



HEATCRAFT REFRIGERATION PRODUCTS LIMITED WARRANTY

APPLIES IN NORTH AMERICA ONLY TO PRODUCTS INSTALLED ON OR AFTER MAY 1, 2020

Please read dispute resolution section carefully, as it affects your legal rights

LIMITED WARRANTY

Subject to the terms below, this Limited Warranty covers components within the following products (“Products”) sold by Heatcraft Refrigeration Products LLC (“Heatcraft”): IntelliGen™ Refrigeration Controller, Beacon II™, Quick Response Controller™ (QRC) or Smart Controller™ (which are installed with the evaporators), and Heatcraft’s Standard Systems with TXV. This Limited Warranty covers repair components only. It does NOT cover (1) accessories, (2) components or parts that must be replaced as part of a regular maintenance program, such as filters, driers, refrigerant, compressors, refrigerant reclamation, fuses, surge protection devices, gaskets, belts, wiring, and oil nozzles, or (3) any of the other services or costs for replacement of warranty components, including but not limited to diagnostics, labor, or freight. For additional information and details, please see the Heatcraft warranty, which can be found at www.heatcraft-rpd.com/support/warranty.asp. In the event of a conflict between this Limited Warranty and the warranty found in the website above, this Limited Warranty shall apply.

WARRANTY PERIOD

The warranty begins on the date of original Product start-up or eighteen (18) months from date of shipment by Heatcraft, whichever occurs first (the “Warranty Period”). The installation of replacement components under this Limited Warranty does not extend the Warranty Period.

Controls:

For IntelliGen™ Refrigeration Controller, Beacon II™, Quick Response Controller™ (QRC) or Smart Controller™ (which are installed with the evaporators), the Warranty Period is three years.

System with IntelliGen™ Refrigeration Controller*:

Evaporator:

- 3 years: iRC board, iRC UI, iRC harness, transducer, transducer harness, EXV (electric expansion valve), EXV harness, thermistor temperature sensors, control circuit transformer, and access cards (iWC and iLC)
- 1 year: Coil, Motor, Heater, Fan Blade, Sheet metal (Compressor Not Included)

Condensing Unit:

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

System with Beacon II™, 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)



HEATCRAFT REFRIGERATION PRODUCTS LIMITED WARRANTY

Standard Systems with TXV*

Evaporator:

- 1 year: TXV, Room thermostat, Solenoid, Coil, Motor, Heater, Fan Blade, Sheet metal

Condensing Unit:

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

EXTENDED WARRANTY PERIOD

(FOR HEATCRAFT CERTIFIED CONTRACTORS ONLY)

The Warranty Period will be extended for an additional one-year for Heatcraft Products installed and serviced by a Heatcraft Certified Contractor. For additional details and exclusions related to this extended warranty, see the terms and details below.

WARRANTY COVERAGE

This Limited Warranty applies only to the original purchaser of the Products from Heatcraft (the "Purchaser"). If, during the Warranty Period, a covered component in a Product fails because of a manufacturing defect, Heatcraft will provide a replacement component to the Purchaser. Purchaser will be responsible for all shipping, freight and handling charges, as well as all fees and costs associated with the warranty service, including, but not limited to, all labor and other costs involved in diagnosing, removing, repairing, servicing or replacing any component. Heatcraft's sole responsibility under this Limited Warranty is to provide a replacement component as set forth above. In the event that any component covered by this Limited Warranty is no longer available, Heatcraft may, at its option, provide a substitute component or grant Purchaser a credit for the purchase price of the applicable component. Additional charges or costs are not covered by this Limited Warranty, including but not limited costs which may be incurred as a result of the substitution of other than identical replacements, refrigerant loss, food loss, sales loss, and/or labor for removing and restocking product.

MAKING A WARRANTY CLAIM

All warranty claims must be made by Purchaser in writing to Heatcraft (hrpdwcr@heatcraftprd.com or Fax: 866-475-4968 Attn: Warranty Claims) within the Warranty Period— otherwise such claim will be deemed waived. To make a warranty claim, Purchaser must provide required information to Heatcraft's Warranty Claims Department or using WebWarranty, which is available to Heatcraft customers with access to [Access2Answers](#). Required information includes but is not limited to the following:

- Model(s) and serial number(s) of Product(s) involved
- Shipping address (where Purchaser would like the replacement part sent)
- Original purchaser of Product and address or original invoice/acknowledgment number
- Start-up date of the Product involved
- Failure date of the part being replaced
- Part number or description
- Reason for replacement
- Purchase order number
- Any other information reasonably requested by Heatcraft (Note – Proof of prior maintenance or purchase may also be required)



HEATCRAFT REFRIGERATION PRODUCTS LIMITED WARRANTY

Providing a purchase order may be necessary and will expedite replacement of parts. Whenever possible, replacement parts are to be obtained from a local authorized Heatcraft Interlink Parts wholesaler. Covered replacement parts 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.

