



# HEATCRAFT REFRIGERATION PRODUCTS LIMITED WARRANTY

## APPLIES IN NORTH AMERICA ONLY TO PRODUCTS INSTALLED ON OR AFTER MAY 1, 2020

Please read dispute resolution section carefully, as it affects your legal rights

### LIMITED WARRANTY

Subject to the terms below, this Limited Warranty covers components within the following products (“Products”) manufactured and sold by Heatcraft Refrigeration Products LLC (“Heatcraft”): IntelliGen™ Refrigeration Controller, Beacon II™, Quick Response Controller™ (QRC) or Smart Controller™ (which are installed with the Unit Coolers), and Heatcraft’s Standard Systems with TXV.

This Limited Warranty covers repair components only. It does NOT cover (1) accessories, (2) components or parts that must be replaced as part of a regular maintenance program, such as filters, driers, refrigerant, compressors, refrigerant reclamation, fuses, surge protection devices, gaskets, belts, wiring, and oil nozzles, or (3) any other services, fees, or costs for or relating to replacement of warranty components, including, but not limited to, diagnostics, labor, trip charges, or freight.

For additional information and details, please see the Heatcraft warranty, which can be found at [www.heatcraftcpd.com/support/warranty](http://www.heatcraftcpd.com/support/warranty).<sup>\*</sup> In the event of a conflict between this Limited Warranty and the warranty found in the website above, this Limited Warranty shall apply.

### WARRANTY PERIOD

The Limited Warranty begins on the date of original Product start-up or eighteen (18) months from date of shipment by Heatcraft, whichever occurs first and continues through the time period referenced below (the “Warranty Period”). The installation of replacement components under this Limited Warranty does not extend the Warranty Period.

#### Controls:

For IntelliGen™ Refrigeration Controller, Beacon II™, Quick Response Controller™ (QRC) or Smart Controller™ (which are installed with the Unit Coolers), the Warranty Period is three years

#### System with IntelliGen™ Refrigeration Controller\*:

##### Evaporator:

- 3 years: iRC board, iRC UI, iRC harness, transducer, transducer harness, EXV (electric expansion valve), EXV harness, thermistor temperature sensors, control circuit transformer, and access cards (iWC and iIC)
- 1 year: Coil, Motor, Heater, Fan Blade, Sheet metal (Compressor Not Included)

##### Condensing Unit:

- 1 year: Coil, Motor, Fan blade, Sheet metal (Compressor Not Included)

#### System with Beacon II™, Quick Response Controller™ (QRC) or Smart Controller™\*:

##### Evaporator:

- 3 years: Beacon Board, EEV, Sensors, Transducers
- 1 year: Coil, Motor, Heater, Fan Blade, Sheet metal



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## Condensing Unit:

- 1 year: Coil, Motor, Fan blade, Sheet metal (Compressor Not included)

## Standard Systems with TXV\*

### Evaporator:

- 1 year: TXV, Room thermostat, Solenoid, Coil, Motor, Heater, Fan Blade, Sheet metal

### Condensing Unit:

- 1 year: Coil, Motor, Fan blade, Sheet metal (Compressor Not included)

## EXTENDED WARRANTY PERIOD

### (FOR HEATCRAFT CERTIFIED CONTRACTORS ONLY)

The Warranty Period will be extended for an additional one-year for Heatcraft Products installed and serviced by a Heatcraft Certified Contractor. For additional details and exclusions related to this Extended Limited Warranty, see the terms and details below.

## WARRANTY COVERAGE

This Limited Warranty applies only to the original purchaser of the Products from Heatcraft (the “Purchaser”) and is applicable only for Products that are sold and installed in the Continental United States and Canada. This Limited Warranty is not assignable and any purported assignment of this Limited Warranty will be deemed null and void and will not be honored by Heatcraft.

