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MANAGERS APPLIC. NOTICE GENERAL LIST

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FROM: Mark Harris

**SUBJECT: R22 COMPRESSOR WARRANTY
UNITS: SUPERSEDED R22 PRODUCTS**

Temperzone believes in quality and longevity of service for our air conditioning systems.

In accordance with our customer service philosophy we strive to support products for at least 10 years following the discontinuation of their manufacture.

To this end we have continued to supply spare parts for R22 systems for the last decade. Temperzone ceased manufacture of units using R22 refrigerant in 2007.

R22 gas is a difficult commodity to obtain due to government restriction, and due to this some R22 components are also no longer available with the manufacturers ceasing production.

If you have an R22 unit with a failed compressor we advise that your best course of action is to replace the unit with one of our modern products, and we are happy to recommend which one.

If, however you or your customer are intent on replacing the compressor we advise of the following:

1. Firstly, ascertain why the compressor has failed. Is it a symptom of other issues? Simply replacing the compressor will not cure these other issues, so you need to check all other factors and components of the system and ensure that there are no other influences that resulted in a compressor failure, ie refrigerant charge quantity, control strategies, safety controls etc.
2. You must ensure that the system is devoid of moisture, acids and other contaminants. This needs to be completed with the use of aftermarket products such as filter driers. Their user guidelines must also be adhered to.

Please be aware that other "approved" drop-in refrigerants have not necessarily been approved by us, or the compressor manufacturers. Strict adherence to the refrigerant manufacturer's guidelines is a must but will not mean that you get warranty from temperzone or the compressor manufacturer.

Most of the R22 compressors we supply have a label affixed indicating which (if any) aftermarket gases are approved for use with this compressor. The manufacturers will not provide any warranty should you use an R22 equivalent that they have not specifically tested and approved. Temperzone, similarly will not provide any warranty for an R22 replacement compressor combined with an R22 alternate gas not approved by the compressor manufacturer.

Should you use the compressor manufacturers approved gas, there could still be other issues. Our unit protection boards function by monitoring and responding to the known performance characteristics of R22. We are not able to guarantee that the board will adequately protect the unit, should an alternate refrigerant be utilised. This applies even if that refrigerant is one approved by the compressor manufacturer. Our boards are designed for R22, not replacement gases.

In summary, Temperzone will not offer warranty on R22 compressors using refrigerants other than R22 unless prior written approval is given.