

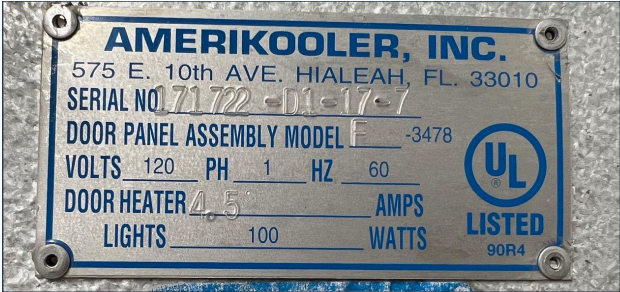
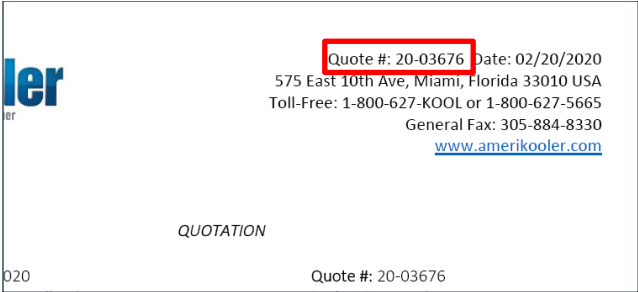
AMERIKOOLER CUSTOMER SERVICE, PARTS, AND WARRANTY DEPARTMENT

☎ 1-800-627-5665 Ext. 201 or Ext. 669

✉ customerservice@amerikooler.net ✉ cservice2@amerikooler.net

Parts can be purchased online at www.partstown.com. Parts orders usually ship within 24 hours.

Please have the following documents or info ready when contacting the customer service department.

Job Number / Serial Number	OR	Quote #
<p>A 6 digit number etched on metal plate found attached to the inside of the walk-in door frame.</p> 	OR	<p>A 7 digit number located at the top right of your quote or bottom left of your drawings.</p> 

- If you cannot locate either the job or quote number, please provide the Ship-To Address specified on the Quote.
- Remember to note down any details describing the issue so we can better assist you.
- For refrigeration issues we will inquire if a service technician has visited the site, a service bill detailing their findings will be requested along with the name and phone number of the technician. Please submit images of the failed part if possible.

AMERIKOOLER GENERAL WARRANTY GUIDLINES

*For further details please refer to full Amerikooler Warranty Policy and individual policies for the refrigeration manufacturers as well as 3rd party policy providers.**

AMERIKOOLER LIMITED PANEL WARRANTY

The **Amerikooler** Warranty covers the following for defects in materials and/or workmanship under normal use and service:

- Wall & Ceiling Panels – for 15 years from date of installation, or 15 years plus 90 days from date of shipment from **Amerikooler** plant. Prior to installation, panels must be stored in a safe area and protected from any damage.
- Floor Panels – for 5 years from date of installation, or 5 years plus 90 days from date of shipment from **Amerikooler** plant, except for the Floor Panel Exclusions listed below.
- Doors & Door Assemblies – 5 years from date of installation; or 5 years plus 90 days from date of shipment from **Amerikooler** plant.
- Service & Replacement Parts – for 1 year, 1-time, Original Equipment Manufacturer parts from date of shipment. We may request for the defective part to be returned to **Amerikooler**.



HEATCRAFT STANDARD REFRIGERATION WARRANTY

1-YEAR	Compressor and parts warranty from date of shipment for remote Heatcraft systems, does not include labor.
2-YEAR	Compressor and parts warranty from date of shipment for Pro3 Units, no labor.
30-Day	Heatcraft provisions 30-day a labor allowance in case of equipment failure at start up or within the 30-day window, customer must provide a proof of startup date e.g. (a walk-in installation invoice.) The amount approved is based on allowance for particular service(s) and is subject to approval by manufacture, <u>no exceptions.</u>

- For additional refrigeration technical support, your refrigeration technician may contact the Heatcraft technical support line; **1.800.537.7775, option 3**. You will need to provide model and equipment serial numbers at the time of the call.
- Refrigeration **MUST** be installed by a licensed refrigeration company to claim the warranty.
- Refer here for complete warranty policy: [Heatcraft Product Warranty](#)

30-DAY PROVISIONAL WARRANTY GUIDELINE POLICY

Services excluded from 30-day provisional warranty. At no time will Heatcraft LLC. honor any claim for the following goods or services;