If, during the Warranty Period, a covered component in a Product fails solely because of a manufacturing defect, Heatcraft will provide a replacement component to the Purchaser. Purchaser will be solely responsible for all shipping, freight and handling charges, as well as all fees and costs arising out of or relating to the warranty service under this Limited Warranty, including, but not limited to, trip charges, diagnostics, labor and all other fees and costs involved in diagnosing, removing, repairing, servicing or replacing any component. Heatcraft’s sole responsibility under this Limited Warranty is to provide a replacement component as set forth above.

In the event that any component covered by this Limited Warranty is no longer reasonably available, Heatcraft may, at its option and in its sole and absolute discretion, provide a substitute component or grant Purchaser a credit for the purchase price of the applicable component.

Additional fees, costs, or expenses are not covered by this Limited Warranty, including, but not limited to, fees, costs, and expenses arising out of or relating to the substitution of other than identical replacements, refrigerant loss, food loss, sales loss, any other lost revenues or profits, lost business valuation, and/or labor for removing and restocking product.

Extended Service Agreements or additional warranties or coverage not set forth herein are provided by a third party not affiliated with Heatcraft. In no event shall Heatcraft be responsible for such agreements, warranties or coverage or the third party’s performance of its obligations thereunder.

## MAKING A WARRANTY CLAIM

All warranty claims must be made by Purchaser in writing to Heatcraft by email at [hrpdwcr@heatcraftprd.com](mailto:hrpdwcr@heatcraftprd.com) or by facsimile to 866-475-4968 Attn: Warranty Claims. In order for a warranty claim to be valid, it must be submitted in writing and in accordance with the Limited Warranty’s terms during the Warranty Period— otherwise such claim will be deemed waived and/or outside of the Warranty Period.

To make a warranty claim, Purchaser must provide required information to Heatcraft’s Warranty Claims Department or using WebWarranty, which is available to Heatcraft customers with access to Access2Answers. Required information includes but is not limited to the following:



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- Model(s) and serial number(s) of Product(s) involved
- Shipping address (where Purchaser would like the replacement part sent)
- Original purchaser of Product and address or original invoice/acknowledgment number
- Start-up date of the Product involved
- Failure date of the part being replaced
- Part number or description
- Reason for replacement
- Purchase order number
- Any other information reasonably requested by Heatcraft (Note – Proof of prior maintenance or purchase may also be required)

Providing a purchase order may be necessary and will expedite replacement of parts.

If Purchaser fails to submit any of the required information, including, but not limited to, failing to provide any of the information enumerated above, Heatcraft shall be permitted to reject the warranty claim.

Whenever possible, replacement parts are to be obtained from a local authorized Heatcraft Interlink Parts wholesaler. Covered replacement parts will be reimbursed for total cost of the part only plus applicable taxes. The original invoice from the wholesale parts supplier must accompany all warranty claims for replacement parts reimbursement. Processing or handling fees assessed by parts wholesalers are not covered by or reimbursable under this Limited Warranty.

Once a warranty claim is processed, an invoice will be issued to the Purchaser if the Product is covered by this Limited Warranty and Heatcraft determines at its discretion that the Product should be replaced. The invoice will note if the Product can be “field scrapped” or if the Product needs to be returned to Heatcraft. Purchaser must receive written permission from Heatcraft to return the Product. Contact your Heatcraft Sales Representative or a Heatcraft warranty representative at 800-321-1881 Option 5. If Heatcraft authorizes the return of the Product, the process for returning products set out in Heatcraft’s Returned Products Policy (included in its Terms and Conditions of Sale), which is incorporated herein, applies. For all warranty returns, Heatcraft will process a credit memo offsetting the amount of the invoice, plus any surface freight charges.