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

EXCLUSIONS

The following limitations and exclusions apply to this Limited Warranty:

1. Replacement components will not be provided under this Limited Warranty unless the Products containing the applicable component, is properly installed and maintained in accordance with Heatcraft's installation and operation and maintenance instructions; these are provided with the Products or available by contacting Heatcraft.
2. Replacement components will not be provided under this Limited Warranty if the Product, containing the applicable component, is moved after its initial installation; if the serial number on the Product or applicable component has been altered, defaced, or removed; or if the final destination of the Product is unknown to Heatcraft or not indicated on the sales order provided to Heatcraft.
3. Replacement components will not be provided under this Limited Warranty unless the installation and all repairs of the Products, containing the applicable component, are performed by a licensed professional/contractor experienced with the applicable Product and familiar with local codes and regulations, using manufacturer-specified service components.
4. This Limited Warranty does not cover Products that do not meet and/or are installed in violation of regional government standards or other government requirements.
5. This Limited Warranty does not cover damage or defect resulting from:
 - a. Any act of God, including, but not limited to, fire, floods, wind, lightning, hurricanes, tornadoes or earthquakes;
 - b. Mold;
 - c. Installation or operation in a corrosive atmosphere, or otherwise in contact with corrosive materials (e.g., chlorine, fluorine, salt, recycled wastewater, fertilizers, or other damaging substances or chemicals);
 - d. Accident, misuse, neglect, or unreasonable use or operation of the Product or component, including, but not limited to, operation of the Products, components, or electrical equipment on low, high or improper voltages (low and high voltage is defined as more than a 5% drop below or 10% higher than name plate voltage ratings) or voltages other than in the range specified by Heatcraft (includes damages caused by brownouts). Operation of proper field supply voltage to the Products is the responsibility of Purchaser or end user;
 - e. Improper wiring connection of controls or safety switch circuits;
 - f. Modification, change or alteration of the Product or component, except as directed in writing by Heatcraft;
 - g. Operation with system components that do not match or meet the specifications recommended by Heatcraft;
 - h. Use of accessories or additives that have not been approved by Heatcraft that are installed on or in the Products;
 - i. Use of contaminated or alternate refrigerant; and/or
 - j. Damage caused by frozen or broken water pipes.



HEATCRAFT REFRIGERATION PRODUCTS LIMITED WARRANTY

6. HEATCRAFT MAKES NO EXPRESS WARRANTIES OTHER THAN THE LIMITED WARRANTY SPECIFIED HEREIN. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED TO THE EXTENT LEGALLY PERMISSIBLE. ALL OTHER OBLIGATIONS OR LIABILITIES OF HEATCRAFT ARE HEREBY DISCLAIMED. Should an exclusion or limitation of the warranty be unenforceable, such implied warranties are in any event limited to a period of one (1) year. LIABILITY FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL AND/OR PUNITIVE DAMAGES IS EXCLUDED, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOSS OF USE, HIGHER UTILITY COSTS, REFRIGERANT LOSS, FOOD LOSS, SALES LOSS, LABOR FOR REMOVING AND RESTOCKING PRODUCT, OR PROPERTY DAMAGES, EVEN IF SUCH DAMAGES ARE FORESEEABLE. Some states do not allow limitations on the duration of an implied warranty or the exclusion or limitation of incidental or consequential damages. In such states, the limitations or exclusions may not apply to Purchaser.
7. Heatcraft will not pay electricity or fuel costs, or increases in electricity or fuel costs, for any reason whatsoever. This Limited Warranty does not cover lodging expenses.
8. Heatcraft will not be responsible for any default or delay in performance under this Limited Warranty.

DISPUTE RESOLUTION

NOTE - Please read this section carefully as it affects your rights and the resolution of Disputes.

