



PRODUCT ADVISORY

Flood Damage to Refrigeration Equipment

In the wake of recent hurricanes, tropical storms and flooding across the country, Heatcraft Refrigeration would like to remind our customers to stop using any refrigeration equipment that has been partially or fully submerged by water. Submersion of such equipment renders it unsafe for use, and damage to electrical and mechanical components cannot be field repaired. Any Heatcraft equipment that has been partially or fully submerged by water, no matter how briefly, must be replaced. This includes both new and unused units, as well as previously installed units. Failure to replace any equipment that has been partially or fully submerged by water poses a serious safety risk.

Please consult your insurance provider regarding possible coverage to impacted equipment. Damage to refrigeration units caused by any natural disaster is not covered by any Heatcraft warranty.

As a Lennox International company, Heatcraft has an established history of supporting the communities where we live and work. We will gladly provide our support by promptly providing customer service and technical help as needed to all customers, service contractors and end users.