

Additional 1 - 5 HP Scroll Offering



Frequently Asked Questions

Q1. Why is Heatcraft introducing an alternative scroll compressor offering to the market?

A1. Effective January 1, 2018, EPA regulations delist R-404A and R-507A for Remote CDUs (Split Systems) in food service applications. The approved refrigerants are R-407A/C, R-448A and R-449A.

Heatcraft is introducing a secondary compressor source for the scroll condensing unit product line to better ensure product availability to Heatcraft's customers. Heatcraft has elected to provide an additional scroll offering to ensure supply chain continuity and improve product availability and lead times.

Q2. Which other manufacturers use this scroll compressor or condensing unit?

A2. LG compressors are in use in the HVAC market space and can be found in Lennox air conditioning units. Heatcraft has worked exclusively with LG in the design and development of scroll compressors for use in commercial refrigeration condensing units.

Q3. Does Heatcraft have exclusive rights to the LG scroll compressor?

A3. Yes. Heatcraft has exclusive rights as a Commercial Refrigeration OEM for 1 year from the date of Heatcraft's LG scroll condensing unit launch. No other Commercial Refrigeration OEM can use the LG scroll compressors during this time.

Heatcraft is the only refrigeration manufacturer offering two scroll compressor options.

Q4. What is the LG scroll condensing unit offering?

A4. In order to provide an additional scroll offering to the market in a timely manner, Heatcraft and LG have worked together to release the medium temperature scroll compressors.

BOHN		LARKIN		CLIMATE CONTROL		CHANDLER		M SERIES	
LG	Copeland	LG	Copeland	LG	Copeland	LG	Copeland	LG	Copeland
BZ*X10M6	BZ*010M6	LZ*X10M6	LZ*010M6	CZ*X10M6	CZ*010M6	CZ*X10M6	CZ*010M6	MOZX10M6	MOZO10M6
BZ*X15M6	BZ*015M6	LZ*X15M6	LZ*015M6	CZ*X15M6	CZ*015M6	CZ*X15M6	CZ*015M6	MOZX15M6	MOZO15M6
BZ*X20M6	BZ*020M6	LZ*X20M6	LZ*020M6	CZ*X20M6	CZ*020M6	CZ*X20M6	CZ*020M6	MOZX20M6	MOZO20M6
BZ*X25M6	BZ*025M6	LZ*X25M6	LZ*025M6	CZ*X25M6	CZ*025M6	CZ*X25M6	CZ*025M6	MOZX25M6	MOZO25M6
BZ*X30M6	BZ*030M6	LZ*X30M6	LZ*030M6	CZ*X30M6	CZ*030M6	CZ*X30M6	CZ*030M6	MOZX30M6	MOZO30M6
BZ*X35M6	BZ*035M6	LZ*X35M6	LZ*035M6	CZ*X35M6	CZ*035M6	CZ*X35M6	CZ*035M6	MOZX35M6	MOZO35M6
BZ*X45M6	BZ*045M6	LZ*X45M6	LZ*045M6	CZ*X45M6	CZ*045M6	CZ*X45M6	CZ*045M6	MOZX45M6	MOZO45M6
BZ*X50M6	BZ*050M6	LZ*X50M6	LZ*050M6	CZ*X50M6	CZ*050M6	CZ*X50M6	CZ*050M6	MOZX50M6	MOZO50M6

* = T for Outdoor, N for Indoor, S for Beacon II

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Q5: Does Heatcraft have the right to substitute a LG scroll condensing unit?

A5: No. Heatcraft does not have this right. A substitution can only occur if the customer agrees to a substitution.

Q6. Can the customer select the compressor for the Heatcraft scroll condensing unit?

A6. Yes. The customer has a choice of compressor. Heatcraft will offer both Copeland and LG scroll condensing units. Designated model numbers have been created for each.

