

Danfoss Turbocor® Twin-Turbine Centrifugal Compressors





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List of Changes

Revision	Date	Page	Description of Change
A	09/21/2026		New Manual

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Chapter 1.0 Overview

The Danfoss Turbocor® Compressors (DTC) Aftermarket Policy Handbook states the guidelines regarding Aftermarket programs offered for In- and Out-of-Warranty compressors and spare parts.

Any questions related to this document should be directed to the Key Account Manager (KAM).

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Chapter 2.0 Warranty Coverage

Refer to the following two links related to Danfoss' general terms and conditions of sale, and Danfoss' Warranty Policy.

- [Danfoss' General Terms and Conditions of Sale](#)
- [Danfoss Warranty Policy | Danfoss](#)

Contents of this Aftermarket Policy Handbook supersedes Danfoss General Terms and Conditions, unless otherwise specified.

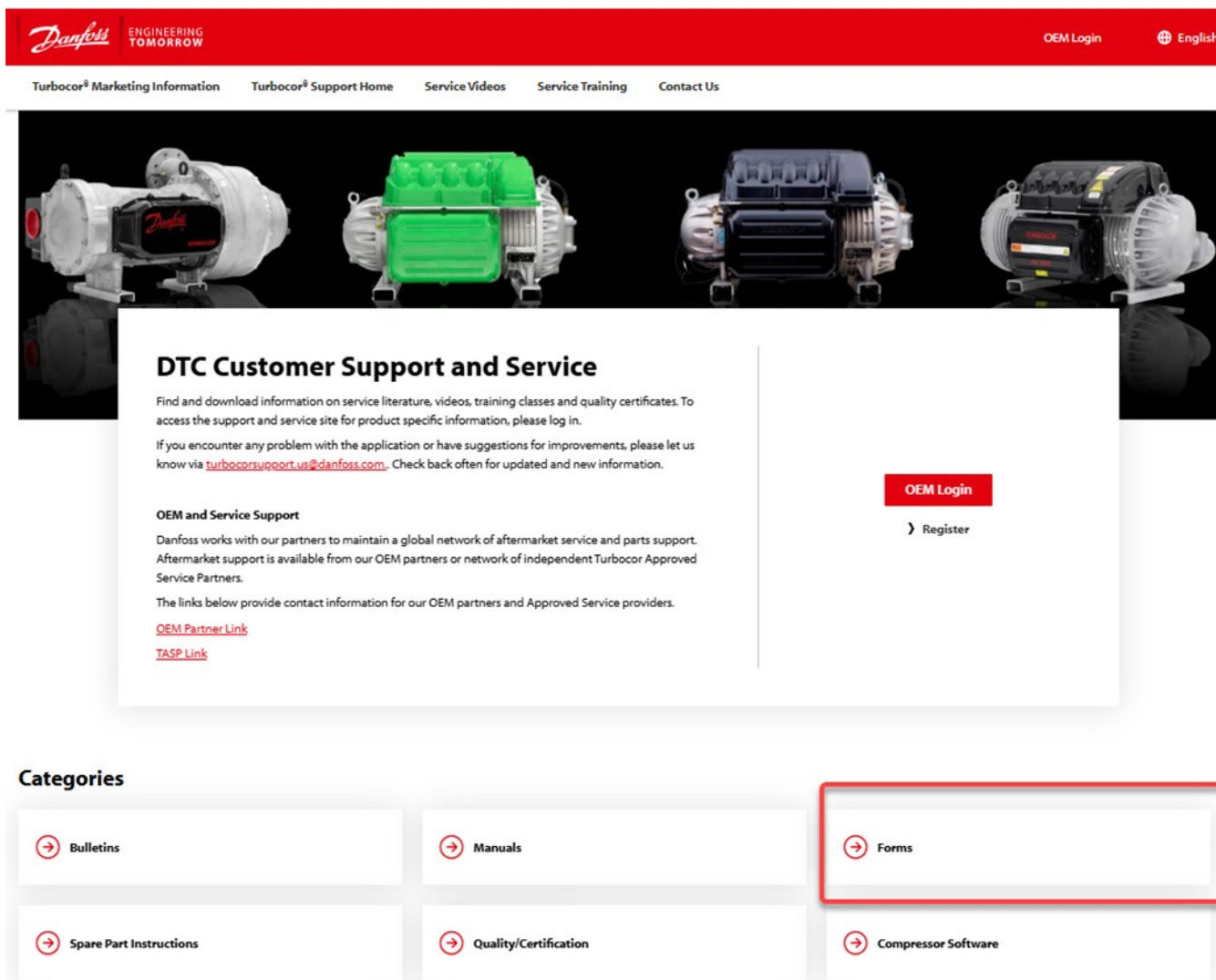
Warranty claims shall be made within the validity period of the active warranty period.