1. Contact Heatcraft: Please report any Dispute (defined below) to:
Heatcraft Refrigeration Products LLC
ATTN: Warranty Department
2175 West Park Place Blvd., Stone Mountain, GA 30087
2. **Mandatory Arbitration: Both Purchaser and Heatcraft agree that all Disputes must be resolved exclusively through final and binding arbitration, and not by a court or jury; however, Owner or Heatcraft may assert claims in small claims court if (i) the claims qualify for small claims court, (ii) the matter remains in small claims court, and (iii) the matter proceeds only on an individual (not a class or representative) basis.**

Both Purchaser and Heatcraft waive the right to a trial by jury and any right to have a Dispute heard in court. Instead, all Disputes must be resolved in arbitration by a neutral third-party arbitrator. In arbitration, Disputes are resolved by an arbitrator instead of a judge or jury, discovery is more limited than in court and the arbitrator's decision is subject to limited review by courts. However, the arbitrator must follow the law and can award the same damages as in court, including monetary damages, injunctive relief, declaratory relief and other relief. The arbitrator's award can be confirmed in any court of competent jurisdiction.

A single arbitrator, with the American Arbitration Association ("AAA"), will conduct the arbitration, and the award may not exceed the relief allowed by applicable law. The arbitration will be conducted in the county of Owner's residence or other mutually agreed location. For claims of \$50,000 or less, the AAA's Supplementary Procedures for consumer-related Disputes will apply. For claims over \$50,000, the AAA's Commercial Arbitration Rules will apply. If either set of rules is not available, the AAA rules applicable to consumer Disputes apply. The AAA's rules and a form initiating arbitration proceedings are available at www.adr.org or by calling 1-800-778-7879.

This arbitration provision is subject to the Federal Arbitration Act ("FAA"), which governs its interpretation and enforcement. To the extent the FAA does not apply to any Dispute, the laws of the State of Texas, without regard to principles of conflicts of law, will apply. The arbitrator will decide all issues of interpretation and application of this "Dispute Resolution" section, the arbitration provision and the Limited Warranty, with the exception of deciding whether the Arbitration Class Action Waiver in Paragraph 2a is valid or enforceable. A court will resolve any question regarding the



HEATCRAFT REFRIGERATION PRODUCTS LIMITED WARRANTY

validity or enforceability of Paragraph 2a. This Dispute Resolution section will survive termination of this Limited Warranty. The requirement to arbitrate will be broadly interpreted.

- a. **Arbitration Class Action Waiver:** Purchaser and Heatcraft agree that arbitration will proceed solely on an individual basis and no Dispute will be arbitrated as a class action, consolidated with the claims of any other party, or arbitrated on a consolidated, representative or private attorney general basis. Unless Purchaser and Heatcraft agree otherwise in writing, the arbitrator's authority to resolve and make awards is limited to Disputes between Owner and Heatcraft. The arbitrator's award or decision will not affect issues or claims involved in any proceeding between Heatcraft and any person or entity who is not a party to the arbitration. The arbitrator may award monetary, declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. The arbitrator's award, if any, will not apply to any person or entity that is not a party to the arbitration. A court, not the arbitrator, will decide any questions regarding the enforceability of this Paragraph 2a. If a court deems any portion of this Paragraph 2a invalid or unenforceable, the entire arbitration provision in Paragraph 2 (other than this sentence) will be null and void and not apply.
- b. **Agency Proceedings:** This arbitration agreement does not preclude Purchaser from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against Heatcraft on Purchaser's behalf.
- c. **Fees and Costs:** If Purchaser's total damage claims in an arbitration are \$25,000 or less, not including Purchaser's attorney fees ("Small Arbitration Claim"), the arbitrator may, if Purchaser prevails, award Purchaser's reasonable attorney fees, expert fees and costs (separate from Arbitration Costs as defined below), but may not grant Heatcraft its attorney fees, expert fees or costs (separate from Arbitration Costs) unless the arbitrator determines that Purchaser's claim was frivolous or brought in bad faith. In a Small Arbitration Claim case, Heatcraft will pay all arbitration filing, administrative and arbitrator costs (together, "Arbitration Costs"). Purchaser must submit any request for payment of Arbitration Costs to the AAA at the same time Purchaser submits its Demand for Arbitration. However, if Purchaser wants Heatcraft to advance the Arbitration Costs for a Small Arbitration Claim before filing, Heatcraft will do so at Purchaser's written request which must be sent to Heatcraft at the address in paragraph 1. In a Small Arbitration Claim case, Heatcraft agrees that Purchaser may choose to have the arbitration carried out based only on documents submitted to the arbitrator or by a telephonic hearing unless the arbitrator requires an in-person hearing.

