Standex Scientific Solutions

HORIZON SCIENTIFIC, INC.

WARRANTY COMPRESSOR REPLACEMENT FORM

INSTRUCTIONS: **ALL SECTIONS 1-6 MUST BE FILLED OUT COMPLETELY AND ACCURATELY.** INCOMPLETE FORMS CANNOT BE PROCESSED AND WILL DELAY THE WARRANTY COMPRESSOR.
For credit, reimbursement or new compressor, a Copy or Photo of the tag from the defective compressor MUST be submitted along with the completed form.
The form and tag should be sent together to technicalservice@horizonscientific.com
For help or questions about completing this form, call technical service at **800-648-4041**

1: WHAT IS THE HORIZON SCIENTIFIC TICKET NUMBER CREATED FOR THIS WARRANTY REQUEST?

Horizon Warranty Request Ticket # : _____ If you don't know, please call us.

2: SERVICE/REPAIR COMPANY INFORMATION

Service/Repair Company Name : _____
Company Contact Person : _____
Phone : _____
Email : _____

Service Company "Ship-to" Address
Street : _____
City : _____
State : _____
Zip Code : _____

3: EQUIPMENT INFORMATION

Equipment Brand : _____
Equipment Model : _____
Equipment Serial Number : _____
Refrigerant Type : _____

	YES	NO	UNSURE
Has the compressor been replaced before on this unit? :	◯	◯	◯

4: INOPERATIVE COMPRESSOR INFORMATION

*This section can be skipped **if a photo of the compressor tag is provided** with the completed form.

Brand/Manufacturer: _____
Model: _____
Serial: _____
LRA number listed on label: _____
Date failed: _____

5: PRELIMINARY QUESTION

	YES	NO
Is the condenser blocked? (If yes, please attached a picture) :	◯	◯

6: WHAT IS THE COMPRESSOR FAILURE? (At least one must be selected and completed in full)

☐ DEFECTIVE STARTING COMPONENTS

	YES	NO
Defective start relay :	◯	◯
Defective run capacitor (greater than +/-10% rated capacitance) :	◯	◯
Defective start capacitor (greater than +/-10% rated capacitance) :	◯	◯
Does a 3-in-1 hard start kit run the compressor? :	◯	◯

☐ LOCKED ROTOR

Line Voltage measured with compressor off : _____ Volts
Line Voltage measured with the compressor on : _____ Volts
Amp draw measured with compressor on : _____ Amps
Were the starting components checked? (select one) : Select one....

If "No" is selected, check the starting components and also complete that section on the previous page.

☐ BAD VALVES

What is the suction pressure? : _____ psig
What is the discharge pressure? : _____ psig
Any additional comments? : _____

☐ WINDING SHORTED TO GROUND

Measured resistance between C (common) and S (start) : _____ Ω
Measured resistance between C (common) and R (run) : _____ Ω
Measured resistance between S (start) and R (run) : _____ Ω
Which winding is shorted to ground? (select one) : Select one....
Measured resistance between the winding and ground : _____ Ω

☐ WINDING SHORTENED INTERNALLY

What is the resistance between C (common) and S (start) : _____ Ω
What is the resistance between C (common) and R (run) : _____ Ω
What is the resistance between S (start) and R (run) : _____ Ω
Which winding is shortened internally? (select one) : Select one.....

☐ OPEN WINDING

What is the resistance between C (common) and S (start) : _____ Ω
What is the resistance between C (common) and R (run) : _____ Ω
What is the resistance between S (start) and R (run) : _____ Ω
Which winding is open? (select one) : Select one...

Note: If both windings are open to common, then an internal thermal overload might be tripped.
Allow the compressor to cool internally completely (24hrs), then troubleshoot the system again.

☐ NOISY OPERATION

When does the noise occur? (select at least one) :

- ☐ Compressor start
- ☐ Compressor Shut-down
- ☐ Intermittently during operation
- ☐ Continuously during operation

Describe the sound (banging, clanging, hum, rattle, etc.) : _____
What is the suction pressure? : _____ psig
What is the discharge pressure? : _____ psig
Is refrigerant slugging the compressor? : _____
Are the compressor mounts secure? : _____
Any Additional Comments? : _____

☐ REFRIGERANT LEAKING FROM COMPRESSOR

Where on the compressor is the leak? : _____