

# Extended 1-Year Warranty for Heatcraft Certified Contractors



## Frequently Asked Questions

### Q1. What is Heatcraft Refrigeration Products' standard warranty?

A1. Products are warranted for one (1) year from date of original installation, or eighteen (18) months from date of original shipment, from Heatcraft Refrigeration Products, whichever occurs first. Replacement parts used on equipment past warranty terms are warranted for one (1) year from date of installation.

For Controls (which is installed with the evaporators) the standard warranty is 3 years.

The summary of the standard warranty is:

#### Warranty on System with Beacon, Quick Response Controller (QRC) or Smart Controller

##### Evaporator:

- 3 years: Beacon Board, EEV, Sensors, Transducers
- 1 year: Coil, Motor, Heater, Fan Blade, Sheet–metal

##### Condensing Unit:

- 1 year: Coil, Motor, Fan blade, Sheet–metal (Compressor Not included)

#### Warranty on our Standard Systems with TXV.

##### Evaporator:

- 1 year – TXV, Room T'Stat, Solenoid, Coil, Motor, Heater, Fan Blade, Sheet–metal

##### Condensing Unit:

- 1 year – Coil, Motor, Fan blade, Sheet–metal (Compressor Not included)

### Q2. What is Heatcraft Refrigeration Products' extended 1-year warranty?

A2. As a Heatcraft Certified Contractor, Heatcraft will offer an additional 1–year warranty on Heatcraft equipment installed and serviced by a Heatcraft Certified Contractor from the date of original installation. The additional warranty is valid on Heatcraft equipment (Condensing Unit and Evaporators) when the refrigeration system contains one of the controls (Beacon, QRC or Smart Controller) installed, registered and serviced by a Heatcraft Certified Contractor from the date of original installation.

### Q3. What does the extended 1-year warranty cover?

A3. The warranty will cover defective parts only for the Heatcraft equipment. The costs of compressor, refrigerant, refrigerant reclamation, miscellaneous material and labor charges for diagnostics, servicing or replacing parts are not covered.

##### Evaporator

- 4 years: Beacon Board, EEV, Sensors, Transducers parts
- 2 years: Coil, Motor, Heater, Fan Blade, Sheet–metal parts

##### Condensing Unit

- 2 year – Coil, Motor, Fan blade, Sheet–metal parts (Compressor Not included)

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### **Q4. How do I obtain standard warranty replacement parts?**

A4. Whenever possible, replacement parts are to be obtained from a local authorized Heatcraft Refrigeration Products InterLink Parts wholesaler. Replacement parts, which are covered under the terms of our warranty statement, will be reimbursed for total cost of the part only plus applicable taxes. The original invoice from the wholesale parts supplier must accompany all warranty claims for replacement parts reimbursement. Processing or handling fees assessed by parts wholesalers are not reimbursable under Heatcraft's warranty terms.

### **Q5. How do I know if my Heatcraft Refrigeration Products unit is in warranty?**

A5. Contact Heatcraft Refrigeration Products' warranty department at 800-321-1881 Option 5 with the model and serial number of the equipment that was serviced along with the equipment's original installation date.

### **Q6. Will the Heatcraft Certified Contractor have to register the equipment that they install?**

A6. Yes, the Heatcraft Certified Contractor will have to register the equipment within 90 days after the original installation date.

### **Q7. As a Heatcraft Certified Contractor, how will I register equipment for the extended 1-year warranty?**

A7. 1. Call 800-321-1881 Option 5  
2. Complete Heatcraft Product Registration Form  
3. Submit completed Heatcraft Product Registration Form to 866-475-4968 (Fax) or Email: [hrcpdwcr@heatcraftprd.com](mailto:hrcpdwcr@heatcraftprd.com)

### **Q8. How do I submit a standard warranty claim?**

A8. Warranty claims should be submitted to the original purchaser of your Heatcraft Refrigeration Products equipment. If assistance is needed to identify the equipment's original purchaser, you can contact Heatcraft Refrigeration Products' warranty department at 800-321-1881 Option 5 with the model and serial number of the equipment that was serviced.

### **Q9. How do I receive reimbursement?**

A9. Under our standard 1st year warranty, the Heatcraft Certified Contractor will obtain replacement parts as an over-the-counter swap through the distributor. For the extended 1-year warranty, the Heatcraft Certified Contractor will purchase the replacement part, then invoice Heatcraft for the cost of the replacement part. Our Warranty Claims team will process a credit memo or issue a check to the contractor for the total amount of the invoice.

### **Q10. How do I return material (defective/new and unused)?**

A10. The original purchaser must receive written permission from Heatcraft Refrigeration Products to return the product. Contact your Heatcraft Sales Representative or a Heatcraft Refrigeration Products' warranty representative at 800-321-1881 Option 5.

### **Q11. How do I locate an authorized Heatcraft Refrigeration Products wholesaler?**

A11. To locate an authorized Heatcraft Refrigeration Products wholesaler, use our wholesaler locator <http://www.heatcraftprd.com/contact/find-a-wholesaler.asp>. You can also contact a Heatcraft Refrigeration Products Customer Service Representative at 800-321-1881 Option 1 between the hours of 8:00 AM to 5:30 PM Eastern Time.