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Chapter 3.0 Return Policy

An Incident Report (IR) form will need to be downloaded and completed when prior to the return of any equipment or parts. This form can be found on the DTC Customer Support and Service web page (www.turbocoroem.com) under "Forms".

Figure 3-1 DTC Customer Support and Service Main Page



Refer to the following prior to the completion of the IR Form:

- All fields must be filled out completely
- Original Equipment Manufacturers (OEMs) may use their own Incident Reports, only if it contains ALL the same details as outlined by F-IR-001 – Incident Report Form
- OEMs' Incident Reports must be clearly marked for the Aftermarket Program Choice of: Warranty Repair, Exchange Compressor, Credit, Fixed Price Repair, Investigation Analysis Report, Information Only, and Fixed Price Repair + IA Report
- Complete the following sections with detailed information:
 - Each component to be returned



-
- Fault description
 - Troubleshooting procedures used

An RMA (Return Material Authorization) will be sent to the customer upon receipt and approval of the IR Form.

Any compressor returned to DTC for repair, exchange, or investigation must contain all parts, including defective components. Returned compressors with missing parts may be returned to the customer or subject to additional charges including replacement part cost based on the OEM pricing agreement and an investigation fee.

Chapter 4.0 In-Warranty Programs

4.1 In-Warranty options

In-Warranty Repair can be broken down into Line Rejects and Field Failures.

Line Rejects

There are three possibilities for Line Rejects:

- Credit for the compressor (once the compressor/part has been returned and validated as failed under the warranty conditions)
- Exchange
- Repair

Field Failures

There are two possibilities for Field Failures:

- Warranty Exchange
- In-Warranty Repair

4.2 Warranty Repair

The following information is required to process an RMA for Warranty Repair:

- Full Fault and Event Logs
- Bearing Calibration Report
- Yenta Recording
- Photos of any physical damage to the compressor or compressor components
- If the compressor is covered under an extended warranty, please provide a copy of the original purchase order (PO) of compressor with extended warranty
- If required information is not available due to an electrical component failure, note this in the fault description box on the Incident Report

4.3 Exchange Compressor

Exchange Compressor requires a PO. The following information is required to process an RMA for Exchange Compressor:

- PO for exchange compressor (will be credited upon return of the replaced compressor)
- Full Fault and Event Logs
- Bearing Calibration Report
- Yenta Recording
- Photos of any physical damage to the compressor or compressor components
- If required information is not available due to an electrical component failure, note this in the fault description box on the Incident Report

Under the terms of this program, Danfoss LLC provides a Certified Exchange Compressor to replace the compressor covered under warranty. A Certified Exchange Compressor is a pre-owned compressor that has been repaired and upgraded with the latest components to ensure reliable operation. The Certified Exchange Compressor will assume the warranty coverage period of the defective compressor or 12 months from the date of shipment, whichever is greater.

Models TTS, TGS, TTH, TGH, VTT, and VTX series compressors covered under warranty are eligible for this exchange program. For VTT and VTX series compressors, customers can select a discharge orientation option. Either a 0 °, 90 °, or 45 °, (VTX series only) orientation can be configured by selecting the appropriate option in digits 12-13.

1. If a VTT1200 Major Revision C Certified Exchange Compressor is replacing a Major Revision B model, then the five service electronics cables will need to be replaced with the Major Revision C style as summarized in Customer Notification B-CN-054-EN.
2. VTT1200 Major Revision A models are not eligible for the In-Warranty Exchange Program. Major Revision A models will be covered under the In-Warranty Repair service.
3. Certified Exchange Compressors will be loaded with the latest version of firmware. OEMs will be responsible for downloading the required version of VT Series firmware as needed.

4.3.1 Benefits

The In-Warranty Compressor Exchange Program will provide fast delivery of a replacement compressor needed to resolve an In-Warranty issue. The designated factory will maintain an inventory of Certified Exchange Compressors in our warehouse that are available for this program. Certified Exchange Compressors will be ready to ship from the designated factory in fewer than five business days upon receipt of a PO.

