



## **MCC Compressor Core Policy and Return Procedures**

Included in the selling price of remanufactured 05G and 05K compressors from Mobile Climate Control (MCC) is a charge for the compressor core. The purpose of this charge is to incentivize the purchaser into returning the replaced compressor core so that it can be added back into the remanufacturing process for future purchase. If the returned compressor core meets all policy criteria, the entire core charge is credited back to the purchaser. All core returns must meet the guidelines outlined below for credit consideration. Items failing to meet these minimum specifications will not be eligible for credit and will not be returned.

### **COMPRESSOR CORE POLICY**

The below policy outlines the guidelines for compressor core returns as well as deduction policy for those cores that do not meet return guidelines. The compressor core policy for return cores is as follows:

- Core credit will only be issued for the exact number of remanufactured compressors shipped from MCC within the 12-month period prior to the time of core return submittal. Compressor core return requests in excess of the allowable amount may be considered by Mobile Climate Control at a reduced core credit. Contact MCC Customer Service for current core allowance and for approval and pricing for excess core return requests.
- All core return requests must be submitted to MCC Customer Service for review and pre-approval before a Return Authorization (RA) number is assigned by MCC.
- An RA number must accompany the returned cores. Cores received without an RA number will not be accepted or credited.
- Only cores identified and approved for return on the RA will be accepted. Additional goods will not be accepted or credited.
- MCC will pay for the return freight for compressor core returns of four or more cores. When arranging MCC prepaid freight pickup with the specified MCC freight broker, the RA number must be presented to the broker. MCC

will not pay for the return freight on compressor core returns that contain fewer than four cores or requests without a valid RA number.

- Cores must be in good condition. Rusted, damaged, weathered, unassembled, broken housings, missing parts or salvage yard cores will not be accepted or credited.
- Cores must be identical to the remanufactured part purchased. When preparing the core for shipment it must be capped off by reusing blank-off pads from the remanufactured compressor. Cores with missing blank off pads are subject to a core deduction as outlined below.
- All **oil** must be drained from compressors in order to avoid OSHA fines. Compressors received with oil are subject to a core deduction as outlined below.
- A deduction off of the full core allowance will apply if any of the following items are broken or missing:

<b>Description</b>	<b>Deduction</b>
Damaged crankcase casting	75%
Damaged or pitted crankshaft*	40%
Damaged or missing oil pan, oil pump housing, heads, unloaders, blank off pads, flange, front cover plate/gland plate, or mounting feet.	20%
Compressor Received With <b>Oil</b> Charge	20%

\* Crankshaft must be re-buildable, free of excessive rust and cracks, and the tapered end and keyway must be in good condition.

## **COMPRESSOR CORE RETURN PROCESS**

Mobile Climate Control requires pre-authorization for all core returns. The pre-authorization process requires that all cores requested for return are submitted to MCC Customer Service for review and issuance of authorization of return in the form of a Return Authorization number. Please use the following process when submitting a request to return 05G or 05K compressor cores:

1. Complete and submit a Core Return form (CR form). A copy is attached.
  - a. Fill out the all customer information in the top section, leaving the "RA#" field blank.
  - b. Provide details for each compressor being returned, including part number and serial number.

- c. If a warranty repair, please note the warranty RMA number after the description.
  - d. Email the completed request form to [mcc.parts@mcc-hvac.com](mailto:mcc.parts@mcc-hvac.com) .
2. Once approved, an MCC Customer Service Representative will communicate back the Return Authorization (RA) number to you. **The Return Form including the new RA# MUST accompany the return shipment.**
  3. If you are returning fewer than four cores, you will be responsible for arranging the transportation and related charges to the core collection facility. If returning four or more cores, please contact the MCC freight broker listed below to arrange for a freight pickup. **Please note that you must present the MCC freight broker with your RA number.** If you have not received an RA number please contact MCC Customer Service. Any attempts to arrange freight without the proper RA number pre-authorization will be refused.

[mcc@routestransport.com](mailto:mcc@routestransport.com)

Routes Transportation International Inc.

P: 905-829-3878 x236

F: 905-829-183

4. Please contact MCC customer service with your tracking information when you have shipped your cores, so we can ensure that a timely credit is processed.
5. Once the cores are received and inspected at the core collection facility you will be notified of the final core disposition and credit will be processed.
6. If you have any questions please contact MCC Customer Service at 1-800-673-2431 or email to [mcc.parts@mcc-hvac.com](mailto:mcc.parts@mcc-hvac.com) .