

Title: STARTER MANUFACTURER ASSISTANCE

Number: C8809

Date: 6/3/88

Supersedes: new

Date:

Models Affected: ALL CENTRIFUGAL CHILLERS

PURPOSE

The purpose of this bulletin is to provide information on who to contact when problems arise with centrifugal compressor motor starters.

BACKGROUND

At the present time our primary sources for starters are Cutler Hammer and Siemens for low voltage, Siemens and GE for medium voltage and Westinghouse for solid state. All of these companies have committed to provide support to Carrier as needed to correct product problems. In general, the warranty period matches Carrier's; 18 months from date of shipment and 12 months from date of first beneficial use.

RECOMMENDATION

The best service support can usually be obtained from a local contact if one exists. It is recommended that a relationship be established with local representatives as a first line of assistance. The following additional contacts are available and should be used in the order listed for each manufacturer:

ALLEN-BRADLEY

- 1 Call the Regional Office and ask for the Service Supervisor. He or she will put you in contact with the closest service person. If you encounter a problem, ask for the Regional or District Support Manager.

Central Region (Detroit)	313-280-7100
Eastern Region (Holyoke)	423-533-3953
Midwest Region (Chicago)	312-325-6750
Southern Region (Atlanta)	404-448-0580
Southwest Region (Dallas)	214-490-8000
Western Region (Los Angeles)	213-725-1877

- 2 After Hours Message Service (Your call will be returned within 1/2 hour.)

800-422-4913

FILE KEY Engineering and Sales MAIL KEYS 2.45, 2.40B, 2.46A, 2.46B, 2.53
2.44, 2.23R, 2.33B, 2.33D

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CUTLER HAMMER

1 315-437-7201

Mr. Neil McPherson, National Account Manager
Mrs. Janet Congdon, Technical Sales Assistant
Eaton/Cutler Hammer
3 Adler Drive
East Syracuse, NY 13057

2 404-451-2331

Mr. James Ryle, Air Conditioning/Control Product Manager
Mr. John Moore, Engineering Supervisor
Eaton Corporation
Power Controls Division
3001 McCall Drive
Doraville, Georgia 30340

3 After Hours Service Number

414-442-7803

"Freddy Servus", 7 Day, 24 Hour Emergency Service
Mr. Leonard Rice, Service Coordinator

GENERAL ELECTRIC

1 315-456-7470

Mr. James Custodio, Customer Service Representative
3532 James Street, P O Box 4841
Syracuse, New York 13221

2 315-456-7448

Mr. Edward Wright, Sales Engineer

3 919-563-7581

Mr. Hal Gross, Product Service Manager

After Hours Phone (High Voltage Only)

919-226-4735

SIEMENS

1 Local Siemens office

2 817-855-4980

Mr. David Reynolds, Manager, Customer Service
P O Box 89, 3800 Central Freeway
Wichita Falls, Texas 76307

WESTINGHOUSE

24 hour Contact Line - 800-523-3775
800-433-2701 in North Carolina

Mr. Jim McNulty, Product Warranty Administrator
Westinghouse Electric Corporation
Heywood Road
Arden, North Carolina 28704