4.3.2 Ordering

The following process is used to submit a PO for a Certified Exchange Compressor:

- To order a Certified Exchange Compressor, customers must submit both an Inspection Report (IR) and a Purchase Order (PO) at the same time to the Turbocor Product Support Team.
 - **Core Availability:** The Certified Exchange Compressor process and pricing are only applicable if a core is available. If a core is not available, the customer will be charged for a new compressor.
 - **Regional Contact:** Please send the documents to the proper Turbocor Product Support Team email address corresponding to your region:
 - Americas: turbocor.ps.na@danfoss.com
 - Europe: turbocor.ps.eu@danfoss.com
- Turbocor Product Support Team will issue an Advanced Return Management (ARM) for the defective compressor to authorize return to a designated factory, and the Customer Experience Account Management (CEAM) Team will confirm the PO for the Certified Exchange Compressor.
- The customer will be invoiced for the price of the replacement compressor. The invoice will be credited upon confirmation by the Compressor Investigations Team that the failure is covered under warranty, unless the warranty claim is rejected.
- The defective In-Warranty compressor must arrive at the designated factory listed on the ARM within 60 calendar days after shipment of the replacement compressor. Otherwise, the customer will be responsible for payment of the replacement compressor, the ARM will be cancelled, and no further claim will be accepted.

4.3.3 Disclaimer

If DTC determines the compressor failure is not covered under warranty terms, then credit will NOT be issued for the Certified Exchange Compressor PO. The defective compressor will remain customer property with the following options available:

1. Fixed Price Repair: Issue a PO for repair under the Out-of-Warranty Fixed Price Repair Program
2. Return: Defective compressor is returned "as is." Customer will be responsible for shipping costs and Investigation Analysis (IA) report fee (refer to Chapter 5.0 Out-of-Warranty Compressor Programs on page 19.)
3. Scrap: Defective compressor is scrapped. Customer will be responsible for the IA report fee (refer to Chapter 5.0 Out-of-Warranty Compressor Programs on page 19.)

If the customer fails to communicate the desired option within 30 days of being notified in writing that the warranty claim has been rejected, DTC will execute Option 3 and invoice accordingly.

If it has been determined that the compressor failure is No Fault Found (NFF), the customer will be responsible for IA report fee (refer to Chapter 8.0 Targeted Lead Time on page 27) and shipping costs.

The returned compressor must contain all parts, including defective components. Returned compressors with missing parts may be returned to the customer or subject to additional charges including replacement part cost and the IA Report fee (refer to Chapter 8.0 Targeted Lead Time on page 27).

4.3.4 Credit

4.3.4.1 Compressor Line Reject

Required Processes:

- Completed Incident Report
- List reason for line rejection
- Fault description
- Troubleshooting procedures

A credit is issued to the OEM if the compressor failure occurs at the OEM factory (line failure).

Compressor field failure with less than 100 hours of run time

Required Processes:

- Completed Incident Report
- Full Fault and Event Logs
- Bearing Calibration Report
- Yenta Recording
- Photos of any physical damage to the compressor or compressor components
- If required information is not available due to an electrical component failure, note this in the Fault Description box on the Incident Report

A credit is issued to the customer if the compressor failure occurred with less than 100 hours of run time.

4.3.4.2 In-Warranty Part Failures

Required processes

- Completed Incident Report
- Full Fault and Event Logs
- Bearing Calibration Report
- Yenta Recording
- Photos of any physical damage to the compressor or compressor components
- If the compressor is covered under an extended warranty, please provide a copy of the original PO of compressor with extended warranty
- If required information is not available due to an electrical component failure, note this in the Fault Description box on the Incident Report

A credit is issued for part failure during its In-Warranty period.

4.3.5 Information Only

Required processes:

- Completed Incident Report
- Full Fault and Event Logs if available
- Bearing Calibration Report if available
- Yenta Recording if available
- Photos of any physical damage to the compressor or compressor components

Information sharing between the customer and Danfoss occurs at no cost to either party.



4.3.6 No Fault Found

Compressors determined to be No Fault Found (NFF) will be subject to IA Report fee (refer to Chapter 8.0 Targeted Lead Time on page 27) for all warranty claims.

Chapter 5.0 Out-of-Warranty Compressor Programs

5.1 Fixed Price Repair and Upgrade

A PO is required for Fixed Price Repair.