If Purchaser's total damage claim in an arbitration exceeds \$25,000, not including Purchaser's attorney fees ("Large Arbitration Claim"), the arbitrator may award the prevailing party its reasonable attorneys' fees and costs, or it may apportion attorneys' fees and costs between Purchaser and Heatcraft (such fees and costs being separate from Arbitration Costs). In a Large Arbitration Claim case, if Purchaser is able to demonstrate that the Arbitration Costs will be prohibitive as compared to the costs of litigation, Heatcraft will pay as much of the Arbitration Costs as the arbitrator deems necessary to prevent the arbitration from being cost-prohibitive.

- d. **OPT OUT: BOTH AN ORIGINAL AND SUBSEQUENT OWNER MAY OPT OUT OF ARBITRATION BY PROVIDING WRITTEN NOTICE (THE "OPT-OUT NOTICE") TO HEATCRAFT** that is post-marked no later than 30 calendar days after Purchaser's purchase of the Product. The Opt-Out Notice must be mailed to Heatcraft at:

Heatcraft Refrigeration Products LLC
ATTN: Warranty Department
2175 West Park Place Blvd., Stone Mountain, GA 30087

The Opt-Out Notice must state (i) Purchaser's name and address, (ii) the date that Purchaser purchased the Product and the premises where the Product was originally installed, (iii) the Product's model name and number, (iv) the Product's serial number, and (v) that that Purchaser elects to opt out of arbitration. Purchaser must sign the Opt-Out Notice, and the Opt-Out Notice will apply only to the person or entity that signs it. Neither Purchaser nor any other person or entity can opt out of arbitration on behalf of anyone else. Providing a timely Opt-Out Notice is the only way to opt out of arbitration. Opting



HEATCRAFT REFRIGERATION PRODUCTS LIMITED WARRANTY

out of arbitration will not affect the Limited Warranty, and Purchaser will continue to enjoy the benefits of the Limited Warranty if Purchaser opts out of arbitration. **Any Opt-Out Notice received after the opt out deadline will not be valid.**

3. **Non-Arbitration Class Action and Jury Waiver:** If for any reason any Dispute proceeds in court rather than arbitration, Purchaser and Heatcraft waive any right to a jury trial, the Dispute will proceed solely on an individual, non-class, non-representative basis and neither Purchaser nor Heatcraft may be a class representative or class member or otherwise participate in any class, consolidated, private attorney general or representative proceeding.
4. **Severability:** Purchaser and Heatcraft agree that, with the exception of any of the provisions in paragraph 2(a) ("Arbitration Class Action Waiver"), if an arbitrator or court decides that any part of this Dispute Resolution section is invalid or unenforceable, the other parts of this Dispute Resolution section shall still apply. If paragraph 2(a) is found to be invalid or unenforceable thereby rendering all of paragraph 2 of the Dispute Resolution section null and void, paragraph 3 above (Non-Arbitration Class Action and Jury Waiver) shall survive and remain in full force and effect.

DEFINITIONS

In addition to the terms defined above, the following definitions will apply to this Limited Warranty:

1. The terms "Dispute" and "Disputes" will be broadly interpreted to include any claims, disagreements or controversies that Purchaser and Heatcraft had, have or may have against each other, whether based in contract or tort or on a statute or regulation or any other legal theory, including, without limitation, all claims, disagreements or controversies related in any way to or arising in any way out of:
 - a. the Products and components covered by this Limited Warranty;
 - b. any other Heatcraft product, equipment, component, or service;
 - c. any Heatcraft advertising, representation, or marketing;
 - d. any contract, warranty, or other agreement Purchaser had or has with Heatcraft;
 - e. any Heatcraft billing or other policy or practice;
 - f. any action or inaction by any Heatcraft officer, director, employee, agent, or other representative relating to any Heatcraft product, equipment, component, marketing, representation or service;
 - g. any claims Purchaser brings against a third party (such as a distributor, dealer or repair service) that are based on, relate to or in any way arise out of any Heatcraft product, equipment, component, marketing, representation or service;
 - h. any claims Heatcraft brings against Purchaser; and
 - i. any aspect of the relationship between Purchaser and Heatcraft.
2. "Dispute" and "Disputes" includes claims, disagreements or controversies that arose at any time, including before this Limited Warranty became operative and after this Limited Warranty is terminated.
3. "Heatcraft" refers to Heatcraft Refrigeration Products LLC, Lennox International Inc., as well as their parents, affiliated companies, related companies, subsidiaries, divisions, departments, business units, representatives, predecessors in interest, successors, and assigns.
4. "Limited Warranty" refers to this document.
5. "Purchaser" refers to (i) the person or entity that originally purchased the Product.