## **WARRANTY DISCLAIMERS, LIMITATIONS, AND EXCLUSIONS**

The following disclaimers, limitations and exclusions apply to this Limited Warranty:

1. This Limited Warranty does not apply unless the Products containing the applicable component is properly installed and maintained in accordance with Heatcraft’s installation and operation and maintenance instructions; these are provided with the Products or available by contacting Heatcraft.
2. This Limited Warranty does not apply if the Product containing the applicable component, is moved after its initial installation; if the serial number on the Product or applicable component has been altered, defaced, or removed; or if the final destination of the Product is unknown to Heatcraft or not indicated on the sales order provided to Heatcraft.
3. This Limited Warranty does not apply unless the installation and all repairs of the Product(s) containing the applicable component are performed by a licensed professional/contractor experienced with the applicable Product and familiar with local codes and regulations, using manufacturer-specified service components.
4. This Limited Warranty does not cover Products that do not meet and/or are installed in violation of regional government standards or other government requirements.
5. This Limited Warranty does not cover damage or defect arising out of, relating to, or resulting, in whole or in part, from



# HEATCRAFT REFRIGERATION PRODUCTS LIMITED WARRANTY

- a. Any act of God, including, but not limited to, fire, floods, wind, lightning, hurricanes, tornadoes or earthquakes;
  - b. Mold;
  - c. Installation or operation in a corrosive atmosphere, or otherwise in contact with corrosive materials (e.g., chlorine, fluorine, salt, recycled wastewater, fertilizers, or other damaging substances or chemicals);
  - d. Accident, misuse, neglect, or unreasonable use or operation of the Product or component, including, but not limited to, operation of the Products, components, or electrical equipment on low, high or improper voltages (low and high voltage is defined as more than a 5% drop below or 10% higher than name plate voltage ratings) or voltages other than in the range specified by Heatcraft (includes damages caused by brownouts). Operation of proper field supply voltage to the Products is the responsibility of Purchaser or end user;
  - e. Improper wiring connection of controls or safety switch circuits;
  - f. Modification, change or alteration of the Product or component, except as directed in writing by Heatcraft;
  - g. Operation with system components that do not match or meet the specifications recommended by Heatcraft;
  - h. Use of accessories or additives that have not been approved by Heatcraft that are installed on or in the Products;
  - i. Use of contaminated or alternate refrigerant; and/or
  - j. Damage caused by frozen or broken water pipes.
  - k. Cosmetic or other damages that do not hinder or impair the Product's performance;
  - l. Any action or inaction by a third party, including, but not limited to, any shipper, carrier, distributor, or installer.
- 6. HEATCRAFT MAKES NO EXPRESS WARRANTIES OTHER THAN THE LIMITED WARRANTY SPECIFIED HEREIN. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED TO THE EXTENT LEGALLY PERMISSIBLE. ALL OTHER OBLIGATIONS OR LIABILITIES OF HEATCRAFT ARE HEREBY DISCLAIMED. Should an exclusion or limitation of the warranty be unenforceable, such implied warranties are in any event limited to a period of one (1) year.**
- 7. IN NO EVENT SHALL HEATCRAFT HAVE ANY LIABILITY FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL AND/OR PUNITIVE DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOSS OF USE, HIGHER UTILITY COSTS, REFRIGERANT LOSS, FOOD LOSS, BUSINESS VALUATION LOSS, BUSINESS INTERRUPTION, SALES LOSS, LABOR FOR REMOVING AND RESTOCKING PRODUCT, OR PROPERTY DAMAGES, EVEN IF SUCH DAMAGES ARE FORESEEABLE. Some states do not allow limitations on the duration of an implied warranty or the exclusion or limitation of incidental or consequential damages. In such states, the limitations or exclusions may not apply to Purchaser.**
- 8. Heatcraft will not pay electricity or fuel costs, or increases in electricity or fuel costs, for any reason whatsoever. This Limited Warranty does not cover lodging expenses.**
9. Heatcraft will not be responsible for any default or delay in performance under this Limited Warranty.