Required processes:

- Completed Incident Report
- Full Fault and Event Logs if available
- Bearing Calibration Report if available
- Yenta Recording if available
- Photos of any physical damage to the compressor or compressor components
- If required information is not available due to an electrical component failure, note this in the fault description box on the Incident Report

Under this program, the TTS, TGS, TTH, and TGH series compressors manufactured in Tallahassee, FL or Haiyan, China are repaired and upgraded at a fixed price with the latest parts and software to ensure reliability.

In-Warranty compressors with repair work defined as “warranty rejected” are now included in the scope of this program (for example, rigging damage).

5.1.1 Benefits

This program offers reduced cycle time between receipt and delivery of the compressors. Additional benefits include improved reliability through the upgrade of specific parts and software, and new warranty coverage of 12 months from date of shipment.

5.1.2 Ordering

The following process is used to submit a PO under this program. Please note that a PO for the cost of repair is required before an RMA can be issued.

- Submit the PO and IR to one of the following email addresses to receive an RMA for the return of the eligible compressor:
 - North America: turbocor.ps.na@danfoss.com
 - Europe: turbocor.ps.eu@danfoss.com
- The PO should reflect the repair price and the applicable repair part number. The part number and descriptions are as follows:
 - IA-RPT-WITH-AIR - Investigation report with repair
 - IA-RPT-ONLY - Investigation report, no repair
- Include the model and serial number of the compressor to be returned.

Ship the compressor with the RMA attached to our service center for repair and upgrade. Refer to Chapter 7.0 Freight Policies and Incoterms on page 25.

5.1.3 Pricing

Pricing for the Fixed Price Repair & Upgrade program will use the same spare parts and accessories discount. This will eliminate the separate requirement for discounts for our customers.

5.1.4 Exclusions

The following models and conditions cannot be repaired under this program:

- Any compressor model with a damaged stator or other catastrophic failures (e.g., water damage)
- Any compressor model with damage to housing, specifically stripped threads on the discharge port, bearing and sensor feedthroughs, cavity sensor, or P/T sensors

- TTS300 Major Revision N and TTS300 using R22
- TTS400 Major Revision P and TTS300 Major Revision P (-6%) with damaged aerodynamic components (e.g., rotating components, impellers, diffuser assembly)
- TTS400 Major Revision P with damaged front bearing (dual coil)
- TTS500 with damaged shaft
- In the event a qualifying compressor cannot be repaired, Danfoss will provide a suitable replacement compressor at the same price as quoted for the repair cost
- Danfoss reserves the right to reject a compressor for repair or replacement if compressor is excluded from the scope of the program or damage was due to negligence or extreme misapplication by the user

Please note that the customer is responsible for arranging shipments and its costs to get the compressor to your appointed Danfoss facility. If you have any questions on which Danfoss facility to ship your compressor to, please contact your KAM.

5.2 Investigation Analysis Report (IA)

A PO is required for an Investigation Analysis Report.

Required processes

- Completed Incident Report
- Full Fault and Event Logs if available
- Bearing Calibration Report if available
- Yenta Recording if available
- Photos of any physical damage to the compressor or compressor components
- If required information is not available due to an electrical component failure, note this in the fault description box on the Incident Report

The IA Report is issued in an 8D-style format. This layout provides a consistent style and format with industry standards. The key content in the report will include specifying the problem, failure mode, and actions needed to isolate the problem in the future.

The IA Report is purchased as an option with the fixed price repair, upgrade purchase, or as a standalone report with no repair. There is a discount if the report is purchased together with repair and upgrade. For pricing, refer to the current Turbocor Price Guide on our website: [Turbocor Price Guide](#).

5.3 Fixed Price Repair and Investigation Analysis Report

A PO is required for both Fixed Price Repair and an Investigation Analysis Report.

Required processes

- Completed Incident Report
- Full Fault and Event Logs if available
- Bearing Calibration Report if available
- Yenta Recording if available
- Photos of any physical damage to the compressor or compressor components
- If required information is not available due to an electrical component failure, note this in the fault description box on the Incident Report

If the Fixed Price Repair option is not selected by the customer in combination with the IA Report purchase, the customer can choose to have the compressor shipped back at the customer's cost. If the customer fails to communicate the desired option within 30 days of being notified in writing that the IA Report has been concluded, DTC will scrap the compressor to free up inventory space.

