



## **Global Warranty Guidelines and Procedures**

1. All warranty requests for service must be dispatched through the Global Refrigeration warranty department. GRI reserves the right to refuse payment on any warranty service not dispatched through the Global warranty department.
2. End user may request warranty service by calling 1-888-650-9799 ext. 320 or send request to [jpotter@globalref.com](mailto:jpotter@globalref.com). Claimant must provide serial number of equipment, model number, name of store and name of certified equipment installer. GRI also needs contact name and phone number.
3. If you have a warranty **emergency** after hours, weekends or holidays, please call 1-864-884-7927.
4. Claimant will discuss issue with warranty director and engineer support department and determination will be made to dispatch Service Company to location.
5. Upon arrival, service technician will review problem and contact Global to submit diagnosis. If service technician determines the problem is a result of items not covered under warranty (page 2), end user is responsible for payment to service company at that time.

**Global Refrigeration Incorporated**

**Phone 864-260-6600 \* 888-650-9799 \* Fax 864-260-6601**

**563 CORBIN ROAD HONEA PATH SOUTH CAROLINA 29654**



**Global Refrigeration** will not cover the following items per warranty agreement:

- For any repair or replacements not dispatched or approved by GRI, or if equipment is installed by a non-certified installer or equipment is operated for unintended use.
- Damages during shipment to negligence, abuse, misuse or when the serial number of the equipment has been removed, defaced or altered.
- For payment of refrigerant loss other than on a self-contained unit
- For periodic maintenance items such as filters, gaskets, etc.
- Global Refrigeration is not responsible for economic loss: or special direct or indirect consequences including and without limitation to losses and/or damages resulting from food and/or spoilage claims from refrigeration failures.
- Location of equipment must operate in the standard GRI guidelines. Guidelines are environment must be between 70°F to 80°F and humidity must not exceed 50%.
- **Under no circumstances will Global Refrigeration pay for any claim for the following services:**
  - Light bulb replacement
  - Condenser or evaporator coil cleaning
  - Normal maintenance items for equipment used by service companies (i.e. filters, dryers)
  - Clean up of iced coils due to improper control setting or application problems.
  - Product loss or product storage charges
  - Labor overtime rates must be preapproved by GRI management.
  - Will pay truck charge or travel charge, not both.
  - If the service company dispatched determines there is no problem with the unit, the end user is responsible for all charges from the service company.
  - Problems unrelated or outside of the control of Global Refrigeration, Inc.
  - Environment of equipment must be between 70° F to 80°F with humidity not to exceed 50%. If location of equipment exceeds these industry standards, equipment is not designed for use and warranty is null and void.
  - Equipment involved in warranty may not be relocated or sent to a different location unless pre-authorized by Global warranty department. If equipment is moved to another location without approval, warranty will be denied.

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## **GLOBAL REFRIGERATION INCORPORATED**

5855 Grant Avenue Cleveland, Ohio 44105

Warranty Parts & Service 1-888-650-9799 ext. 320 Email: [jpotter@globalref.com](mailto:jpotter@globalref.com)

### **LIMITED TWO YEAR PARTS & LABOR WARRANTY**

Global Refrigeration, (the "Company") warrants to the original purchaser-user that its refrigeration equipment at the time of shipment from the manufacturer will be free from defects in material and workmanship. Global will bear the reasonable and customary labor expense to repair or replace any component part (including said part) found to be defective under the terms and conditions as outlined under Globals two year parts and labor warranty. The two year parts & labor warranty is two years from date of equipment shipped from the manufacturer. The purchaser-user will bear all the expenses of removing and returning the defective part or equipment. Globals obligation under this warranty shall be limited to repairing or replacing, including reasonable labor costs. Any such part which proves to be defective upon Globals examination discloses to its satisfaction to be defective. Global will reimburse labor expenses to the service company only if Global determines in its sole discretion the warranty applies. The labor warranty shall only apply to self contained equipment installed by authorized or approved Global dealers, distributors, service companies or refrigeration contractors. The warranty does not cover the cost of installation, start up, normal maintenance or control adjustments (including temperature control adjustments. For direct drop ship deliveries, if any exterior damage is not indicated on freight bill, or any unseen damage is not reported to Global within two business days of delivery, warranty repair is null and void.

Any defects caused by misapplication, abnormal use or misuse, lack of improper maintenance, damage by third parties, acts of God; failure to follow installation, maintenance or safety instructions or any event beyond the control of the company will not be covered under this warranty.

The obligation of Global shall be limited to repairing or replacing (at the option of the Company) any part, which is defective in the reasonable opinion of the Company. The cost of service labor reimbursed will be based on straight time and reasonable time for the repair of the defect.

The warranty is in force for 2 years from date of shipment from manufacturer.

**THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PRODUCT.**

**In no event, shall the Company be liable for loss of use, revenue of product or for any other indirect, incidental, special or consequential damages including but not limited to, food spoilage or product loss.**

This warranty shall apply only within the continental United States, its territories and possessions and Canada.

### **EXTENDED THREE YEAR COMPRESSOR WARRANTY**

The Company warrants to the original purchaser/user, Global will replace the compressor with a compressor of like or similar design. If Global agrees or is satisfied that the sealed compressor is inoperative due to defects in material and manufacture, Global will replace the compressor. After two year warranty has expired, the compressor is covered for an additional three years; however, the purchaser/user is responsible for shipping cost and installation/removal of compressor. The additional 3 year warranty applies to the compressor only and does not cover any other components of the equipment.

**THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PRODUCT.**

**In no event, shall the Company be liable for loss of use, revenue of product or for any other indirect, incidental, special or consequential damages including but not limited to, food spoilage or product loss.**



## Equipment Owner Responsibilities

- Conduct weekly, daily and monthly maintenance on equipment as instructed in service installation manual. Replace filters and drier as routine maintenance.
- Due to store location and customer volume, maintenance may be required more often due to a high volume store.
- Before installing equipment certify voltage requirements for equipment.
- Ensure equipment is located in environment that ambient temperature in room is between 70°F to 80°F with humidity not to exceed 50%. This standard allows equipment to operate properly.
- Global will not pay or cover any repairs/expenses to a piece of equipment unless the warranty request has been processed through Global Warranty Department.
- Warranty does not include periodic replacement of gaskets, bulbs and lamps.
- Warranty coverage does not apply to problems unrelated or outside of the control of Global Refrigeration.
- **Warranty does not cover thermostat calibration or resetting thermostat and defrost controls.**
- Improper operations due to low voltage conditions, inadequate wiring, or accidental damage, all are responsibility of owner.
- Equipment damages due to abuse, negligence by customers. (customers hang on vertical door when door is opened causing damage to door)
- Equipment needs proper ventilation and vertical units should be approximately 4 inches from back wall and horizontal units must have a minimum of 3-1/2" open area at front of cabinet to ensure proper air ventilation.

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