HEATCRAFT REFRIGERATION PRODUCTS LIMITED WARRANTY

EQUIPMENT INFORMATION

Please complete information below and retain this warranty for records and future reference.

Unit Model Number: _____

Serial Number: _____

Installing Contractor: _____

Installation Date: _____

Original Product Start-Up Date: _____

WARRANTY DEPARTMENT CONTACT

The contact information for the Heatcraft Warranty Department is as follows:

Heatcraft Refrigeration Products LLC

ATTN: Warranty Department

2175 West Park Place Blvd., Stone Mountain, GA 30087

hrpdwcr@heatcrafttrpd.com

Fax: 866-475-4968 Attn: Warranty Claims

800-321-1881 Option 5.

You can also contact a Heatcraft Customer Service Representative at 800-321-1881 Option 1 between the hours of 8:00 AM to 5:00 PM Eastern Time.



heatcrafttrpd.com



HEATCRAFT REFRIGERATION PRODUCTS EXTENDED ONE-YEAR LIMITED WARRANTY

APPLIES IN NORTH AMERICA ONLY TO PRODUCTS INSTALLED BY HEATCRAFT CERTIFIED CONTRACTORS ON OR AFTER MAY 1, 2020

EXTENDED LIMITED WARRANTY

For Certified Contractors, Heatcraft Refrigeration Products LLC (“Heatcraft”) offers an Extended Limited Warranty. The Extended Limited Warranty is intended to supplement the Limited Warranty with an additional one year of warranty coverage for Heatcraft equipment and products for which Heatcraft Certified Contractors are trained (“Products”): Condensing Units, Evaporators, PRO3 Packaged Refrigeration Systems and Air-Cooled Condensers. **THE EXTENDED LIMITED WARRANTY REQUIRES REGISTRATION.** Other requirements apply in addition to the requirements and exclusions set forth in the Limited Warranty. This Extended Limited Warranty covers eligible Products only and does not include labor or other costs or expenses.

APPLICATION OF LIMITED WARRANTY

Unless modified herein, all terms of the Limited Warranty for the Products apply. This Extended Limited Warranty is still governed by the terms and conditions set forth in the Limited Warranty, as well as the warranty details set forth in www.heatcraft.com/support/warranty.asp. **THIS INCLUDES, BUT IS NOT LIMITED TO, THE TERMS GOVERNING WARRANTY COVERAGE, THE EXCLUSIONS AND LIMITATIONS, AND THE DISPUTE RESOLUTION PROVISIONS.**

HEATCRAFT CERTIFIED CONTRACTOR

For the purpose of this Extended Limited Warranty, a “Certified Contractor” is defined as a contractor that (1) completes the one-day Heatcraft Product Training Course **AND** the one-day IntelliGen™ Refrigeration Controller Certification Course (contractors who are certified on Beacon, Quick Response Controller (QRC) or Smart Controller prior to 2020 are included) and (2) **passes** the certification exam, within one (1) week of the conclusion of the IntelliGen Refrigeration Controller Certification hands-on course.

ELIGIBILITY REQUIREMENTS

For the Extended Limited Warranty to apply, the following requirement must be met:

1. The Heatcraft Products must be covered under the one-day Heatcraft Product Training Course and the one-day IntelliGen™ Refrigeration Controller Certification Course;
2. The Heatcraft Products must be installed, registered, and serviced by a Certified Contractor;
3. Installation must take place on or after May 1, 2020;
4. The Extended Limited Warranty is being granted to the original purchaser; it is not transferable; and
5. The Product must be properly registered pursuant to the requirements set forth herein. Proof of purchase and installation, including the installation date, and other relevant information may be required.

Heatcraft reserves the right to cancel this Extended Limited Warranty at any time, without notice. Warranties properly registered at the time of cancellation will continue to be honored.