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Chapter 6.0 Extended Warranty

The following extended warranty options are available on all TT, TG, VTT, and VTX series compressors:

- Five-year extended warranty – Provides warranty coverage on parts for the entire compressor for five years (60 months from date of commissioning or 66 months from date of compressor shipment, whichever occurs first)
- Two-year extended warranty – Provides warranty coverage on parts for the entire compressor for two years (24 months from date of commissioning or 30 months from date of compressor shipment, whichever occurs first)
- Delayed Startup + One Year and + Two Year

Previous extended warranty options for three, four, and six years have been discontinued.

Ordering:

The deadline to order the extended warranty options is 12 months after compressor shipment.

Pricing:

Extended warranty options maintain the same discount structure as spare parts and accessories. This will eliminate the separate requirement for an extended warranty discount for our customers.

Transfer of Extended Warranty:

Our customers can 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 team for review and processing.

Extended Warranty Transfer Approval Criteria

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** must be an unused compressor, built by Danfoss Turbocor (being used for the first time)
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 Turbocor are not eligible for extended warranty transfer.
6. Final decision - Claim approval and disposition remain at the sole discretion of Danfoss Turbocor.

Action Required:

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

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Chapter 7.0 Freight Policies and Incoterms

Reference the following table to determine the location to ship the In-Warranty compressor and the corresponding freight costs that are responsible by the customer.

Table 7-1 Shipping Locations

Warranty Status	Outbound to OEM	Inbound to Danfoss Turbocor® Regional Service Center
In-Warranty	Danfoss arranges shipment to the OEM by default, or to the original jobsite if it is in the same country as the OEM, using the Incoterm Delivered at Place (DAP).	OEM ships DAP to designated Regional Service Center referenced on RMA
Out-of-Warranty	Shipment made to OEM (by default) or original jobsite (if same country as OEM), per OEM's standard Incoterms	N/A

Danfoss Turbocor® Regional Service Center locations:

- Danfoss LLC, Tallahassee, FL, United States
- Danfoss A/S, Nordborg, Denmark
- Danfoss do Brazil Ind. E Com. Ltda., Sao Paulo, Brazil
- Danfoss (China) Investment Co., Ltd., Haiyan, China

NOTE

Note I: Reference RMA for exact "Ship To" location address

Note II: OEM responsible for duties and taxes when they are the importer of record, as dictated by Incoterms

Note III: Add statement to return documentation "Repair and return, No Commercial Value, for Customs Purposes Only"

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Chapter 8.0 Targeted Lead Time

Lead times for Spares Parts

- Lead time for spare parts is five days for quantities less than five pieces. If the required quantity is greater than 10, it is considered bulk. Contact your CEAM Team for quotations.

Lead time for compressors - single pieces

- Lead time between receipt of the IR in Salesforce and issuance of the ARM is four business days
- Lead time between receipt of material at the Danfoss Service Center and completion of the investigation is 20 days
- Lead time for compressor repair is 35 days
- Lead time for in-warranty exchange compressors is five business days
- Lead time between material disposition and credit issuance is two business days

Lead time compressor - bulk

- If the quantity is greater than 10 units, then it is considered bulk and a lead time of less than 12 weeks applies. Contact your CEAM Team for quotations.

Timelines Requested

- The defective in-warranty compressor must arrive at the designated factory listed on the ARM within **60 calendar days** after shipment of the replacement compressor. Otherwise, the customer will be responsible for payment of the replacement compressor, the ARM will be cancelled, and no further claim will be accepted.
- Customers have **30 calendar days** for material disposition, after being notified in writing that the warranty claim has been rejected.

Charges and Fees

- If In-Warranty No Fault Found: IA Report fee and shipping cost of compressor/parts are charged to the customer
- If In-Warranty Claim Rejected: IA Report fee and shipping cost of compressor/parts are charged to the customer
- Unit Returned Incomplete: IA Report fee and replacement part costs are charged to customer
- Unit not returned as part of an invoiced compressor exchange: The invoiced compressor charge must be paid

Use of Price Adjustment Request

Only POs with correctly calculated prices are accepted, which is defined by applying your discount rate to the published list prices.

When needed, the customer can submit a Price Adjustment Request (PAR). This is used when there is a need to implement a price exception, often on a one-time-only basis. Please contact your KAM regarding this request.

A PAR must be approved before a PO with adjusted prices can be accepted and cannot be applied retroactively to a previous PO.

