



### 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, 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.
6. If replacement parts are necessary, service company will order replacement parts through the warranty department at Global Refrigeration. The service company can dial 864-260-6600 ext. 320 or email [jpotter@globalref.com](mailto:jpotter@globalref.com). Please include serial, model and name of store before making call or sending email.
7. Service Company will receive reimbursement for work dispatched by Global warranty department. Global retains the right to refuse payment for any service work, if service work is not dispatched by Global warranty department.
  - a. **A bill for the warranty work from service company must be received by Global within thirty (30) days from the date of repair; all claims submitted must be accompanied by a record of the equipment serial number, cabinet model and mailed to PO Box 586 Honea Path, SC 29654 or email to [jpotter@globalref.com](mailto:jpotter@globalref.com)**

**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 when 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.
- Warranty is null and void if equipment has been purchased by a third party
- For payment of refrigerant loss other than on a self-contained unit
- For periodic maintenance items such as gaskets, lamps, and bulbs.
- 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.
- If location of equipment is not operating in a standard environment for Global equipment. 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:**
  - **LED 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.**

**Global Refrigeration Incorporated**  
**Phone 864-260-6600 \* 888-650-9799 \* Fax 864-260-6601**  
**563 CORBIN ROAD HONEA PATH SOUTH CAROLINA 29654**