

# WARRANTY

## LIMITED WARRANTY

COOLREF, LLC. (Seller) hereby warrants that all products manufactured are warranted to be free from defects in materials and workmanship, under normal or specified use and conditions for its intended purpose, for a period of one (1) year from the date of original installation (not to exceed 15 months from the date of factory shipment). The obligation under this warranty shall be limited to repairing or replacing any part(s), without charge. Such repair or replacement is subject to verification of the defect or malfunction by the COOLREF Service Department, and proof of purchase as confirmed by showing the model number on the original dated sales receipt. COOLREF, LLC. reserves the right to inspect the job site, installation, and reasons for failure. This limited warranty does not cover labor, freight, handling, packing, insurance, or loss of food or product, including refrigerant loss.

COOLREF, LLC. warranties only for the refrigeration system rack and items within the rack, manufactured by the Seller. This warranty does not apply to motors, switches, controls, lamps, driers, fuses, or any other parts not manufactured but purchased by the Seller. UNLESS the manufacturer of these items warrants the same to the Seller, and then only to the extent of those manufacturer's warranty to the Seller. Any products sold on an "AS IS" basis shall not be covered by this warranty.

This limited warranty will not be applied if issues belong to the installation services contractor. COOLREF, LLC. only provides the product, which is the refrigeration system rack. Any issues related to the installation must be contacted directly to the installation contractor.

## PRODUCT NOT MANUFACTURED BY COOLREF, LLC.

The written warranty, if any, provided by COOLREF, LLC. of any part of the refrigeration unit sold to the Buyer, but not manufactured by COOLREF, LLC. is hereby assigned to the Buyer. However, COOLREF, LLC. makes no representations or warranty regarding the existence, validity, or enforceability of any such written warranty.

## LIMITATION AND EXCLUSION OF WARRANTIES

THE WARRANTIES SET FORTH HEREIN AND EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES WHATSOEVER INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE

## WARRANTY CLAIM

A warranty claim can be submitted at [www.cool-ref.com/warranty](http://www.cool-ref.com/warranty). Please make sure to have your system's Model Number and Serial Number at the time of filing the claim.



Refrigeration Manufacturer

Address: 12130 Antoine Dr, Suite B1,  
Houston, TX 77066

Phone: (832)-387-9533

Website: <https://www.cool-ref.com/>

# RETURNS

Products eligible for return:

- New, unused products purchased directly by you from COOLREF.
- All product returns must be made within 14 days of the purchase date including all items originally included with the product.
- The customer assumes all shipping costs associated with the return.
- All returns are subject to a 20% restocking fee.

Products that are not eligible for return and will be sent back to you at your cost and expense if received by us:

- Any product not purchased from COOLREF
- Any product without all original packaging and accessories.
- COOLREF cannot accept returns on custom-made, used, or discontinued products.



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# INSTALLATION & MAINTENANCE

## COOLREF CERTIFIED INSTALLATION CONTRACTORS

### **Dallas, TX**

REF EXPERTS LLC

Phone: 682 999 4717

3838 Oak Lawn Ave, Suite 1000

Dallas, TX 75219

[www.refexperts.com](http://www.refexperts.com)

### **Houston, TX**

TN COOLER LLC

Phone: 832 387 9533

12130 Antoine Dr., Ste B1

Houston TX 77066

[www.tncooler.com](http://www.tncooler.com)

## MAINTENANCE RECOMMENDATIONS

The most effective way to prevent potential problems with this condensing unit is to have a SEMI-ANNUAL INSPECTION performed by a qualified refrigeration service mechanic or by one of our certified refrigeration companies as listed above.

1. WHEN SERVICING EQUIPMENT, THE MAIN POWER SUPPLY MUST BE DISCONNECTED TO PREVENT POTENTIAL HAZARDOUS RISK.
2. Check all electrical components for damage. Tighten any loose connections.
3. Check settings of all controls to ensure proper operation.
4. Look for any wear on wires or refrigerant lines that may have been caused by excessive vibrations or rubbing on metal parts.
5. For the condenser, short cycling fan motors can result in premature failure of the fan blades and/or motors. Failing to correct this problem may, over time, cause the rivets on fan blades to become loose. Fan motors are permanently lubricated and require only visual inspection.
6. Check the performance of the compressors. Check side glass to make sure a good oil level is still maintained. Check pressure control switches to make sure the system is operating at the desired pressure.



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