

**Technical Support** – (877) 599-5665 or [TAC@friedrich.com](mailto:TAC@friedrich.com)

All warranty processes start the same. The customer/contractor must call or email TAC to get a case number. (case number is automatically generated via email)

- 1. They work with TAC to fix the issue - problem solved.
- 2. They work with TAC to fix the issue - need and part:
  - a. DSS/ Breeze distributor or Rep must send PO to [orders@friedrich.com](mailto:orders@friedrich.com)
    - i. In stock and it ships out - issue solved
    - ii. The part is in stock, and it ships out - this does not fix the issue they must call or email TAC (using the original email thread with Case number)
    - iii. The part is not in stock and has an extended lead time.
- 3. Replacement or Credit will be approved
  - a. The TAG must be supplied with the Credit or Replacement document, or nothing will be done to process the claim
    - i. Credit request must be submitted directly to [frdclaims@friedrich.com](mailto:frdclaims@friedrich.com)
    - ii. Replacements will be handled by TAC on the original email thread.

Credit request forms must be fully completed – listing the original and the new serial number.

\*\*\*The original CASE number is mandatory every time the contractor calls so TAC knows what has been done and the contractor must clearly state what has been completed since the last call if communicating via email it is mandatory to reply to the original email \*\*\*

**Respectfully,**  
**Donald Thomas II** | TSC Manager  
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