

# ComfortStar®

## ComfortStar® Service Bulletin

Subject: DOA Policy – ComfortStar Split System Condensing Units

ComfortStar Condensing units are run and tested over 3 times, before they leave the factory, therefore it is remote that a unit will fail to run upon installation in the field. However, should this happen, the following procedure should be followed.

Compressor:

1. If a compressor fails to start, we ask that the dealer first check the voltage to the compressor. If the voltage in an area is low, the addition of a hard start kit may be required depending on the conditions and the compressor, and/or it may be necessary to contact the local utility to correct the problem. Warranty does not cover low voltage conditions.
2. Should the compressor fail to start for any other reason, the contractor should attempt to diagnose the problem BEFORE requesting warranty assistance.
3. If the compressor is found to be “DOA”, or fails within 30 days of installation, ComfortStar will do the following, **if PRIOR AUTHORIZATION IS OBTAINED FROM COMFORTSTAR.**
  - A. If the unit's compressor does not start, at initial installation, ComfortStar will replace the compressor and give the dealer a \$150 allowance toward re-installing the unit.
  - B. If the unit's compressor fails after the initial installation, ComfortStar's regular warranty policy, of supplying a replacement compressor, will apply.
4. **In NO EVENT, will ComfortStar allow an automatic field scraps without prior Authorization.**
5. The wholesaler must keep the unit or the compressor that was replaced, until credit is received, should ComfortStar need to inspect the unit or compressor. Should it be determined that the compressor failure is due to improper installation, improper start up, and/or the fault of the installer, improper service voltage from the local utility, or the failure of the product due to weather related conditions, such as lightning strike, flood, or any other Act of God, the warranty on the product is void. All other warranty issues should be handled per the terms of the ComfortStar printed warranty, offered with the product, at time of sale.

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