



Carrier

A United Technologies Company

REPLACEMENT COMPONENTS DIVISION

SERVICE BULLETIN

SUBJECT: Starter Manufacturer Assistance

NUMBER: C9911

DATE: 3-15-99

SUPERSEDES: C9631

MODELS AFFECTED: All Centrifugal and Rotary Chillers

DATE: 9-10-96

PAGE: 1 **OF:** 3

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PURPOSE:

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

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. 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.

Customer Service Manager
Benshaw Inc.
1659 East Sutter Road
Glenshaw, PA 15116

Phone: (412) 487-8235

Fax: (412) 487-4201

Internet web page address: www.benshaw.com



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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 them 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.) Customer Administrator Westinghouse & Cutler-Hammer Products OEM Response Center 160 Industry Drive Pittsburgh, PA 15275	Phone: 1 (800) 752-5495 (In the U.S.) (412) 494-3010 (All others) Fax: 1 (800) 446-4087 (In the U.S.) (412) 494-3032 (All others)
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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) General Electric ED&C 41 Woodford Avenue Plainville, CT 06062	Phone: 1 (888) 437-3765 Fax: (860) 747-7000
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Rockwell Automation / Allen-Bradley / Reliance Electric

Allen-Bradley's support system is comprised of a network of local sales offices. To obtain the best response for your area, contact the Allen-Bradley office nearest to you. The sales offices can be located by visiting Allen-Bradley's web page on the internet under Global Technical Services (GTS). The internet web page address is: www.ab.com. Allen-Bradley requires that the starter serial number be provided upon request. The starter serial number is the Sales Order Number assigned at the time of order. For low voltage (less than 600 volts) 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.

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 Order Number consists of a number 02-1942- followed by five digits. Both of these numbers are located on the nameplate inside the starter.

1.) Technical Support

Siemens Power Transmission & Distribution, LLC
7000 Siemens Road
Wendell, NC 27591

Phone: (919) 365-2534

Fax: (919) 365-2583

Internet web page address: www.usa.siemens.com