



# Warranty Return Authorization

Danfoss Sales Americas.  
Refrigeration &  
Air Conditioning Division  
11655 Crossroads Circle  
Baltimore, MD 21220 USA  
Warranty Phone: 1-888-Danfoss

WRA Number : \_\_\_\_\_ Date Issued: \_\_\_\_\_

Issued By: \_\_\_\_\_ **This WRA number is valid for 30 days**

## Customer Information

Customer: \_\_\_\_\_ Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Cust. Claim #: \_\_\_\_\_ Email: \_\_\_\_\_ Fax: \_\_\_\_\_

Please complete this form in sections 1 through 4 where required, and fax or email back to Danfoss at the contact information listed below. You will then be provided with an RMA number.

1) Reason for Return:  Line Reject  Field Failure \_\_\_\_\_

Do you require:  Credit Only (2&4)  Evaluation (3&4)  Both (2-4) < (Fill out the sections below)

### 2) If Credit Only (Warranty Determination – 18 months)

Original purchase order # / Original Invoice #: \_\_\_\_\_ or Product Date Code: \_\_\_\_\_

3) Is an Evaluation is required? Please fill out as much information as possible on the Evaluation Form. This information is used to determine appropriate factory testing and root cause of the failure.

4)	Part Number	Qty	Application / Reason for Return: Reason - Please be as specific as possible.

All products are returned at customer's expense. If a product is out of warranty, credit will not be issued, and the product returned will be scrapped.

**Replacement s/n** \_\_\_\_\_

### Special Instructions to Customer:

- All products returned must have this sheet attached to the product and have the RMA number marked on the outside of the box or the delivery will be refused.
- Maneurop (Blue Compressors) returns may not be sent back via UPS. Compressors must be returned fixed to a pallet.

**Return Products To:**

Danfoss LLC  
Attn: WRA# \_\_\_\_\_  
11655 Crossroads Circle  
Baltimore, MD 21220-2863

### Danfoss Contact:

Line Reject / Field failures: Warranty Department Phone: 1-888-Danfoss Fax: 443-267-0122 Email: Uswarranty@danfoss.com

If you do not receive an RMA number within 48 hours of sending this form, please contact the Warranty Manager at 410-513-0579