

Copeland™ Online Product Information (OPI) Tool FAQ



How do I access the Copeland Online Product Information (OPI) tool?

You can access our OPI tool by visiting [our website](#) or by navigating directly to the tool by visiting Emerson.com/CopelandOPI.

Is a login required to use the OPI tool?

No. The tool does not require a login for use.

What type of product information is located on the OPI tool?

When using the OPI tool, you can access technical information about Copeland products, including compressors and condensing units. You can also cross-reference Copeland compressors and condensing units and identify service parts. The tool also contains publications and bulletins, software downloads, links to Emerson information resources, and direction on where to buy Copeland products.

How can I identify required criteria when searching for a Copeland condensing unit?

Using the **Product Search** tab, select **Condensing Units** from the **Select Product Type** drop-down menu and click **Advanced Search**. Choose the required criteria from the **Advanced Search** window and click **Search**. For additional guidance, you may watch an [instructional video](#) on this tool functionality.

How can I locate information on specific types of Copeland compressors (i.e., Discus, scroll)?

Using the **Product Search** tab, select **Compressors** from the **Select Product Type** drop-down menu and click **Advanced Search**. When the **Advanced Search** criteria appears, you may choose the product type you are looking for.

Can I cross-reference a competitor compressor or condensing unit using OPI?

Yes. Using the **Cross-Reference** tab, select **Competitor Compressor** or **Competitor Condensing Unit** from the drop-down menu and enter the competitor model number. For additional guidance, you may watch an [instructional video](#) on this tool functionality.

Can I find replacements for obsolete Copeland models or parts?

Yes. Using the **Cross-Reference** tab, choose **Copeland to Copeland** from the drop-down menu and enter the model number of the obsolete equipment. For additional guidance, you may watch an [instructional video](#) on this tool functionality.

Are software downloads available from OPI?

Yes. Downloads include **Air Conditioning Compressor Electronics Technology Interface Software**, **Refrigeration Compressor Electronics Technology Interface Software**, **Product Selection Software**, and **Fault Finder PC**.

What type of documentation is available from OPI?

Documentation is available from the **Publications and Bulletins** tab of the OPI tool. The types of documents available include Application Engineering bulletins and manuals, marketing bulletins and wholesaler bulletins. Many publications are available in multiple languages.

Can I access the Application Engineering Knowledge Center (HVAC/R questions with technical answers) from the OPI tool?

Yes. You may access the Application Engineering Center by clicking on the knowledge center link on the **Product Search** tab.

Can I access information on White-Rodgers Flow Controls service parts from the OPI tool?

Yes. You may access information on White-Rodgers Flow Controls service parts by clicking on the **Cross-Reference** tab and following the **Search White-Rodgers** link.

How can I locate the nearest distributor of Copeland brand products?

You can locate the nearest distributor of Copeland brand products by clicking the **Where to Buy** tab.

Can I access the previous version of the OPI tool?

Yes. To access the previous version of the tool, click the [OPI Classic](#) link located in the top right corner of the OPI tool.

