

## **Purchasing Parts for your Copeland Condensing Unit**

-Locate your nearest Authorized Copeland wholesaler location:

[http://www.emersonclimatecustomer.com/ctp/html/ectp\\_Wheretobuy.html](http://www.emersonclimatecustomer.com/ctp/html/ectp_Wheretobuy.html)

-Take the defective part that needs replaced **WITH** you to an Authorized Copeland wholesaler location **PLUS** the model number of the condensing unit (tag is located on the base of the condensing unit) **AND** the compressor model number and serial number (tag is located on the compressor).

*If the needed part is covered under the Copeland's 12 month Limited Warranty, it is subject to an over-the-counter exchange. You will have to pay for the replacement part and will be reimbursed for the **COST OF THE PART ONLY** via credit thru your Authorized Copeland wholesaler location if the part is deemed defective by Copeland. Return of Copeland brand products will only be accepted by Authorized Copeland wholesaler locations and you need to provide a bill of sale or receipt for warranty. (Compressors or parts returned through an Authorized Copeland wholesaler location are subject to inspection to determine cause of failure.)*

-The Authorized Copeland wholesaler location will be able to identify the needed replacement part via visual inspection of the part and the Copeland part number inscribed on the part. If the part you need has an obsolete Copeland Part Number, your Authorized Copeland wholesaler location can find its replacement by accessing a parts number cross reference resource thru the Emerson Climate Technologies Portal on [www.emersonclimate.com](http://www.emersonclimate.com).

-In the event that your Authorized Copeland wholesaler location is unable to verify the current part number, they can access Copeland's customer support by calling Aaron Nuss @ 937.498.3805.

**PLEASE NOTE: ONLY** Authorized Copeland wholesaler locations can call Aaron for assistance - he is **NOT** available to speak with the general public.

- Once the correct replacement part is identified, your Authorized Copeland wholesaler location will check to see if they have that item in their current inventory. If they do not have the needed part in inventory, they will order it from Copeland's Mt. Comfort, Indiana Distribution Center Tel. (317) 968-4250. Most of the service parts for your Copeland condensing unit are in stock at Mt. Comfort, Indiana and can be shipped within two days.

**PLEASE NOTE: ONLY** Authorized Copeland wholesaler locations can order parts from the Mt. Comfort Distribution Center, and that they **DO NOT** accept orders from the general public.

*In the event that you have followed these instructions, and are not able to purchase the needed part thru the Authorized Copeland wholesaler location, please contact Josh Willingham @ Hercules (270.826.9501). Josh will contact Copeland and assist them in working with your Authorized Copeland wholesaler location to assist you in purchasing the needed replacement part.*