- BZT**0**50M6C (Copeland) and BZT**X**50M6C (LG)

B	Z	T	X	30	M	6	C	F
Model	Compressor	Application	Manufacture	Equiv. HP†	Temperature	Refrigerant	Voltage	Identifier
B = Bohn C = Climate/Chandler L = Larkin	H = Hermetic S = Semi-Hermetic Z = Scroll	T = Outdoor N = Indoor S = Beacon	X = LG O = Copeland	05 = 1/2 HP 08/09 = 3/4 HP 10, 11 = 1 HP 1* = 1-1/2 HP 2* = 2 HP 3* = 3HP 4* = 4 HP 5* = 5 HP 60 = 6 HP	H = High Temp. M = Medium Temp. L = Low Temp. E = Extra Low Temp. X = Extended Temp.	6 = R-404A/R-507A, R-407A/E, R-407C, R-448A/R-449A	B = 208-230/1/60 C = 208-230/3/60 D = 460/3/60 G = 230/1/60 K = 230/3/60	F = Stock

Q7: Will Heatcraft stock LG scroll compressor condensing units?

A7: Heatcraft will have stock models available in both Copeland and LG scroll compressor models. Designated model numbers have been created for each.

Q8: Can I use both LG and Copeland scroll compressor systems in one installation?

A8: Yes. Heatcraft has worked to ensure the LG scroll compressors deliver the same capacity as the current Copeland scroll compressors. The LG scroll condensing unit can be paired with the same system matched evaporator as a Copeland condensing unit.

Q9: Is the LG scroll compressor a drop-in replacement for the comparable Copeland scroll compressors?

A9: Yes, LG scroll compressors and Copeland scroll compressors are interchangeable for the listed models.

Q10: What refrigerants and voltages are available in the LG scroll compressors?

A10: LG scroll compressors are qualified for all current refrigerants.

- R-404A, R-507A, R-407A, R-407C, R-448A, and R-449A
- 208/230-1-60(K), 208/230-3-60(R), 460-3-60(S)

Q11: Are there 575V versions available?

A11: No. At this time, there are no 575V versions under development and there are no plans for this development

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Frequently Asked Questions

Q12: Is there a price difference between the LG and Copeland condensing units?

A12: Yes, LG condensing units are competitively priced as compared to Copeland units.

Q15: What is the performance and reliability compared to a Copeland?

A15: The LG scroll compressor target performance difference is within +/- 1% of the comparable Copeland scroll compressor.

Q16: Have the LG scroll condensing units been field tested?

A16: Yes. There are field test sites in different regions of the country. They are monitored weekly by Heatcraft's Remote Refrigeration Control (RRC) software.

Q17: What do I do if a compressor fails?

A17a: LG scroll compressor under warranty.

Heatcraft is the sole distributor of LG compressors in North America to all customers.

WARRANTY PROCESS

in condensing unit	for individual pack compressor
24 months from install by contractor or 30 months from Heatcraft ship date	24 months from install with evidence

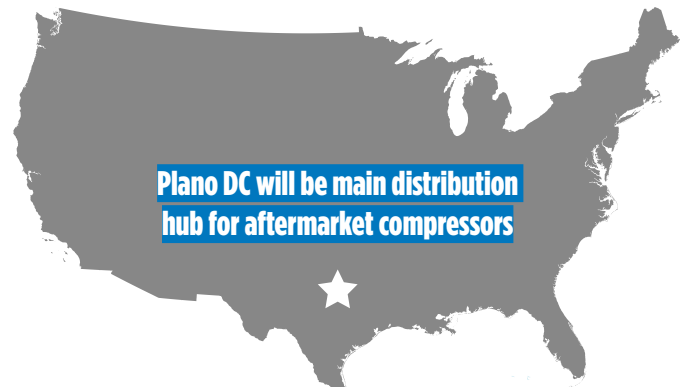
CURRENT PROCESS

Heatcraft process for parts claims



NEW PROCESS (End of February)

