

Bulletin | Danfoss Turbocor Compressors

Customer Notification

B-CN-219-EN Rev C

December 23, 2024

SUBJECT: DTC Website Access Information

Purpose

This is to inform our customers that the **new Danfoss Turbocor Compressors Customer Support and Service section of the website is now live.**

You will need to register for this site. The below steps are required for the registration process. Please note that by registering, you will not receive immediate access to the site. You should receive a response within 24 hours, but the approval process could take up to three (3) business days.

Instructions

1. Go to the following link:
<https://www.turbocoroem.com/>

NOTE: It is suggested that you use Google Chrome when registering and when using the site.

2. You are prompted to click OK to accept the use of cookies on the site. Click **OK**.

The website uses cookies

OK

Some are used for statistical purposes and others are set up by third party services. By clicking 'OK', you accept the use of cookies.

[> Show details](#)

3. You are now on the home page. Click **Register**.

DTC Customer Support and Service

Find and download information on service literature, videos, training classes and quality certificates. To access the support and service site for product specific information, please log in.

If you encounter any problem with the application or have suggestions for improvements, please let us know via turbocorsupport.us@danfoss.com. Check back

✓ [Read more](#)

[OEM Login](#)[› Register](#)

- Click the **Sign up for a Danfoss Profile** link.

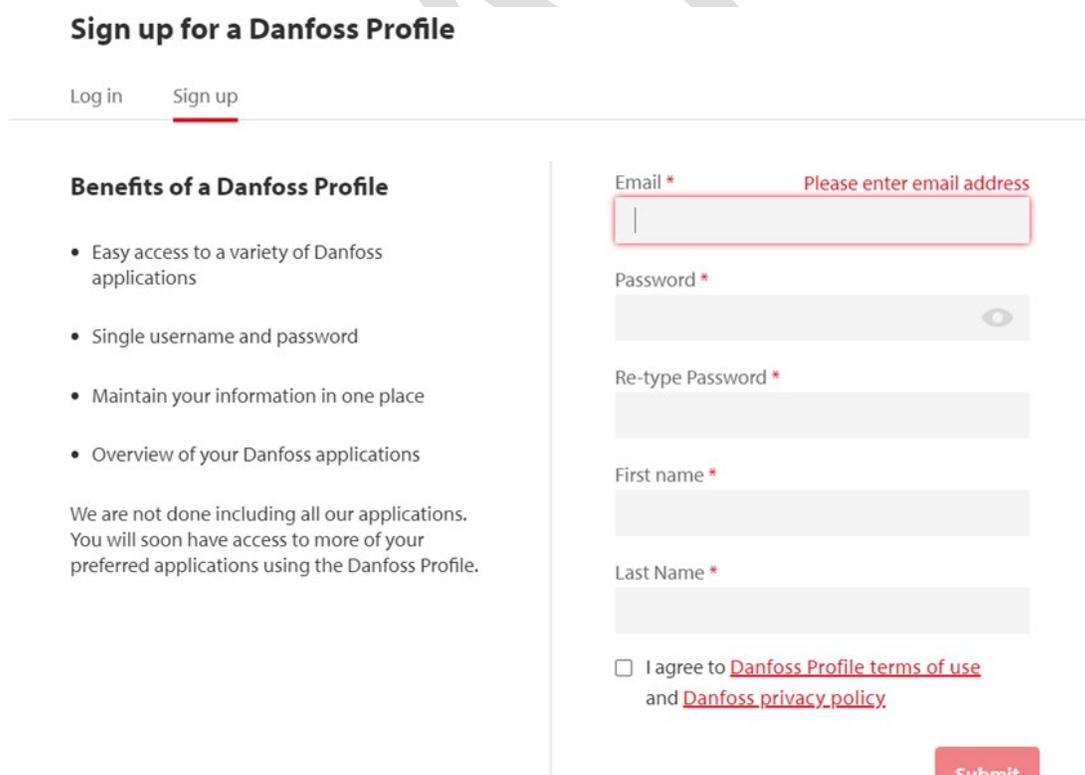
Don't have an account yet?

Danfoss Turbocor Compressors recognizes the importance of ensuring that our customers have direct access to specific information on compressor performance, features, quality and reliability; therefore, we have established a secure section where you can log in with a Danfoss Profile.

If you do not already have a Danfoss Profile, click "Sign up for a Danfoss Profile" below and create a Danfoss Profile so that you can request access to information relative to our products.