1. Refrigerant leaks occurring at threaded mechanical joints. (Including roto-locks and Schrader valves)
2. Expansion valve adjustments.
3. Resetting time clocks, pressure devices, or circuit breakers.
4. Defrost component adjustments.
5. Pressure control or room thermostat adjustments.
6. Field wiring installation or correction.
7. Additional components or controls (unless prior written authorization has been obtained from Heatcraft)
8. Coil cleaning
9. Service on compressor components or oil level adjustment
10. Refrigerant top-off charge
11. Travel time.
12. Mileage or gas.
13. Truck charges.
14. More than one service call to correct the same problem, only the last call will be allowed.
15. Normal maintenance items for equipment used by service companies (i.e., batteries, vacuum pump oil, welding supplies, leak detector supplies, etc.).
16. Clean-up of "iced" equipment or coils due to improper control settings or application problems.
17. EPA compliance fees.
18. Equipment usage charges (i.e., torch, vacuum pumps, recovery machines, etc.)
19. Product loss, for any reason.
20. Telephone charges or time spent on telephone
21. Administration fees
22. Additional charges for jobsite Supervisors and/or Foremen not performing actual repair work
23. Replacement fuses

SERVICE DISCLAIMER

Amerikooler will not be responsible for charges related to service calls or parts that include failure or damages due to poor installation, misuse of product, nuisance calls, double booking, maintenance, modification and/or tampering with original factory settings. Installation of our units should be performed by a licensed technician and/or service company. Any installation or service repair performed by a non-licensed technician licensed technician and/or service company may otherwise void any applicable warranties. **Amerikooler** is not responsible for dispatching any installation or repair services in any form on the customers behalf. **Amerikooler** does offer services to assist in locating any authorized service company in the event of unit failure or mechanical or structural failure, or any other issue i.e. (internal, external, superficial). Coverage will be determined based on available warranty in conjunction with required service reports on the incident. Invoices that are not covered under the manufacture warranty or that are outside coverage time frame will be billed to the company requesting service. Labor is only considered if the unit fails within 30 days of startup and is treated on a case-by-case basis. Warranty information can be provided upon request for a specific job to inform customers of what will be covered before any service is requested.

RUSSELL / Heat Transfer Products Group, LLC STANDARD REFRIGERATION WARRANTY

- 1-year compressor and parts warranty from date of shipment for remote systems, does not include labor.
- Provisions 30-day labor allowance may be considered in case of equipment failure at start up or within the 30-day window, must provide proof of startup date, for example walk-in installation invoice. Amount approved is based on allowance for particular service and subject to approval by manufacture, no exceptions.
- For additional refrigeration technical support, your refrigeration technician may contact technical support line 1-800-288-9488. Will need to provide model and equipment serial # at the time of call.
- Refrigeration **MUST** be installed by a licensed refrigeration company to claim warranty.

OPTIONAL TO PURCHASE

HEATCRAFT REFRIGERATION EXTENDED COMPRESSOR WARRANTY (Optional, can only be purchased at the time of sale complete; available within the boundaries of United States of America):

- 4-year extended compressor warranty for remote Heatcraft refrigeration added to 1-year manufacturer's standard warranty, **ONLY MAXIMUM ALLOWANCE IS COVERED.**
- 3-year extended compressor warranty for self-contained Pro3 refrigeration unit added to 2-year manufacturer's standard warranty, **ONLY MAXIMUM ALLOWANCE IS COVERED.**

OPTIONAL TO PURCHASE

EXTENDED SERVICE AGREEMENTS for LABOR on Heatcraft equipment are provided by 3-rd party Trinity Warranty. (Optional, can only be purchased at the time of sale complete; available within the boundaries of United States of America):

- For the Standard/Beacon Systems, there are 2 levels of warranty coverage:
 - 31st Day – 1st year, Labor Only
 - 31st Day – 5th year, Labor Only; 2nd year – 5th year, Parts & Compressor
 - A system includes 1 condensing unit and up to 4 evaporators
- For the PRO3, there are 3 levels of warranty coverage:
 - 31st Day – 2nd year, Labor Only
 - 31st Day – 2nd year, Labor Only; 3rd year – 5th year, Compressor Only
 - 31st Day – 5th year, Labor Only; 3rd year – 5th year, All Parts & Compressor
- The warranty type is determined by the horsepower of the condensing unit and the level of coverage desired.
- Please note that the plans cover complete systems only – plans for individual components are not offered.
- To purchase warranty, the Heatcraft Part # for the warranty type desired **MUST BE** included on the Purchase Order when the unit is ordered.
- Coverage includes 24/7/365 Service dispatch; Call 877-482-7238
- In the event of a warranty issue:
 - Contact Trinity Warranty at 877-482-7238
 - Report type of problem, along with location and serial # of unit
 - Service will troubleshoot problem and dispatch technician if necessary
 - Trinity will verify warranty coverage and handle claims process.

****IMPORTANT:** these extended service agreements cover labor (and parts, if applicable) for warranty repairs only. Non-warranty service is not covered. Refer to Pg. 2 for excluded services.*

