



DIVISIONS RAE CORPORATION



P.O. Box 1206 • Pryor, OK 74362 • (918) 825-7222 • Fax (918) 825-6366

RAE Corporation Warranty Compressor Form

All warranty compressor failures must be reported to RAE Corporation the business day following the failure. At that time compressor warranty will be determined and further instructions will be provided. Replacement compressors under warranty must be purchased or approved for purchase by RAE Corporation at all times. To contact and/or notify RAE Corporation service department the following contact information must be used:

Address: P.O. Box 1206, Pryor, OK 74362
 Office Phone: 918-825-7222
 After Hours Emergency Cell Phone: 918-633-2838
 Fax: 918-825-6366
 Email: customerservice@rae-corp.com

Initial Information:

Contact Person:	Job Site Address:
Company:	Job Site City:
Phone Number:	Job Site State:
Email Address:	Job Site ZIP:

Job Information (located on unit/compressor nameplates):

Unit Serial Number:	Unit Model Number:
Compressor Serial #:	Compressor Model #:
Compressor Serial #:	Compressor Model #:
Compressor Serial #:	Compressor Model #:
Compressor Serial #:	Compressor Model #:
Compressor Serial #:	Compressor Model #:

Compressor Shipping Information:

Ship to Contact Person:	Ship to Address:
Ship to Phone Number:	Ship to City:
Shipping Speed:	Ship to State:
Compressor/Shipping PO#:	Ship to ZIP:

Contactor Shipping Information:

same as compressor shipping information

Ship to Contact Person:	Ship to Address:
Ship to Phone Number:	Ship to City:
Shipping Speed:	Ship to State:
Contactor/Shipping PO#:	Ship to ZIP:

Replacement Compressor Information (located on compressor nameplate):

New Compressor Serial #:	New Compressor Model #:
New Compressor Serial #:	New Compressor Model #:
New Compressor Serial #:	New Compressor Model #:

Compressor Pick-Up Information:

Pick-Up Contact Person:	Pick-Up Address:
Pick-Up Phone Number:	Pick-Up City:
Pick-Up Contact Email:	Pick-Up State:
Approx. Shipping Weight:	Pick-Up ZIP:

The freight for the new compressor is paid for by the customer/service contractor.

RAE Corporation pays the return shipping on the defective compressor. We then send the defective compressor for a tear down depending on the type of compressor. We base whether or not it is covered under warranty on what the tear down report shows. If the teardown shows that it was a mechanical defect with the compressor we credit the price of the compressor PO minus shipping. If it shows that the compressor died of neglect or abuse it isn't covered under warranty (by the compressor manufacturer or by RAE) and the full price of the compressor PO will be charged.

Scroll and some Reciprocating compressors do not require teardowns or have core charges. On these compressors only the nameplate needs to be returned in order for the PO to be credited.

When the new compressors get to the jobsite and have been installed put the old compressors and the old contactors on the skids the new compressors came in on and send us a pick up address with a contact name and number so that we can schedule a truck to bring it back.

Compressor contactors should be replaced whenever the compressor is replaced. Compressor contactors are a straight parts order unless the compressor is still under the standard parts warranty. If the unit is out of standard warranty but still in extended compressor warranty or if the unit is out of warranty the contactors are not covered as warranty parts.

Note that the existing compressors and/or contactors on the units may have been obsoleted by the manufacturer and have been replaced with their designated replacement parts. The compressors/contactors may be different dimensionally and/or electrically than the original parts and may take extra work to install.