

# Customer Notification

B-CN-443-EN REV A

March 9, 2026

**SUBJECT: Exterior Condition of Repaired VTT/VTX Compressors**

## Purpose

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This bulletin outlines the expected external condition of VT Series (VTT/VTX) compressors following repair at a Danfoss Turboacor facility. It is intended to provide clarity regarding cosmetic aspects of repaired units and to set appropriate customer expectations. The content below also applies to Certified Rebuilt VT Compressors.

## Description

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VT Series compressors are often returned for repair with painted housings and/or external insulation. These features are not part of the standard configuration for new VT Series compressors, and Danfoss Turboacor facilities are not equipped to replicate or restore such variations as part of the standard repair process.

During the repair of VT Series compressors, Danfoss Turboacor will make every effort to preserve the original external condition of the unit, subject to the following exceptions:

- **Insulation Removal**
  - Insulation will be removed only where necessary to facilitate the repair.
- **Paint Restoration**
  - Painted housings will not be repainted if paint is damaged during repair or if housing sections are replaced.
- **Customer Expectations**
  - Repaired compressors may differ cosmetically from their condition at the time of shipment from the jobsite. These cosmetic differences are limited to areas affected by necessary repair work and will not compromise the quality, performance, fit, form, or function of the unit.

## Action Required

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No Action Required.

## Need Assistance

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For further questions, please contact your Key Account Manager or our Product Support group at [turbocor.ps.na@danfoss.com](mailto:turbocor.ps.na@danfoss.com) or [turbocor.ps.eu@danfoss.com](mailto:turbocor.ps.eu@danfoss.com) for inquiries within Europe.