	<u>Warranty policy</u>	<u>SERVICE DEPARTMENT</u>
		Revision: 0
RF-0022		Date: October 2015

WARRANTIES

RefPlus warrants new RefPlus equipment and all parts thereof, to be free from defects in workmanship and material at the time of purchase. This warranty shall apply only to the original purchaser. The warrant is not transferable.

Under this warranty RefPlus shall be limited to repairing or exchanging any parts, without charge FOB factory or nearest authorized parts wholesalers, which may prove defective to the satisfaction of RefPlus within one year from date of start-up, not to exceed eighteen (18) months from date of shipment from the factory.

The warranties to repair or replace above recited, are the only warranties, express, implied, or statutory, made by RefPlus. No express or implied warranties as to merchantability or fitness for a particular purpose or use. RefPlus neither assumes, nor authorizes any person to assume for it, any other obligation or liability in connection with the sale of said equipment or any part thereof.

EXCLUSIONS


THIS WARRANTY SHALL NOT APPLY TO LOSS OF FOOD OR REFRIGERANT DUE TO FAILURE FOR ANY REASON.

RefPlus SHALL NOT BE LIABLE:

1. For any repairs or replacement by buyer without the written consent of RefPlus, or when the equipment is installed or operated in a manner contrary to the instructions covering installation and service which accompanied such equipment.
2. For any damages, delays, or losses, direct or consequential, caused by defects, nor for damages caused by short or reduced supply of materials, fire, flood, strikes, acts of God, or circumstances beyond its control.
3. When the failure or defect of any part or parts is incidental to ordinary wear, accident, abuse or misuse; or when the serial number of the equipment has been removed, defaced, altered, or tampered with.
4. When this equipment is operated on low or improper voltages.
5. When this equipment is moved to different location other than the original installation.
6. For payment of any removal or installation charges of parts or units.

RefPlus WILL NOT COVER LABOR:

1. For normal maintenance including but not limited to: coil cleaning, de-icing equipment, oil & filter dryer change, maintenance for equipment or tools used by service companies.
2. For more than one service call for the same problem.
3. For compressor components repair or replacement and oil level adjustments
4. For field wiring or controls and material not installed or provided by Refplus
5. For refrigerant top off charge or for leaks at threaded mechanical joints such as rotolock, flare or pipe threads
6. For unit commissioning and/or adjustment of defrost components, pressure controls, room thermostats, expansion valve settings (mechanical or electronic) EPR, CPR, ORI or any other valves that may need field setting.

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The RefPlus warranty is limited to the replacement or repair of parts only, at company's discretion. In case of failure or deficiencies such as dead-on-arrival compressors, electric components and leaks due to manufacturing defects. RefPlus will review claims for labor cost with the following conditions:

- A- Failure must be of major importance on start-up or within 30 days of installation and due to a manufacturing defect.
- B- When a major failure occurs within 30 days' time limit from date of start-up, but exceeds 30 days from the date of shipment, the dealer must show proof of start-up.
- C- No claim will be entertained after 3 months from date of start-up.
- D- All claims must be sent to RefPlus service department within 30 days of work completion or occurrence of the failure.

For warranty repairs:

1. Labor rate shall not exceed \$75.00 per hour
 - a. Overtime rates, travel time, truck charges, State and Local taxes are not accepted
2. Maximum charge for refrigerant recovery is \$50 per system
3. Replacement components to be purchased locally require preapproval by RefPlus. RefPlus will pay actual wholesaler cost. Invoices for these components must be included with the warranty claim paperwork.
4. All warranty claims must include the following
 - a. Fully completed RefPlus warranty claim worksheet
 - b. Service ticket for work performed
 - c. Invoices for locally purchased components


RefPlus Extended Compressor Warranty (when purchased with the original order)

If the compressor in the product fails because of a manufacturing defect within the second through fifth year, commencing from the date of shipment, RefPlus will furnish, without charge, the required replacement compressor.

Please contact RefPlus for further information: 1-888-816-2665

When you call, please provide the following information:

- Customer
- Order number
- Date of shipment
- Condensing unit model
- Condensing unit serial number
- Compressor manufacturer
- Compressor model
- Compressor serial number

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RefPlus will locate the replacement compressor closest to your location and provide this information to you.

RefPlus shall not be liable

- 1- When the equipment is installed or operated in a manner contrary to the instructions covering installation and service which accompanied such equipment.
- 2- When the failure of the compressor (s) is incidental to ordinary wear, accident, abuse or misuse or when the serial number of the compressor has been removed, defaced, altered, or tampered with.
- 3- When the compressor is operated on low or improper voltages.
- 4- For any costs related to freight, service labor, diagnosis calls, return of the defective compressor to RefPlus, refrigerant or related items.