



Cooling product notification

New return address for NAM customer compressor complaints

For internal use only

| Information | Action required | Segment |
|--|--|---|
| <input type="checkbox"/> Technical <input checked="" type="checkbox"/> Commercial | <input checked="" type="checkbox"/> FYI only <input type="checkbox"/> Inform customers (customer letter attached) <input type="checkbox"/> Other: | <input checked="" type="checkbox"/> Air conditioning <input type="checkbox"/> Food retail <input type="checkbox"/> Industrial refrigeration <input checked="" type="checkbox"/> Commercial refrigeration <input type="checkbox"/> Industrial Automation <input type="checkbox"/> High Pressure Pumps |

Summary

To inform customers of an address change for returned compressors.

Description

Danfoss has closed its facility in Arkadelphia, Arkansas, which inspected returned commercial compressors. Since the facility is closing, Danfoss has moved the inspection center to its NAM headquarters, located in Baltimore, Maryland. All compressors will now be returned to Baltimore, instead of Arkadelphia.

Affected products

All compressors sold within the North America region.

Timing

Effective immediately (July 15, 2020).

Cause/Background

Danfoss has moved the Inspection Center for compressors to Baltimore.

Customers and their implications

Customers will return compressors to the Local Inspection Center in Baltimore, not Arkadelphia

New address

Danfoss LLC
 11655 Crossroads Circle
 Middle River, MD 21220

Attachments

Customer letter

Contact

Raymond Taulbee
 Warranty/LIC Manager
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