[Sign up for a Danfoss Profile](#)

- In the Sign up for a Danfoss Profile page, enter your credentials. Then select the check box and click **Submit**.



Sign up for a Danfoss Profile

[Log in](#) [Sign up](#)

Benefits of a Danfoss Profile

- Easy access to a variety of Danfoss applications
- Single username and password
- Maintain your information in one place
- Overview of your Danfoss applications

We are not done including all our applications. You will soon have access to more of your preferred applications using the Danfoss Profile.

Email * Please enter email address

Password *

Re-type Password *

First name *

Last Name *

I agree to [Danfoss Profile terms of use](#) and [Danfoss privacy policy](#)

Submit

6. A notification appears asking for you to check your email to verify your email address.

We are almost there!

We have sent an email to example@domain.com.
Please go to your inbox to verify your email address. If you cannot find the email, please check your spam filter.

When you have completed your Danfoss Profile signup, please return and go to login.

- [Go to login](#)
- [Resend verification email](#)

7. In your email account, open the email from Danfoss and click the **Verify your email address** link.



ENGINEERING
TOMORROW

Verification

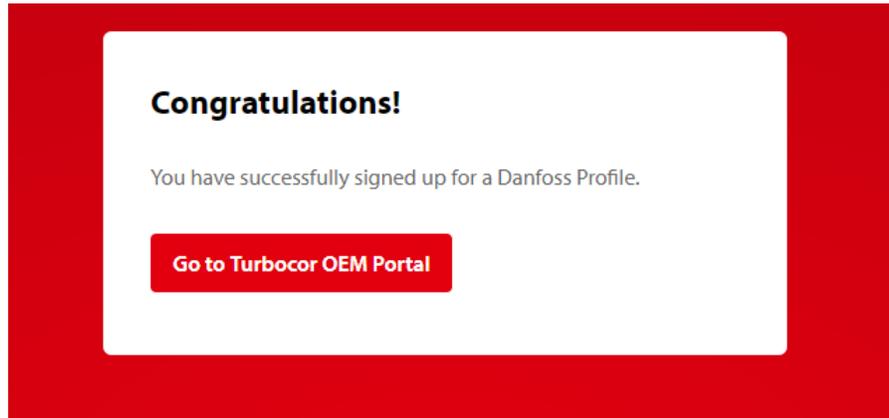
Thank you for signing up for a Danfoss Profile!
Please verify your email address by clicking the link below.

[Verify your email address](#)

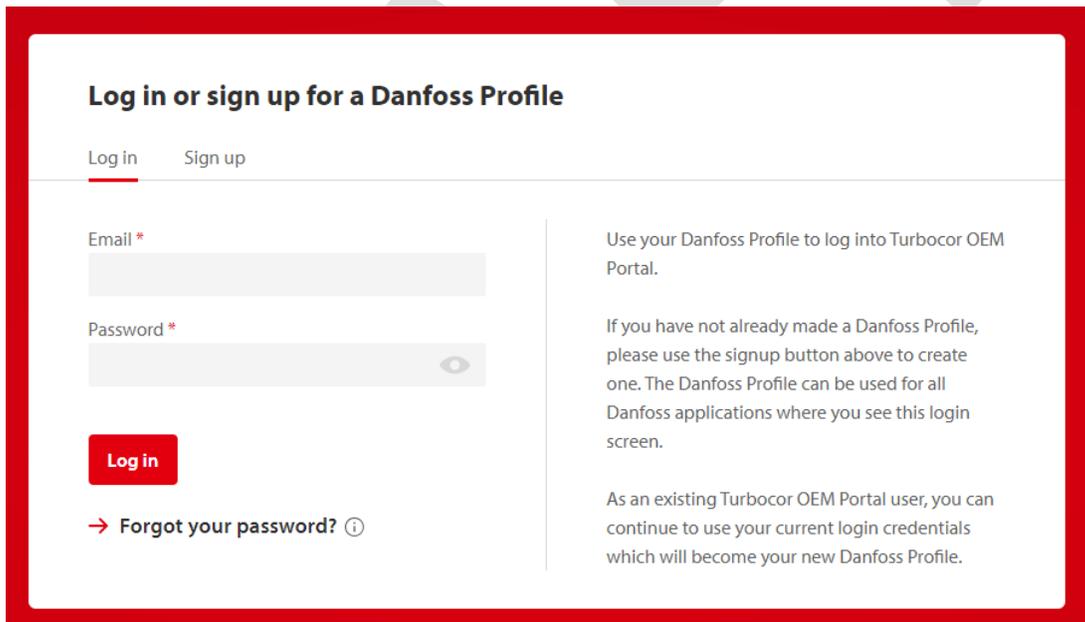
Best regards,
Danfoss A/S

If you did not make this request or you are experiencing any issues with signing up, please contact us by replying to this email.

