

North American Operations

Replacement Components Division
 Carrier Corporation
 P.O. Box 4802
 Syracuse, New York 13221
 315-432-6000

**Carrier**

A United Technologies Company

TO: SERVICING CONTRACTORS

DATE: May 15, 1998

ATTN: SERVICE MANAGERS/TECHNICIANS

SUBJECT: REPAIR & RETURN PIC MODULES

TOTAL PAGES: 2

We are pleased to announce a repair and return program for PSIO II, SMM, and LID-2B modules. Under this program, modules will be sent directly to our factory for repair and then returned directly to you. The program to buy back defective modules for \$200.00 each is **no longer available**. Any modules currently in this program will be converted to the new repair program with the permission of the customer.

To send a module in for repair, contact your Replacement Components Division's account representative. Your account representative will need a purchase order number, the type and quantity of module(s) to be sent back, the complete model number of the chiller and customer contact with phone number. The account representative will then book an order for the appropriate module repair and will mail you a packing list which **must** accompany the shipment of the module to the factory.

The module needs to be shipped, freight prepaid, to the following address:

United Technologies Electronic Controls
 Repair and Return Program
 3650 West 200 North
 Huntington, IN 46750-9002

Once the module reaches our factory, it will be determined whether or not it is repairable. If it is not repairable, the contractor will be notified by our factory and the module will be returned. The purchase order will also be cancelled. Otherwise, the module will be repaired automatically and returned to the contractor. The maximum repair time will be five (5) working days. The costs to repair the modules are as follows:

PSIO II REPAIR \$757.00 list, \$302.80 net

LID-2B REPAIR \$894.00 list, \$357.60 net

SMM REPAIR \$538.00 list, \$215.20 net



The approved list of modules that can be repaired are as follows:

17EX5400-1801 PSIO II
19EX5400-1901 PSIO II
19XB0400-8501 PSIO II
19XB0400-8911 PSIO II
19XB0400-9101 PSIO II VFD
19XR0400-6001 PSIO II
19XR0400-1501 PSIO II
19XR5400-4601 PSIO II SRD
23XL0400-7001 PSIO II
23XL0400-7215 PSIO II
23XL0400-7001-01 PSIO II Merchantile
CEPL110189-02 PSIO II
CESO130036 LID-2B
CESO121319-01 SMM

Any module sent to the factory which is not on the above list will be returned to you unrepai red.

If you have any questions regarding this program, please do not hesitate to contact your account representative by calling (315) 433-4226.

Regards,

John Boland
CMA Marketing