New tags are coming in, in the mean time take copies of tags to attach to paperwork.
- 8) All small parts(start components) now must also be only on Tecumseh tag #TP-625.
- 9) There are no exceptions to any of these procedures, if we want credit, we must follow procedure.

From now on with all of your cooperation we should never have any question or doubt if we will receive credit from Tecumseh. So please do your part to help me with not only with Tecumseh, but all our other manufacturers have their own warranty procedures in place. If you ever have any questions at all call me and I will be more than happy to get it done right the first time.

Thank you,
Trevor Olson