



HEATING & A/C EQUIPMENT

215-244-1400 | 800-523-7138  
www.NationalComfortProducts.com

# RMA Request Form

Ship all Returns to:  
National Comfort Products  
450 Winks Lane, Suite 200  
Bensalem, PA 19020

Please Fill Out Completely and Submit to:  
NCPReturns@NRAC.com  
or Fax to: 215-639-1269

FACTORY USE ONLY

RMA#

- Return for Validation & Credit
- Field Scrap Credit Issued
- Return M# & S# Labels

CUSTOMER#	ORDER#	INVOICE#
		INVOICE DATE

Replacement PO# \_\_\_\_\_

Please Check Box:

- Parts
- Equipment
- Labor Claim

Wholesaler: \_\_\_\_\_

Wholesaler Contact Name: \_\_\_\_\_

Wholesaler Phone Number: \_\_\_\_\_

Wholesaler Fax Number: \_\_\_\_\_

Wholesale Email: \_\_\_\_\_

Contractor Performing Repair: \_\_\_\_\_

Address of End User: \_\_\_\_\_

Unit Model Number: \_\_\_\_\_

Unit Serial Number: \_\_\_\_\_

Component Model Number: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Installation Date: \_\_\_\_\_ Fail Date: \_\_\_\_\_

ITEMS			
QTY.	PART# / MODEL#	DESCRIPTION	PRICE

Reason For Return: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**For Compressors please fill out backside Compressor Checklist.**

**\*\*DO NOT RETURN ANY PARTS UNTIL THE RMA# HAS BEEN ISSUED AND THE RETURN FOR VALIDATION & CREDIT BOX HAS BEEN CHECKED.\*\***

**\*\*PART OR TAG MUST BE RETURNED WITHIN 60 DAYS OF THE FAILURE DATE.\*\*  
PARTS RETURNED AFTER 60 DAYS WILL NOT BE ELIGIBLE FOR CREDIT AND WILL BE REFUSED.**

**IMPORTANT!!! IN THE EVENT THAT THE RETURNED PART IS FOUND TO HAVE NO DEFECT/ISSUE, THE SENDER WILL BE NOTIFIED OF THE RMA CREDIT DENIAL AND THE PART WILL BE STORED AT OUR RMA FACILITY FOR 60 DAYS. IF SENDER DOES NOT CONTACT NCP TO ARRANGE PICKUP OF THE PART IN THE 60 DAY TIME PERIOD IT WILL BE DISPOSED OF AT THE DISCRETION OF NCP.**



# IMPORTANT!!!

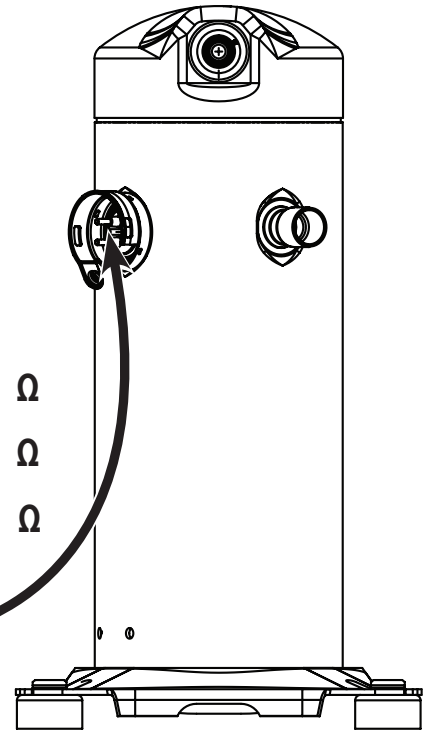
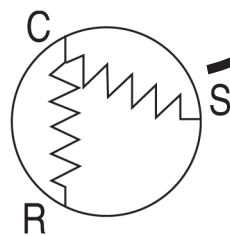
**BEFORE REMOVING A WARRANTY COMPRESSOR,**  
**PLEASE FILL OUT THE FOLLOWING**  
**AND CALL (800) 523-7138.**

**REMOVAL OF COMPRESSOR WITHOUT FACTORY VERIFICATION  
CAN LEAD TO WARRANTY CREDIT BEING DENIED**

Model # \_\_\_\_\_

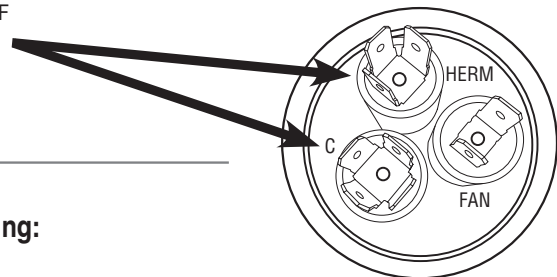
Serial # \_\_\_\_\_

- Incoming Voltage to Compressor at Contactor is: \_\_\_\_\_ Volts  $\sim$  AC
- Compressor Starting AMP Draw: \_\_\_\_\_ A
- Compressor Winding OHM Reading between Terminals C & S: \_\_\_\_\_  $\Omega$
- Compressor Winding OHM Reading between Terminals C & R: \_\_\_\_\_  $\Omega$
- Compressor Winding OHM Reading between Terminals R & S: \_\_\_\_\_  $\Omega$
- Compressor Winding OHM Reading between Terminals C & Ground: \_\_\_\_\_  $\Omega$
- Compressor Winding OHM Reading between Terminals R & Ground: \_\_\_\_\_  $\Omega$
- Compressor Winding OHM Reading between Terminals S & Ground: \_\_\_\_\_  $\Omega$



- Run Capacitor Reading from HERM to COM: \_\_\_\_\_  $\mu$ F
- Start Capacitor Reading if Used: \_\_\_\_\_  $\mu$ F

TOP VIEW OF CAPACITOR



**11. If the Compressor is Operating Please Indicate the Following:**

Suction Pressure: \_\_\_\_\_ psig Discharge Pressure \_\_\_\_\_ psig

Super Heat: \_\_\_\_\_ F Subcooling: \_\_\_\_\_ F