



TO REQUEST WARRANTY SERVICE

- If you have a problem and you believe your equipment is under warranty, please call 1-864-260-6600 ext. 320. Monday-Friday 8am-5pm Eastern Standard Time. After hours, holidays and weekends, please call 1-864-884-7927.
- Please have the model, serial number and your location ready before making the phone call.
- Warranty administrator may forward you to technical support to see if engineers may assist you over the phone or determine the problem and if a service company needs to be dispatched.
- If it is determined a service company needs to be dispatched, Global Warranty Division will dispatch a service technician to your location. The service technician should contact the technical department at Global Refrigeration for evaluation of the problem.
- If a replacement part is necessary, the service company must order the part through Global and it will be shipped to the desired location. Please call 1-864-260-6600 ext. 320 or email at jpotter@globalref.com regarding the replacement parts.
- A bill for the warranty work must be mailed to Global Refrigeration within thirty days of date of service.
- If part is replaced by service technician and you are still experiencing problems, please contact the warranty department at Global at the numbers listed above.
- Please note: If the service technician arrives at the customer location and it is not a warranty related issue, the customer will be responsible for all costs related to this service call.

CORPORATE HEADQUARTERS

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MANUFACTURING FACILITY

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