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Chapter 9.0 Other Services

9.1 Remote Register Update

Benefits

There are situations that may occur in a business where a register change after shipment of a compressor may be required to support an immediate need where a configuration update is unavailable. On those rare occasions, DTC offers the capability to make these register updates remotely. Please keep in mind that this type of work can only be accomplished by Danfoss personnel with high level access permissions and will require scheduling.

Pricing

The list price for the Remote High-Level Register Update service is included here for convenience. Please list the serial numbers of compressors in question in your purchase order.

Part Number	List Price (USD)	List Price (EUR)	List Price (CNY)
REMOTE_REG_UPDATE	\$830	€722	¥5745

NOTE

These changes and fees DO NOT include new compressor nameplates or Bearing Motor Compressor Controller (BMCC) labels.

Ordering

In each case, a PO must be submitted to your Customer Experience Manager contact who will then work with the Technical Support Team for scheduling. The PO must define which changes are being requested, as well as the preferred date of service. (This date will be validated between the Danfoss Technical Support group and the party requesting this service).

9.2 Hourly Based Service Requests

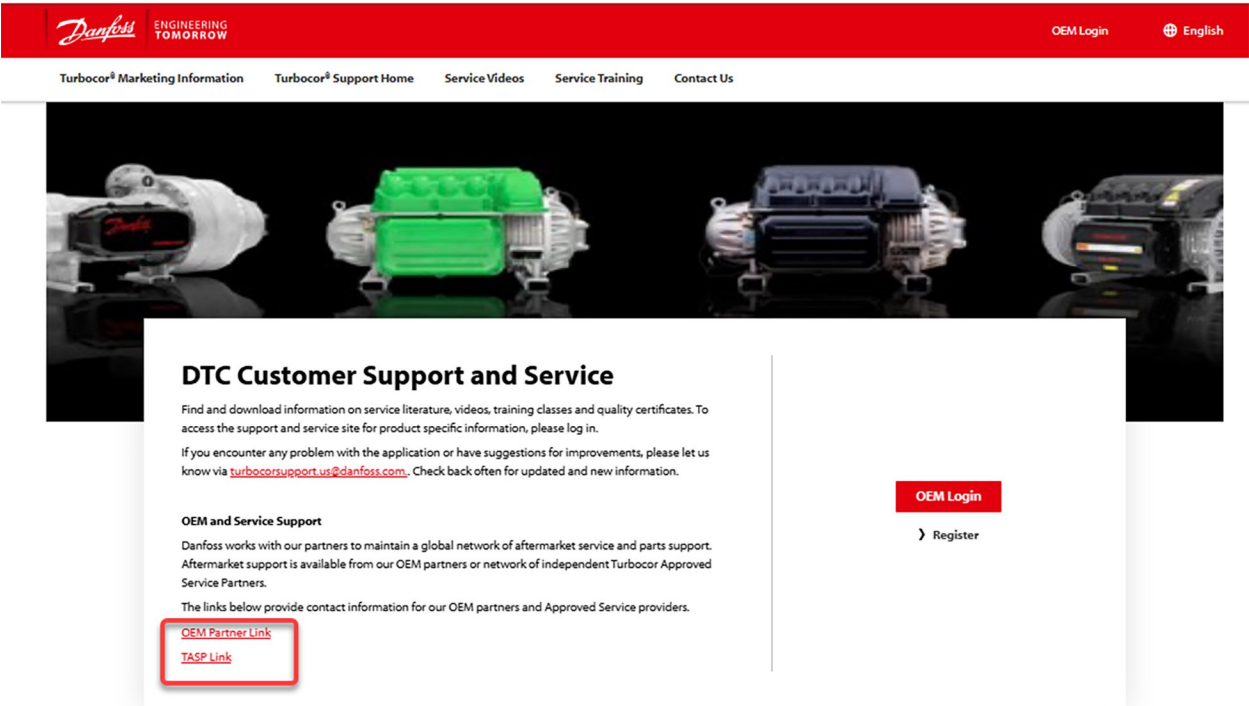
Hourly cost-based or project-based services can be provided on a case-by-case basis. Contact your customer service representative to initiate your request.

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Chapter 10.0 Service Network

Field services on Turbocor products can either be performed by one of our OEM partners or by a Turbocor Approved Service Provider (TASP). For more information, visit our DTC Customer Support and Service website (<https://www.turbocoroem.com>) for OEM and TASP information.

