

Customer Notification

B-CN-433-EN REV A

February 5, 2026

SUBJECT: Extended Warranty Transfer Process

Purpose

The purpose of this bulletin is to inform our OEM customers about a new process of transferring the remaining coverage of a purchased Extended Warranty from a failed compressor to its replacement.

Summary

Danfoss Turbocor® has introduced a process that allows our OEM customers to transfer the remaining coverage of a purchased Extended Warranty from a failed compressor to its replacement. The transfer will be approved when the required eligibility criteria are met. Customers must complete the Extended Warranty Transfer Request Form and submit it to Danfoss Turbocor Customer Experience for review and processing.

Extended Warranty Transfer - Approval Criteria

To transfer active Extended Warranty coverage from a failed compressor to its replacement, all the following conditions must be met:

1. **Return of Failed Unit** – The failed compressor must be received at the designated Danfoss Turbocor service facility on the RMA.
2. **Type of Replacement Unit** – The replacement compressor must be either:
 - A **new** compressor from Danfoss, or
 - A **Certified Rebuilt Compressor**, unused since its rebuilt by Danfoss, and being installed for the first time following that rebuild.
3. **Storage Limit** – The replacement compressor must not have been stored for more than two years prior to installation.
4. **Replacement Timeline** – The replacement and return process must be completed within six months from the date of compressor failure.
5. **Service History** – Compressors that have been serviced or rebuilt by companies other than Danfoss are not eligible for Extended Warranty transfer.
6. **Final Decision** – Claim approval and disposition remain at the sole discretion of Danfoss Turbocor.

Action Required

Steps for transfer consideration:

- Complete the Extended Warranty Transfer Request Form found at www.turbocoroem.com under "Forms".
- Submit Extended Warranty Transfer Request Forms to:
 - North America & Asia Pacific: turbocor.cs.na@danfoss.com
 - Europe: turbocor.cs.eu@danfoss.com

ENGINEERING
TOMORROW



- China: chinacs@danfoss.com

Need Assistance

For further questions, please contact your Danfoss Key Account Manager or Danfoss Turbocor Customer Experience Account Manager.

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