



Customer Notification

August 18, 2026

B-CN-469-EN REV A

SUBJECT: Updated Order Confirmation Process

Purpose

This bulletin is to inform our customers of an update to the Order Confirmation Process for Danfoss Turbocor Compressors. In order to ensure the best possible service for our customers, Danfoss Turbocor will adopt a more direct and transparent method for order management, rather than a standard lead time.

Summary

As the unprecedented growth has placed significant demand on our industry, we must collaborate closely with our customers to ensure that we provide the most reliable planning information possible.

As a result, Danfoss Turbocor will move from standard lead times to an individual order review process. Each order will be carefully evaluated to ensure accurate order scheduling and delivery dates. Following this evaluation, the Danfoss Turbocor Customer Experience Team will provide a formal order confirmation through email. All orders should only be considered accepted and scheduled upon receipt of this formal confirmation.

Customers ordering through Danfoss Product Store will receive an initial acknowledgement that their order has been registered. This does not constitute order confirmation. A separate order confirmation email will be shared by the Danfoss Turbocor Customer Experience Team as described in the preceding paragraph. Previously, confirmation of orders processed through Danfoss Product Store were issued from noreply@danfoss.com. Following the updated process, order confirmations will be delivered by your local Danfoss Turbocor Customer Experience Team.

To ensure robust production planning, any requested adjustments to existing confirmed orders must be submitted at least 16 weeks prior to the confirmed date of shipment. Changes inside of this planning window will not be allowed. This applies to compressor orders globally and across all Turbocor factories.

Action Required

Customers should only consider purchase orders accepted upon receipt of a formal order confirmation from the Danfoss Customer Experience Team through email. Be aware that placing a request to Danfoss Product Store does not constitute a confirmed order until formal confirmation is received from the Customer Experience Team. Any adjustments requested to existing, confirmed orders must be submitted to Danfoss at least 16 weeks prior to the previously confirmed date of shipment.

Need Assistance

Should customers require assistance, please contact your local Key Account Manager or Customer Experience Account Manager for support.