

Standard Limited Warranty Policy

One year parts/one year labor/five year motor compressor.

Parts–One Year

Structural Concepts warrants to the original purchaser, the equipment manufactured by it to be free from defects in material and workmanship under normal use and service within 12 months after installation or not to exceed 15 months after shipment, whichever comes first.

Any items returned to the factory must be authorized by Structural Concepts' Technical Service Department and be shipped prepaid. Replacements will be shipped collect.

This warranty does not include any material, which has been subject to misuse, neglect, damage in transit, accident, negligence or alteration.

Labor–One Year

Structural Concepts warrants to the original purchaser, the equipment manufactured by it. Structural Concepts will for a period of 12 months from the date of original shipment from the factory pay the cost of labor for repairs and replacement of parts that it has determined to be defective.

This warranty does not include the cost of labor for initial installation, start-up, correction of improper installations, misapplications, repair caused by abuse and negligence, modifications, normal adjustments, drive time to and from repair site, and Freon recovery. The cost of service labor reimbursed will be based on straight time rate and reasonable time for the repair of the defect.

All service labor charges are subject to approval by Structural Concepts' Technical Service Department. Contact your Master Service Agent for your area. View the most up to date MSA listing on our website.

Motor Compressor–Five Years

Structural Concepts warrants to the original purchaser that it will repair or exchange at our option, at any time during the five years following the date of original shipment from the factory a motor compressor assembly of like design and capacity if the motor compressor assembly or any part thereof is returned prepaid to nearest authorized jobber and is proved to our satisfaction to be inoperative due to defects in material or factory workmanship. This warranty applies to the original motor compressor only.

The term "motor compressor assembly" consists of the stator, rotor, eccentric rod, eccentric shaft piston, wrist pin, suction valve, discharge valve, and the cast housing in which these parts are enclosed.

This warranty does not apply to any electrical controls, condenser, evaporator, fan motors, overload switch, starting relay, temperature control, dryer, accumulator, or wiring harnesses after the first year. No claims can be made against this warranty for spoilage of product or damages to site construction. Replacement of the motor compressor assembly must receive a prior approval

from Structural Concepts' Technical Service Department.

This warranty does not apply to compressors furnished by Structural Concepts that are remote from the case, or to remote (compressor supplied by others) motor compressor applications.

LED Lights

LED light strips and drivers are covered under our standard warranty 1 year parts and labor from the original ship date of the equipment. After the standard warranty period expires, LED light strips and drivers are covered under an extended limited warranty period for parts only for a total of 2 years from the ship date of the original equipment. Warranty does not cover misuse, negligence or alteration of product.

General Conditions

Structural Concepts recommends that the installation, inspection, and start-up of refrigeration equipment be performed by a qualified refrigeration technician.

Structural Concepts makes no other expressed or implied warranty and no person or representative of the seller is authorized to add to the seller's liabilities in connection with its products other than what is expressed.

Warranties listed here are for equipment located inside the United States (including Hawaii and Alaska), Canada, Mexico and Puerto Rico.

All warranty claims must contain the following information:

- The model and serial number of the equipment
- The date of the equipment failure and place of installation
- The name and address of the agency that performed the service work
- A complete description of the equipment failure, circumstances relating to that failure, parts replaced and itemized list of all labor charges incurred.

Warranties do not include any food or business loss and transportation charges to or from Structural Concepts' factory.

Condenser coils must be cleaned at regular intervals. Failure to do so can cause compressor malfunction and will void warranty. Cases are designed to operate in an environment of 75°F. and 55% relative humidity except as noted on model spec sheets.

Structural Concepts will not be responsible for order issues caused by the use of outdated information retrieved from Authorized Dealer's websites. This includes, but not limited to, order changes that may affect price or lead time if identified before the model ships, special delivery or handling cost that may be required for equipment to reach its final location, and/or on-site costs during installation for incorrect electrical or refrigeration connections.



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