



# HOSHIZAKI AMERICA, INC.

## SERVICE BULLETIN

**SB04-0013**

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### Subject: COMPRESSOR FAILURE DESIGNATIONS

In an effort to help us determine the root cause of compressor failures in the field, we need a good description of the reason for failure on the warranty claims. The information currently provided is sometimes sketchy and incomplete. Our vendors have provided us with a list of simple failure codes that will be adequate for them to provide analysis of returned compressors. We ask that the following designations be used on future claims which include compressor failures.

There are four categories of compressor failures and several designations for each category. Obviously we need as much detail as possible however the Service Preformed description should always begin with the category and designation that best fits the failure. Consistency in this description will allow for faster claim processing and better information going back to the vender for failure analysis.

Example: **Service preformed:** OPERATIONAL/HIGH AMPS. Found compressor not starting / pulling LRA. Recovered refrigerant, changed compressor, evacuated and recharged. Checked operation per spec...OK.

### Categories / Designations;

1. Operational		2. Electrical		3. Noise / Vibration		4. Gas Leak	
	Won't start		Grounded		At Start Up		Discharge Tube
	Won't run		Open Windings		Running Steady		Suction Tube
	Won't Pull Down		Bad Start Kit (Relay, Run Cap, Start Cap)		Running Intermittently		Process Tube
	High Amps						Seam Weld
	Low Amps		Other		At Shut Down		Other
	Overload Trips				Excessive		
	Low Capacity				Other		
	Other						