

## FAQs

### WHAT IS AN EXCHANGE COMPRESSOR?

This is a remanufactured compressor sold from our stock to replace your old compressor, which then becomes property of Green Point UK as part of the transaction.

### WHAT IF I DON'T HAVE A COMPRESSOR TO GIVE BACK?

We sell an exchange compressor in good faith and expect to have a compressor back irrespective of its condition. We do expect a return compressor, if for whatever unexpected reason this is not possible, we will retain the exchange deposit.

### WHAT IS AN EXCHANGE DEPOSIT?

A deposit charge is put on the invoice of all exchange compressors to encourage the return of the replaced compressor. Once this compressor is back with us, the deposit is either refunded or credited. The size of the deposit is dependent on the size of the compressor.

### WHEN DO I HAVE TO SEND IN MY OLD COMPRESSOR?

We will deliver the exchange compressor prior to arranging transport for your old compressor back to us.

### DO I NEED TO ARRANGE TRANSPORT?

We can provide transport of compressors to and from site.

### DO YOU OFFER LIFT AND SHIFT?

We can provide lift and shift services to get compressors in and out of their system location.

### HOW WILL THE REMANUFACTURED COMPRESSOR ARRIVE?

Your remanufactured compressor will arrive sealed, Nitrogen charged at a pressure of just over 1 bar and without any oil. You can purchase oil separately alongside your remanufactured compressor.

### CAN I HAVE A CREDIT ACCOUNT?

It is company policy to request the first transaction to be on a pro-forma basis. You can then apply for a credit account, all credit accounts are looked at on an individual basis.

### CAN YOU REMANUFACTURE MY OWN COMPRESSOR?

Yes we can. Please check our service section on [Your Compressor Remanufactured](#).

### WHAT WARRANTY TERMS DO YOU OFFER?

Our standard warranty is 12 months.

### CAN YOU COME TO SIGHT TO REMANUFACTURE MY COMPRESSOR?

Unfortunately no, Green Point has a very thorough process which can only be followed using our in-house work benches, machinery and BITZER approved testing facility. But we do offer the collection of your compressor.

### HOW WE TRADE AND WHO DO WE SELL TO?

We have two main channels through which we make our compressors available, these are through authorised distributors and direct to any UK refrigeration or air conditioning contractor.