Figure 10-1 OEM and TASP Links

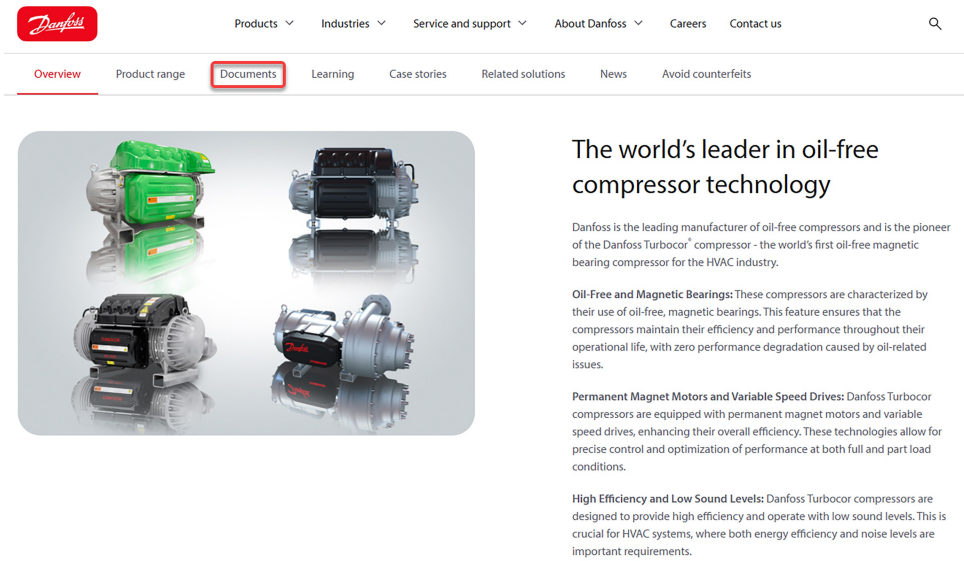


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Chapter 11.0 Product Information and Pricing

Turbocor product brochures and price list can be found at [Turbocor® centrifugal compressor manufacturer | Danfoss](#) under the Documents tab.

Figure 11-1 Documents Tab



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Appendix A Acronyms/Terms

Table A-1 Acronyms/Terms

Acronym/Term	Definition
ARM	Advanced Return Management: Umbrella document for the return process
ARM Delivery Note / RMA	Return Material Authorization: A number issued by Danfoss Turbocor Compressor (DTC) to authorize the return of material to DTC
BMCC	Bearing Motor Compressor Controller
CEAM	Customer Experience Account Manager
DAP	Delivered at Place
DTC	Danfoss Turbocor Compressors
IA	Investigation Analysis Report
IR	Incident Report Form: This form provides customer contact information and a description of the incident
KAM	Key Account Manager
NFF	No Fault Found
OEM	Original Equipment Manufacturer
PAR	Price Adjustment Request
PO	Purchase Order

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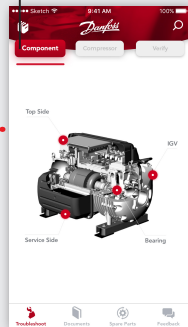
Quick access to Danfoss Turbocor® compressor troubleshooting.

The new version of the **Danfoss TurboTool® 2.0** app for all your full service Danfoss Turbocor® compressor needs.

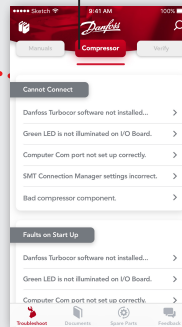
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Access to Danfoss Turbocor® compressor troubleshooting on site

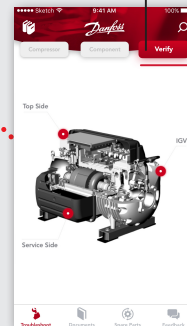
The TurboTool® app makes it easy for technicians to troubleshoot issues on Danfoss Turbocor® compressors.



The user can select from a list of symptoms in the app that match the problems exhibited by the compressor being serviced. The app will then list potential causes, solutions to the problem, and service literature to reference for further information.

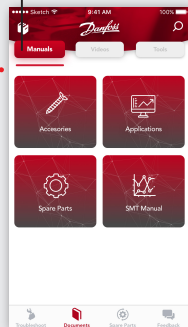


The app provides the correct operating parameters for key components; no need to keep reference documents on hand.