- A message appears stating, "Congratulations! You have successfully signed up for a Danfoss Profile." **Click the Go to Turbocor OEM Portal** link.



- Click the **Log in** button.



10. A new window titled "Additional Information Needed for Turbocor OEM Portal" will appear. Fill in the fields marked with asterisks, click the **two check boxes**, and click **Submit**.

Additional information needed for Turbocor OEM Portal

You are about to use your Danfoss Profile in Turbocor OEM Portal.

To proceed we need a little more information.

Please fill in all the fields marked with (*)

Company * ⓘ

Country code * ⓘ

Phone * ⓘ

Address * ⓘ

City * ⓘ

Postal/ZIP code * ⓘ

Country/Region * ⓘ

State/Province * ⓘ

Department * ⓘ

I agree to Turbocor OEM Portal [terms of use](#)

I agree to [Danfoss privacy policy](#)

Cancel

Submit

11. You can now log in to the site.

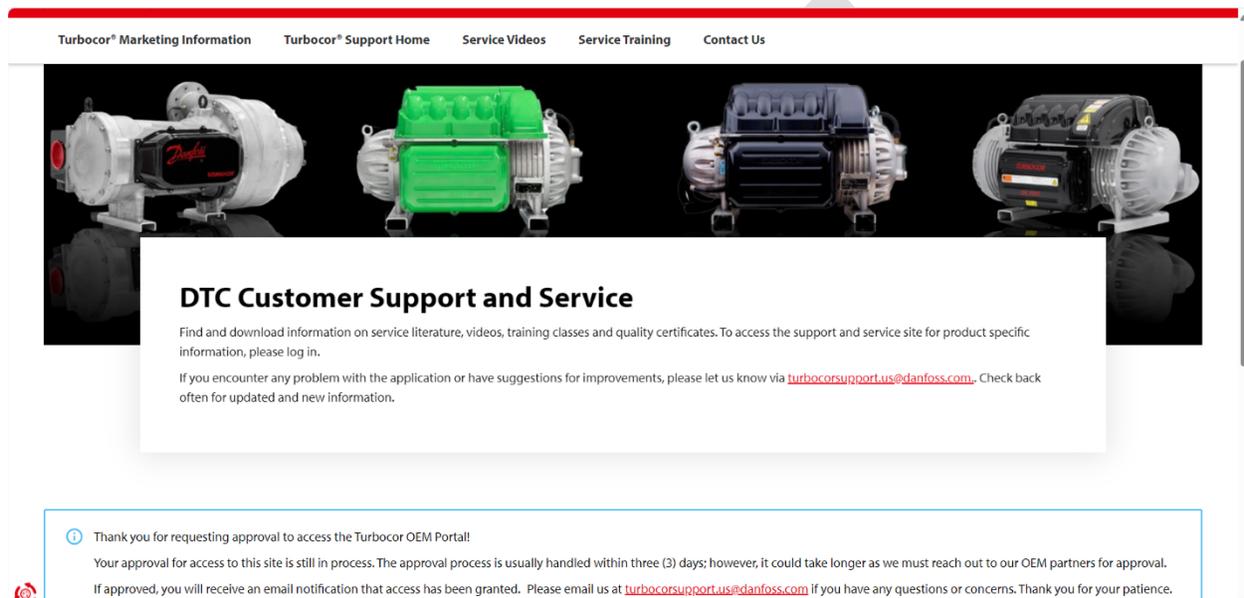
Log in

To enter our Support and Service website, please click the "Log in" button below and get access to information relative to our products.

Log in



12. Enter your credentials and log in.
13. A "Request approval" window appears. Click the **Submit** button.
14. The Welcome page appears with the following message, " ... Thank you for requesting approval to access the Turbocor OEM Portal! Your approval for access to this site is still in process. The approval process is usually handled within three (3) days; however, it could take longer as we must reach out to our OEM partners for approval."



15. Once you receive the confirmation email, you will be able to log in to the website.

Action Required

Please go to the new DTC website (www.turbocoroem.com) and register for access.

Need Assistance

Contact us at (turbocor.contact@danfoss.com) or your Key Account Manager if you have any questions.