

## SECTION 7: WARRANTY & SUPPORT

### **IMPORTANT! REGISTRATION REQUIRED!**



REGISTER YOUR WALK-IN ONLINE at <https://www.arcticwalkins.com/>

THE WARRANTY WILL BECOME EFFECTIVE UPON RECEIPT BY ARCTIC OF THE “FULLY-COMPLETED” WARRANTY REGISTRATION ONLINE FORM.

### WARRANTY TERMS AND CONDITIONS

#### FIFTEEN YEAR PANEL WARRANTY

Arctic Industries warrants to the original purchaser/user, that the walk-in refrigerated rooms and other prefabricated insulated boxes and panels manufactured by the company are free from any defect in material or workmanship under the conditions of normal use and service, provided that it remains in the location where originally installed. The Company's obligation under this warranty shall be limited to repairing or replacing at our option, FOB factory, any of the covered parts of said walk-in which proved defective within **fifteen (15) years from the date of sale**. All materials replaced under this warranty become the property of the warrantor.

This warranty does not apply to equipment which has been subject to any accident, fire, negligence, alteration, damage in transit, abuse, misuse, or improper installation. This warranty does not include any labor charge for removal of defective parts or installation of replacement parts or transportation charges to or from our factory. This warranty does not apply to any equipment sold or supplied by Arctic Industries, but manufactured by others and covered by their separate warranties and not by this warranty.

#### FIVE YEAR LIMITED COMPRESSOR WARRANTY

Arctic Industries warrants to the original purchaser-user at the location where originally installed, the compressor herein defined to be free from defects in material and factory workmanship. For a period of **five (5) years from the date of sale**, and if the unit were properly installed, operated, and maintained under normal conditions, Arctic Industries agrees to repair or replace at its option, with similar part or parts, any part or parts of said compressor proved to the satisfaction of the Warrantor to have been defective at time of sale. The maximum liability of the Warrantor for any one replacement or repair shall be limited to the payment of the Warrantor's sale price to dealers in effect at the time the Warranty is issued. All replacement compressors shall be protected by the installation of a new liquid and suction drier.

Arctic Industries further agrees to extend without charge, for the balance of the above specified Warranty period, similar or like coverage for one (1) additional new or repaired compressor, provided the repair or replacement of the original compressor was made under the terms of this Warranty. The compressor herein warranted shall mean the compressor housing, the motor power unit which drives the compressor, including the compressing mechanism enclosed in said housing, but excludes all external electrical components. This Warranty shall be void if the compressor identified herein is installed or operated contrary to the manufacturer's instructions, or if identification or serial numbers have been altered, defaced or removed.

This Warranty does not apply to damage to said compressor in transit after sale, nor to damage caused by authorized alterations, fire, accidents, lightning, misuse or abuse, or by any cause other than defects in factory workmanship and materials, nor to any damage or loss of any refrigerant, including any products or property then stored or located within the area being cooled; nor to loss of profits or income due to any malfunctioning of the warranted compressor. The Warrantor does not assume any liability or costs of labor, freight, or other incidental

costs, or for any expenses incurred due to short or reduced supply. Any warranty replacement will be made FOB Arctic Industries. This Warranty is not assignable except only with the prior written consent of the Warrantor. All materials replaced under this Warranty becomes the property of the Warrantor.

All other refrigeration equipment sold by Arctic carries a one (1) year warranty made by the manufacturer and is not warranted in any respect by Arctic. This warranty is expressly implied in lieu of any other warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and of all other liabilities or obligations whatsoever, on arctic's part, under no circumstances, whatever, shall arctic be liable to the purchaser or any other party for any special or consequential damages.

#### **ONE YEAR ORIGINAL EQUIPMENT PARTS WARRANTY**

Arctic Industries warrants to original purchaser/user at the location where originally installed, for the period of **one (1) year from the date of installation or fifteen (15) months from the date of sale, whichever event occurs first**, the repair or replacement of defective parts at Arctic Industries' discretion. This warranty is limited to the repair or replacement of any warranted part, that upon return with Arctic Industries' authorization, and in the judgment of Arctic Industries, proves to be defective. This warranty applies to all refrigeration, parts, walk-in panels, and door parts, originally supplied by Arctic Industries.

This warranty is expressly in lieu of any other warranties, expressed or implied, including any implied warranty of merchantability or fitness for particular purpose and of all of the liabilities and obligations, on Arctic's part. Under no circumstances shall Arctic be liable to the purchaser or any other party for any special or consequential damages. This warranty is for all parts supplied by Arctic, and applies only in the continental United States, Virgin Islands or Puerto Rico.

#### **ONE YEAR REFRIGERATION LABOR WARRANTY**

Arctic Industries warrants to the original purchaser/user at the location where originally installed, the reasonable costs, straight time only, associated with the labor portion of the service bill for **one (1) year from date of installation or fifteen (15) months from date of sale, whichever event occurs first**, when properly installed and operated under normal use.

The Seller's only liability under this warranty or otherwise shall be the repair or replacement (at Seller's option) of nonconforming goods or parts. Seller assumes no liability for incidental or consequential damages such as injury to persons or property, or lost profits.