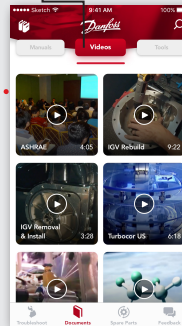
Troubleshoot

You no longer need to keep hundreds of pages of parts catalogs and training manuals. With the app, all of this information is at your fingertips on your smart device.

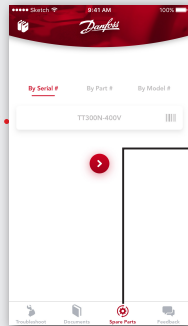


Documents & Video

With the app, you can access videos made by Danfoss Turbocor® that demonstrate how to remove, install, and rebuild key components on Danfoss Turbocor® compressors.



Spare Parts



TurboTool® helps you to quickly identify the required spare parts. A quick scan of the compressor serial # using your smartphone camera or by entering the part # or model #, and the app will display potential spare parts kits.

Download the 2.0 app today!

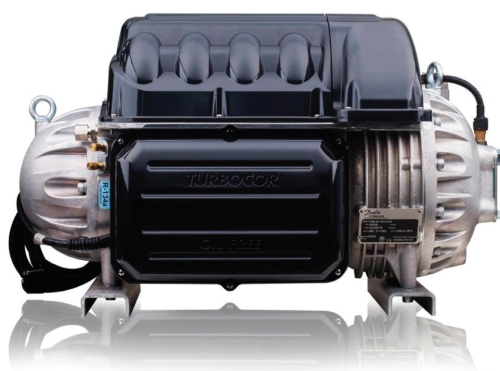


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Boost your Turbocor® knowledge

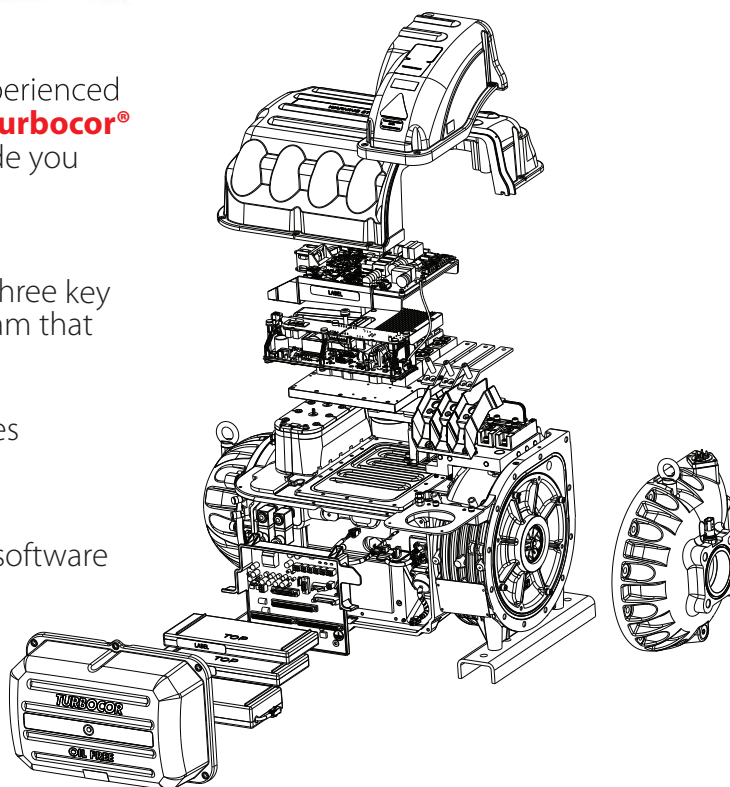
The Danfoss Turbocor® Training Program - Service, Maintenance, and Troubleshooting

- Online and face-to-face training modules
- Discover the advantages of oil-free technology
- Go hands-on with a Turbocor compressor
- Master the Turbocor monitoring software
- Interact directly with Danfoss experts

Highly qualified and field-experienced instructors of the **Danfoss Turbocor® Learning Center** will provide you with a high level of training.

Attendees will be trained in three key areas of the Turbocor® program that includes:

- Practical classroom courses
- Hands-on compressor demonstrations
- Service Monitoring Tools software applications



Join us for the next **Turbocor® Training** class. Scan the code to see our schedule and **register today!**



Explore our solutions at danfoss.com.

Additional product literature is available at turbocoroem.com.

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