



SERVICE BULLETIN

Title: Starter Manufacturer Assistance
Models Affected: All Centrifugal Rotary Chillers

Number: C9631
Date: 9/10/96
Supersedes: C8809
Date: 6/3/88

Purpose:

To provide information on who to contact when problems arise with centrifugal and rotary compressor motor starters.

File: Controls– Wiring

Prepared By: Paul A. Holsinger

Approved By: Alan M. Johnson

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Background:

At the present time our primary sources for starters are Cutler Hammer for low and medium electromechanical and Benshaw for solid state. Both of these companies as well as the following listed manufactures 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 or 12 months from date of first beneficial use whichever is less. Contact the starter manufacturer before performing warranty work. They will usually provide replacement parts and a labor allowance when advised of a problem and when failed parts are returned.

Recommendation:

The best service support can usually be obtained from a local contact if one is available. 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 Support Manager.

Central Region (Columbus)	(614) 781-3888
East Region (Jamesburg)	(609) 655-3400
Mid Atlantic Region (Washington)	(703) 834-3900
Midwest Region (Chicago)	(630) 571-2850
North East Region (Boston)	(617) 326-5600
South East Region (Atlanta)	(770) 988-0893
South West Region (Dallas)	(214) 789-3430
Western Region (Oakland)	(510) 635-1237

2. Emergency After Hours Support:

1 (800) 422-4913

Benshaw Inc.

Customer Service - (412) 487-8235

Benshaw Inc.
1659 East Sutter Rd.
Glenshaw, PA 15116

Eaton/Cutler Hammer/Westinghouse

1. Customer Support - 1 (800) 752-5495

Mr. Chris Roemele, Inside Sales Engineer
Cutler Hammer
OEM Response Center
160 Industrial Drive
Pittsburg, PA 15275

2. (315) 437-7201

Mr. Neil McPherson, Executive Sales Engineer
Eaton/Cutler Hammer
6700 Kirkville Rd.
Suite B-101
P.O. Box 460
East Syracuse, N.Y. 13057

General Electric

1. Customer Service

(Resolution Engineering Group) - 1 (888) 437-3765

Mr. John Surel, Resolution Engineer
General Electric
41 Woodford Ave.
Plainville, CT 06062

2. (315) 456-7809

Mr. Jeff Dawley, Sales Engineer
General Electric
433 Electronics Parkway
P.O. Box 4841
Liverpool, NY 13088

Siemens/Allis

Customer Service - 1 (800) 378-3318

Mr. Eric Angley, Application Engineer
Siemens
323 Norristown Road
Suite 210
Abler, PA 19002