

SERVICE BULLETIN



Carrier Corporation

North American Operations

Title: Starter Manufacturer Assistance

Number: C9911

Date: 3/15/99

Supersedes: C9631

Date: 9/10/96

Models Affected: All Centrifugal and Rotary Chillers

Purpose:

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

Background:

At the present time our primary sources for motor starters are Cutler-Hammer for low and medium voltage electromechanical and Benshaw Inc. 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:

Benshaw Inc.

Benshaw Inc. has a centralized support location. All sales and support is located in one office. Benshaw requires that the starter serial number be provided when inquiring about their products. The serial number is a six digit number located on the nameplate inside the starter cabinet.

Mr. Mike Kelly, Customer Service Manager

Phone: (412) 487-8235

Benshaw Inc.

Fax: (412) 487-4201

1659 East Sutter Road

Glenshaw, PA 15116

Email address: mkelly@benshaw.com

Internet web page address: www.benshaw.com

Eaton / Cutler-Hammer / Westinghouse

Cutler-Hammer has a centralized support team for all of their products. Cutler-Hammer requires that the starter serial number be available upon request when contacting for assistance. Cutler-Hammer's serial number is called the General Order Number. This number comprises of three or four letters followed by six numbers. The General Order Number is located on the nameplate inside the starter.

- 1.) Norm Ivady, Customer Administrator Phone: 1 (800) 752-5495 (In the U.S.)
Westinghouse & Cutler-Hammer Products (412) 494-3010 (All others)
OEM Response Center Fax: 1 (800) 446-4087 (In the U.S.)
160 Industry Drive (412) 494-3032 (All others)
Pittsburg, PA 15275

Email address: oemeast@ch.etn.com

Internet web page address: www.ch.cutler-hammer.com

- 2.) Mr. Gary Wenzel, Global Account Manager Phone: (315) 437-7204
Cutler-Hammer Fax: (315) 437-0924
6700 Kirkville Road Suite B101
P.O. Box 460 Email address: wenzeg@ch.etn.com
East Syracuse, NY 13057

General Electric

General Electric has a centralized support team. The starter serial number must be available upon request. The General Electric starter serial number is the General Electric Requisition number. This number begins with the number 3036 followed by a dash (-) and five digits located on the nameplate inside the starter.

- 1.) GE Resolve (Resolution Engineering Group) Phone: 1 (888) 437-3765
General Electric ED&C Fax: (860) 747-7000
41 Woodford Avenue
Plainville, CT 06062

Email address: An email address is available upon request after the resolution engineering group has been contacted and a person is assigned to assist.

Internet web page address: www.ge.com

- 2.) Mr. Jeff Dawley, Sales Engineer Phone: (315) 456-7809
General Electric Fax: (315) 685-7821
433 Electronics Parkway
P.O. Box 4841 Email address: jeff.dawley@edc.ge.com
Liverpool, NY 13088

Rockwell Automation / Allen-Bradley / Reliance Electric

Allen-Bradley's support system comprises of a network of local sales offices. To get the best response for your area contact the Allen-Bradley office near your area. The sales offices can be located by visiting Allen-Bradley's web page on the internet under Global Technical Services (GTS). Allen-Bradley requires that the starter serial number be provide upon request. The starter serial number is the Sales Order Number assigned at the time of order. For low voltage electromechanical and solid state this number consists of three letters followed by three digits. The medium voltage Sales Order Number consists of seven digits. All of these numbers can be found on the nameplate inside the starter.

- 1.) Mr. Larry Rager, Sales Engineer
Rockwell Automation
6007 Fair Lakes Road
East Syracuse, NY 13057
- Phone: (315) 463-4501
Fax: (315) 463-5882
- Email address: lvrager@ra.rockwell.com
Internet web page address: www.ab.com

- 2.) Emergency after hours support:

1 (800) 422-4913

Siemens / Furnas

Siemens has a centralized technical support team. The starter sales order number and manufacturing order number must be available upon request. The sales order number consists of a number 01-1900- followed by five digits. The manufacturing number consists of a number 02-1942- followed by five digits . Both of these numbers are located on the nameplate inside the starter.

- 1.) Mr. Dave Reynolds, Technical Support
Siemens Power Transmission & Distribution, LLC
7000 Siemens Road
Wendell, NC 27591
- Phone: (919) 365-2534
Fax: (919) 365-2583
- Email address: dave.reynolds@ptd.siemens.com
Internet web page address: www.usa.siemens.com
- 2.) Mr. Thomas Sargent, Account Manager
Siemens Energy & Automation, Inc.
2180 N. Washington Street
Rochester, NY 14625
- Phone: (716) 385-4120
Fax: (716) 385-1904
- Email address: thomas.sargent@sea.siemens.com