

# KOOLTRONIC STANDARD WARRANTY

KOOLTRONIC products are warranted to be free of defects in workmanship, materials and components. The following warranty periods apply from date of shipment:

- Air moving devices/components and hermetic system components: Two years
- Non-operating parts, except filters: 5 years

The above warranty applies when the equipment is operated under the following conditions:

- Ambient temperature not in excess of 125°F (52°C) in normal atmosphere or as stated on product nameplate
- Voltage variation no greater than 10% from nameplate rating
- Frequency variation no greater than 3Hz from nameplate rating
- Maximum cooling load no higher than air conditioner nameplate rating
- Waiting five minutes before restarting air conditioner after intentional or accidental shutoff
- Compliance to all other installation, maintenance and operating instructions, as supplied
- **This standard warranty does not apply to custom products. Consult your Kooltronic representative for limitations.**

**KOOLTRONIC cannot assume responsibility for misapplication of its products or the erroneous selection of an inappropriate product by a non-authorized KOOLTRONIC representative. Our applications engineers will gladly assist in the selection of the proper product, provided all required details of the application are furnished.**

KOOLTRONIC assumes no liability beyond the repair or replacement of its own product. This Warranty does not cover:

- Labor or reimbursement of labor for evaluation, removal, installation, repair or cost of any warranted part, except at the KOOLTRONIC factory in Pennington, NJ
- Use of equipment for other than its designed purpose or operating conditions
- Operation in harsh, oily, corrosive or other abnormal environmental conditions, without the proper filtration, sealing, protective coatings and/or weather protection
- Damage to hermetic system resulting from continuous operation with dirty or clogged air filters or improper or negligent maintenance
- Use of refrigerant other than designated
- Customer modification or abuse
- Shipping damage or other accident (Claims for shipping damage are the responsibility of the customer. Timely claims must be filed with the freight carrier.)
- Cracked or broken hermetic tubing, brazed joints or other internal damage caused by shipping or mishandling
- Damage caused by shipping units attached to an enclosure
- Any and all conditions resulting from noncompliance with the preceding operating conditions

The purchaser assumes the responsibility of grounding the unit and installing it in accordance with local electrical and safety codes, as well as the National Electric Code (NEC) and OSHA.

**THIS WARRANTY CONSTITUTES THE ENTIRE WARRANTY WITH RESPECT TO THE PRODUCT AND IS IN LIEU OF ALL OTHERS, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY AND WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND IN NO EVENT IS KOOLTRONIC RESPONSIBLE FOR ANY CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER.**

## RETURN AUTHORIZATION (RA) PROCEDURE

- All returns require a Return Authorization number whether the return is for warranty or non-warranty repair, rotation of stock, damage or any other reason. Returns without an RA number will be refused.
- Customer must call the KOOLTRONIC Customer Service Department, Pennington, New Jersey (609-466-3400) to obtain an RA number.
- The following information is required when an RA is requested:
  - Original customer Purchase Order number and date
  - Date product was received by customer
  - Number of parts to be returned
  - Product description, model and serial number
  - Reason for return
  - Action requested
  - Contact name, telephone and FAX numbers
- Pack unit in a suitable container for shipment, preferably the original packaging if available. All Air Conditioners must be returned in an upright position properly secured to a pallet. **Improper packaging may void warranty claim.** If an Air Conditioner is received laying down or shipped via UPS or similar service the warranty will be void.
- Mark box prominently with KOOLTRONIC's Return Authorization Number.
- Enclose all pertinent documents.
- Freight charges on all products returned to KOOLTRONIC shall be paid by the customer. Collect shipments will be refused.
- Warranty repaired units will be returned to customer at KOOLTRONIC expense only within the Continental USA.