



Global Warranty Guidelines and Procedures for Canada

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. 1007 or send request to bford@globalref.com Claimant must provide serial number of equipment, model number, name of store and description of environment of equipment, ambient temperature of location of equipment and other information if necessary
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 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 must order replacement parts through the warranty department at Global Refrigeration. Please call 864-260-6600 ext. 1007 or email bford@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 company if service work is not dispatched by Global warranty department.
8. **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 emailed to jpotter@globalref.com**

Global Refrigeration Incorporated
Phone 864-260-6600 * 888-650-9799 * Fax 864-260-6601
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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.
- For payment of refrigerant loss other than on a self-contained unit
- For periodic maintenance items such as gaskets, lamps, and bulbs.
- Global Refrigeration, Inc 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:**
 - **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.**

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Global Refrigeration Standard Limited Parts and Labor Warranty

Global Refrigeration (the "Company") warrants to the original purchaser-user that its refrigeration equipment, at the time of delivery, will be free from defects in material and workmanship. Global Refrigeration, Inc. will bear the reasonable and customary labor expense of repairing or replacing any component part found to be defective under the terms and conditions outlined under Global's one year part and labor warranty for a period of one year from the date of installation of unit by a certified technician not to exceed 15 months from shipment from manufacturer. Global's obligation under this warranty shall be limited to repairing or replacing, including reasonable labor costs, any part of such product which proves to be defective and which Global's examination discloses to its satisfaction to be defective. Global will reimburse said labor expenses to the service company only if Global determines in its sole discretion that this warranty applies. The service labor warranty shall apply only to equipment installed by authorized or approved Global dealers, distributors, service companies or refrigeration contractors. The service labor warranty does not cover the cost for installation, start up, normal maintenance or normal control adjustments (including temperature adjustments). The cost of service labor reimbursed will be based on straight time rates, reasonable time for the repair of the defect and reasonable travel costs. Warranty activation card provides warranty to the original purchaser/owner of equipment. If warranty registration/activation card is not received within 30 days of date of equipment purchase, Global will determine if reimbursement or partial reimbursement is valid. Warranty is void if original purchaser sells equipment to a third party. Warranty repair requested and it is determined equipment is not in operating environment meeting Global equipment operating standards, any warranty costs will not be paid by Global.

Compressor Warranty- For a period of five (5) years from the date shipment of the unit, Global will replace the compressor only, with a compressor of like or similar design and capacity, if it is shown to the satisfaction of Global that the sealed compressor is inoperative due to defects in material or manufacture. The warranty applies only to the compressor and does not apply to any other part of the cabinet or its finish, nor any electrical component including the external control, any electrical controls, condenser, evaporator, fan motors, overload switch, starting relay, temperature control, dryer , accumulator, wiring harness, labor charges or supplies which are covered by the standard warranty. If compressor is out of 1 year parts and labor warranty, customer is responsible for shipment cost of compressor and any labor cost involving the compressor replacement.

Warranty excludes the following items for payment:

- **Repairs or replacements made without the consent of GRI, not dispatched by GRI, or if the equipment is installed improperly or operated for unintended use.**
- **Damages during shipment or caused by fire, flood, strikes, acts of God or other circumstances beyond the control of Global.**
- **Any light bulbs, thermostat calibration or defects due to or resulting from handling , abuse, misuse, nor shall it extend to any unit from which the serial number has been removed or altered, or to which modifications have been made to the equipment.**
- **Loss or spoilage of food or any other contents of the cabinet**
- **Improper operation due to low voltage conditions, inadequate wiring, and accidental damage, all of which are responsibility of the purchaser.**
- **Location of equipment is greater than 70°F to 80°F and humidity exceeds 50%.**

General – This Standard Limited Warranty shall apply only within the boundaries of the United States and Canada. This warranty is in lieu of all other warranties, express or implied, including the implied warranty of merchantability, any applied warranty of fitness for a particular purpose and any implied warranties otherwise arising from course of dealing or trade. In no event shall Global be responsible for any loss, damage, or expense, directly or indirectly resulting from the use of its products, including, without limitation, food spoilage, incidental, special or consequential damages or contingent liability of any nature whatsoever.

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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 in a high volume store
- Before installing equipment certify voltage requirements for equipment.
- Ensure equipment is located in an environment that has an ambient room temperature between 70°F-80°F with humidity not to exceed 50%. This standard allows the equipment to operate at maximum efficiency.
- Global will not pay for or cover for any repairs/expenses to a piece of equipment unless the warranty request has been processed through the Global Warranty Department
- Warranty does not include periodic replacement of gaskets, bulbs and lamps.
- Warranty does not cover any 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) hanging on vertical door when it is opened and closed causing damage.
- **Equipment needs proper ventilation and horizontal units must have unobstructed air flow.**

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