This warranty only applies to the labor associated with the repair or replacement of defective warranted parts on the refrigeration systems supplied by Arctic Industries. The labor cost is paid for or reimbursed by Arctic Industries after the defective parts are returned to Arctic industries, with a return authorization, freight pre-paid, and then following an inspection by Arctic Industries are found to be defective.

This warranty applies to all refrigeration systems supplied by Arctic Industries. This warranty does not include field wiring, plumbing, refrigeration lines not supplied by or contracted for by Arctic Industries, system adjustments, maintenance, or diagnostics. Taxes excluded in CA, CO, FL, NV and TX.

This warranty is expressly in lieu of any other warranties, expressed or implied, including any implied warranty of merchantability or fitness for particular purpose and of all of the liabilities and obligations, on Arctic's part. Under no circumstances shall Arctic be liable to the purchaser or any other party for any special or consequential damages. This warranty is for all parts supplied by Arctic, and applies only in the continental United States, Virgin Islands or Puerto Rico.

## EXCLUSIONS

- Refrigerant leaks occurring at threaded mechanical joints. Mechanical joints to be defined as: Flare, Rotolock, and pipe threads.
- Expansion Valve adjustments.
- Controls and materials not installed or provided by the factory.
- Resetting time clocks, pressure device, or circuit breakers.
- Defrost Component adjustments.
- Pressure control, room thermostat or controller board adjustments.
- Field Wiring.
- Additional Components or controls (unless prior authorized by factory).
- Coil cleaning.
- Service on compressor components or oil level adjustments.
- Refrigerant top off charge.
- Labor overtime rates unless approved by Arctic.
- More than one call for the same problem (Specific parts replacement evaluated by each occurrence).
- Cleanup of "iced" equipment or coils due to improper control setting or application problems.
- Purchase or rental of service tools or equipment.
- Field Conditions that cause failure.
- Acts of God.

## SUPPORT & SERVICE

### ARCTIC SUPPORT

Please provide walk-in serial number stamped on the data tag located inside on the door frame.

**Email:** support@arcticwalkins.com

**Phone:** 305.883.5581 / 626.508.0920

### REFRIGERATION TECHNICAL SUPPORT

For technical assistance regarding refrigeration systems: installation, field wiring, charge, adjustments, settings, troubleshooting, etc., the best option is directly with the OEM (Russell or Heatcraft).

Technicians are encouraged to contact the OEM tech support team when on site. Model and serial number of equipment will be requested.

#### HTPG (Russell)

- EcoNet Tech Support: 256-575-2080
- 1-800-288-9488 prompt #7
- Rick Olander  
Technical Support  
Phone: 256-259-7435  
E-Mail: richard.olander@htpg.com
- Darrel Kilgore  
Technical Support  
Phone: 256-259-7430  
E-Mail: darrel.kilgore@htpg.com

#### HEATCRAFT

- Install & Troubleshooting Team  
Phone: 800-321-1881 prompt #2  
Email: sesweb@heatcrafterpd.com

**REQUESTING SERVICE & REPAIR UNDER WARRANTY**

Any licensed refrigeration company can service Arctic walk-ins.

Refrigeration companies who service Arctic walk-ins under the 1-Yr warranty period, must submit proper documentation including: Walk-in serial number stamped on door data tag, condensing unit model and serial number, evaporator model & serial number, photos and complete explanation of diagnostics and worked performed.

Arctic will cover reasonable labor charges within the factory’s *Warranty Labor Allowance Guidelines*.

**REFRIGERATION PARTS**

Arctic does NOT stock refrigeration parts. Parts under warranty must be ordered through Arctic from our OEMs.

Arctic can reimburse common refrigeration parts available at local refrigeration suppliers, at the supplier’s cost, with a proof of purchase. When preferred by the refrigeration service company, Arctic can replace the part used from their stock for a similar part.

**COMPRESSOR REPLACEMENTS DURING THE 1-YR WARRANTY PERIOD**

Arctic does NOT stock refrigeration parts or compressors.

Arctic MUST be contacted to authorize any compressor replacements during the 1-yr parts and labor warranty period.

**During the first year, compressors can be exchanged over the counter at a local refrigeration supply.** The faulty compressor MUST be returned to the local refrigeration supplier to be tagged and sent out for inspection to the OEM.

Arctic will cover reasonable labor charges within the factory’s *Warranty Labor Allowance Guidelines* for the replacement of the compressor.

**COMPRESSOR REPLACEMENTS AFTER THE 1-YR WARRANTY PERIOD**

Arctic does NOT stock refrigeration parts or compressors.

Arctic MUST be contacted to authorize any compressor replacements during the 5-yr limited warranty period.

Arctic will ONLY reimburse for the cost of the compressor (no other components) available at a local refrigeration supplier with original proof of purchase of the compressor provided from the installer.

If the compressor has been located at a local refrigeration supplier, Arctic can be contacted to process a purchase order for the compressor (part only – no other components) and authorize a pick-up.

**ARCTIC CUSTOMER SERVICE**

Central and Eastern U.S. (305) 883-5581  
Western U.S. (626) 508-0920  
support@arcticwalkins.com