

# Customer Notification

B-CN-329-EN REV A

September 25, 2023

**SUBJECT: TurboTool Release 2.4.0**

## Purpose

Danfoss has now released an **updated TurboTool® App (version 2.4.0)**. This updated app will help technicians troubleshoot Danfoss Turbocor® compressors on site. The updated app will include all compressors produced up to July 20, 2023.



TurboTool®

## Summary

**The new TurboTool App mobile version 2.4.0 saves technicians time by helping to quickly identify potential service issues and find possible solutions.**

The Danfoss TurboTool app makes it easy for field-service technicians to troubleshoot Danfoss Turbocor compressor issues on-site. Field-service technicians can utilize this updated app to identify symptoms, work through the possible causes, and find remedies through suggested required actions. Users can access the TurboTool App for immediate compressor troubleshooting and quick reference charts. Please note that the Troubleshooting Guide is meant as suggestions for only experienced professionals that are familiar with Danfoss Turbocor compressors. This TurboTool App is available for iOS and Android devices.

**NOTE:** The TurboTool App is not intended to replace the Service Manual, it is an additional tool to aid technicians in the field.



### *What's new with version 2.4.0?*

- Updated troubleshooting information including details for the latest compressor models
- Access to the latest Turbocor parts and compressor information
- Updated Turbocor Service Manual
- Updated Turbocor Spare Parts Manual
- All the latest production compressors updated quarterly
- Access other Danfoss app tools from one convenient location
- Provide feedback straight from the app
- Reliability and stability improvements

## Action Required

If you already have the app, it will automatically update (depending on your settings). There will be no need to re-download this version.

For new users, follow the instructions in the table below. For more information, please contact [turbocor.ps.na@danfoss.com](mailto:turbocor.ps.na@danfoss.com).

Platform	Instructions	Link
iPhone Users	Click the App Store link or scan the QR code 	<a href="https://apps.apple.com/us/app/turbotool/id1006539543">https://apps.apple.com/us/app/turbotool/id1006539543</a>
Android/Google Play Users	Click the Google Play link or scan the QR code 	<a href="https://play.google.com/store/search?q=turbotool&amp;c=apps&amp;hl=en_US&amp;gl=US">https://play.google.com/store/search?q=turbotool&amp;c=apps&amp;hl=en_US&amp;gl=US</a>

## Need Assistance

For more information, please contact your Key Account Manager or our Product Support group at [turbocor.ps.na@danfoss.com](mailto:turbocor.ps.na@danfoss.com).

Classified as Business

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