EXTENDED WARRANTY PERIOD

The Extended Limited Warranty applies to Heatcraft Products installed and serviced by a Heatcraft Certified Contractor from the **date of original installation**. If the date of original installation cannot be verified, that date is presumed to be the date of shipment by Heatcraft. Heatcraft Products installed, registered, and serviced by the Certified Contractor pursuant to the



HEATCRAFT REFRIGERATION PRODUCTS EXTENDED ONE-YEAR LIMITED WARRANTY

requirements of this Extended Limited Warranty are warranted by Heatcraft for the following periods:

Condensing Units, Evaporators, PRO3 Packaged Refrigeration Systems and Air-Cooled Condensers

Evaporator:

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

Condensing Unit:

- 2 years: Coil, Motor, Fan blade, Sheet metal parts (Compressor Not Included)

Pro™ Package Refrigeration System

- 3 years from date of original installation, or thirty (30) months from date of shipment by Heatcraft, whichever first occurs

Air-cooled Condensers

- 3 years from date of original installation, or 30 months from the date of shipment by Heatcraft, whichever first occurs

Heatcraft Products Installed with intelliGen Refrigeration Controller

Evaporator:

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

Condensing Unit:

- 2 years: Coil, Motor, Fan blade, Sheet metal parts (Compressor Not Included)

Air-cooled Condensers

- 3 years from date of original installation, or 30 months from the date of shipment by Heatcraft, whichever first occurs

REGISTRATION PROCEDURE

To qualify for the Extended Limited Warranty, Certified Contractor must register qualifying installed Products in writing **within 90 days** after the original installation date.

Registration process to obtain the Extended Limited Warranty:

1. Call 800-321-1881 Option 5
2. Complete the Heatcraft Product Registration Form
3. Submit the completed Heatcraft Product Registration Form within 90 days to Email: hrrpdwcr@heatcrafttrpd.com or Fax: 866-475-4968

Registering the Product does not guarantee application of the extended warranty. If the Product does not meet all qualifying factors and/or requirements for the underlying Limited Warranty or the Extended Limited Warranty, or falls within one of the warranty limitations, the warranty will not apply to the Product regardless of the fact that the Product is registered. **By registering the Product, Certified Contractor is agreeing to the terms of the Limited Warranty, including the Dispute Resolution section, and the terms of this Extended Limited Warranty.**



HEATCRAFT REFRIGERATION PRODUCTS EXTENDED ONE-YEAR LIMITED WARRANTY

MAKING AN EXTENDED WARRANTY CLAIM

All warranty claims must be made by the Certified Contractor in writing to the Heatcraft Warranty Claims Department (hrpdwcr@heatcrafttrpd.com or Fax: 866-475-4968 Attn: Warranty Claims) within the Extended Warranty Period— otherwise such claim will be deemed waived. To make a warranty claim, Certified Contractor must:

- purchase the replacement part from an authorized Heatcraft wholesaler. To locate an authorized Heatcraft wholesaler, use the wholesaler locator <http://www.heatcrafttrpd.com/contact/find-a-wholesaler.asp> or contact the Heatcraft Warranty Claims Department;
- invoice Heatcraft for the wholesaler's cost of the replacement part. Along with the invoice, Certified Contractor must submit the completed Heatcraft Certified Contractor's Extended Limited Warranty Claim Form and the wholesaler's invoice for the replacement part; and
- provide all other information requested by Heatcraft.

Upon submission of all required documents and any additional information requested, the Heatcraft Warranty Claims Department will review and, if all qualifying requirements are met, process a credit memo or issue a check to the Certified Contractor at Heatcraft's discretion for the total amount of the invoice.

The Certified Contractor must receive written permission from Heatcraft Refrigeration Products to return the Product.

WARRANTY DEPARTMENT CONTACT

The contact information for the Heatcraft Warranty Department is as follows:

Heatcraft Refrigeration Products LLC

ATTN: Warranty Department

2175 West Park Place Blvd., Stone Mountain, GA 30087

hrpdwcr@heatcrafttrpd.com

Fax: 866-475-4968 Attn: Warranty Claims

800-321-1881 Option 5.

You can also contact a Heatcraft Customer Service Representative at 800-321-1881 Option 1 between the hours of 8:00 AM to 5:00 PM Eastern Time.



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