Web Warranty tool



By the end of February warranty claims will be submitted through AZA

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Frequently Asked Questions

REQUEST FOR REPLACEMENT

Heatcraft Service Parts Customer Service. Toll-free (800-836-7200)



(8AM to 5PM ET)	Afterhours/Weekends/Holidays
800# will route to Heatcraft to inform customer of the nearest wholesaler with replacement	800 number is routed to Heatcraft 3rd Party partner company, Trinity Warranty

(8AM to 5PM ET)		
If a wholesaler is not located close to the requested location	If customer cannot wait for Next Day Delivery and LG unit is not available	Failed compressors will need to be returned
The compressor will be shipped from Plano, TX DC for Next Day Delivery at no charge to the customer	Approval to use a Copeland equivalent compressor and send Heatcraft the invoice for refund	Heatcraft will provide the RGA for the compressor return to LG labs in Dallas, TX

Afterhours/Weekends/Holidays
3rd Party company, Trinity Warranty, will have replacement compressor shipped
from UPS Louisville facility for Next Day Delivery if order placed by 11 PM EST

A17b: LG scroll compressor out of warranty.

- Purchase of a replacement part compressor can be made at any Heatcraft authorized wholesaler.

Q18: What is the standard warranty?

A18: The LG scroll compressors have a 2 year, and Copeland has a 1 year, standard warranty. Customers can purchase the extended warranty for both the LG and Copeland scroll compressors.

Q19: Where is Heatcraft stocking compressors?

A19: Heatcraft will stock LG scroll compressors in Plano, TX.

Q20: Who will be authorized to stock and sell the LG scroll compressors?

A20: All Heatcraft wholesalers have the authorization to stock and sell the LG scroll compressors.

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Frequently Asked Questions

HPRD Scroll Condensing Unit Model Number	LG Scroll Model Number	HPRD Model Number for LG Scroll Compressors	Copeland Scroll Model Number
*Z*X10M6B	MPA010KAA	21518201	ZS09KAE-PFV
*Z*X10M6C	MPA010RAA	21518202	ZS09KAE-TF5
*Z*X10M6D	MPA010SAA	21518203	ZS09KAE-TFD
*Z*X10M6B	MPA013KAA	21518204S	ZS13KAE-PFV
*Z*X10M6C	MPA013RAA	21518205S	ZS13KAE-TF5
*Z*X10M6D	MPA013SAA	21518206S	ZS13KAE-TFD
*Z*X20M6B	MPA015KAA	21518207S	ZS15KAE-PFV
*Z*X20M6C	MPA015RAA	21518208S	ZS15KAE-TF5
*Z*X20M6D	MPA015SAA	21518209S	ZS15KAE-TFD
*Z*X25M6B	MPA019KAA	21518210S	ZS19KAE-PFV
*Z*X25M6C	MPA019RAA	21518211S	ZS19KAE-TF5
*Z*X25M6D	MPA019SAA	21518212S	ZS19KAE-TFD
*Z*X30M6B	MBA021KAA	21518213S	ZS21KAE-PFV
*Z*X30M6C	MBA021RAA	21518214S	ZS21KAE-TF5
*Z*X30M6D	MBA021SAA	21518215S	ZS21KAE-TFD
*Z*X35M6B	MBA026KAA	21518216S	ZS26KAE-PFV
*Z*X35M6C	MBA026RAA	21518217S	ZS26KAE-TF5
*Z*X35M6D	MBA026SAA	21518218S	ZS26KAE-TFD
*Z*X45M6B	MBA029KAA	21518219S	ZS29KAE-PFV
*Z*X45M6C	MBA029RAA	21518220S	ZS29KAE-TF5
*Z*X45M6D	MBA029SAA	21518221S	ZS29KAE-TFD
*Z*X50M6B	MBA033KAA	21518222S	ZS33KAE-PFV
*Z*X50M6C	MBA033RAA	21518223S	ZS33KAE-TF5
*Z*X50M6D	MBA033SAA	21518224S	ZS33KAE-TFD