## DISPUTE RESOLUTION

*NOTE - Please read this section carefully as it affects your rights and the resolution of Disputes.*

1. Contact Heatcraft: Please report any Dispute (defined below) to:  
Heatcraft Refrigeration Products LLC  
ATTN: Warranty Department  
2175 West Park Place Blvd., Stone Mountain, GA 30087



# HEATCRAFT REFRIGERATION PRODUCTS LIMITED WARRANTY

**2. Mandatory Arbitration: Both Purchaser and Heatcraft agree that all Disputes must be resolved exclusively through final and binding arbitration, and not by a court or jury; however, Purchaser or Heatcraft may assert claims in small claims court if (i) the claims qualify for small claims court, (ii) the matter remains in small claims court, and (iii) the matter proceeds only on an individual (not a class or representative) basis.**

Both Purchaser and Heatcraft waive the right to a trial by jury and any right to have a Dispute heard in court. Instead, all Disputes must be resolved in arbitration by a neutral third-party arbitrator. In arbitration, Disputes are resolved by an arbitrator instead of a judge or jury, discovery is more limited than in court and the arbitrator's decision is subject to limited review by courts. However, the arbitrator must follow the law and can award the same damages as in court, including monetary damages, injunctive relief, declaratory relief and other relief. The arbitrator's award can be confirmed in any court of competent jurisdiction.

A single arbitrator, with the American Arbitration Association ("AAA"), will conduct the arbitration, and the award may not exceed the relief allowed by applicable law. The arbitration will be conducted in the county of Owner's residence or other mutually agreed location. For claims of \$50,000 or less, the AAA's Supplementary Procedures for consumer-related Disputes will apply. For claims over \$50,000, the AAA's Commercial Arbitration Rules will apply. If either set of rules is not available, the AAA rules applicable to consumer Disputes apply. The AAA's rules and a form initiating arbitration proceedings are available at [www.adr.org](http://www.adr.org) or by calling 1-800-778-7879.

This arbitration provision is subject to the Federal Arbitration Act ("FAA"), which governs its interpretation and enforcement. To the extent the FAA does not apply to any Dispute, the laws of the State of Georgia, without regard to principles of conflicts of law, will apply. The Parties intend for this arbitration provision to be construed as broadly as possible to require arbitration.

Except as expressly set forth in the Arbitration Class Action Waiver below, the arbitrator(s) will decide all issues of enforceability interpretation and application of this Dispute Resolution section, the arbitration provision, and this Agreement, with the exception of deciding whether the Arbitration Class Action Waiver below is valid or enforceable. Except as expressly stated otherwise below, a court will resolve any question regarding the validity or enforceability of the Arbitration Class Action Waiver. This provision is intended to be and shall constitute a delegation provision.

This Dispute Resolution section shall survive the expiration and termination of these Terms.

This arbitration agreement does not preclude Purchaser from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if applicable Law allows, seek relief against Heatcraft on Purchaser's behalf.

The prevailing party in any arbitration shall be awarded its (a) arbitration fees, costs, and expenses; (b) reasonable expert fees, costs, and expenses; and (c) reasonable attorneys' fees, costs and expenses.

**Arbitration Class Action Waiver (for all states other than California)** – HEATCRAFT AND PURCHASER AGREE THAT ARBITRATION WILL PROCEED SOLELY ON AN INDIVIDUAL BASIS AND NO DISPUTE WILL BE ARBITRATED AS A CLASS ACTION, CONSOLIDATED WITH THE CLAIMS OF ANY OTHER PARTY, OR ARBITRATED ON A CONSOLIDATED, REPRESENTATIVE OR PRIVATE ATTORNEY GENERAL BASIS. Unless Heatcraft and Purchaser agree otherwise in writing, the arbitrator's authority to resolve and make awards is limited to Disputes between Heatcraft and Purchaser. The arbitrator's award or decision will not affect issues or claims involved in any proceeding between Heatcraft and any person or entity who is not a party to the arbitration. The arbitrator may award monetary, declaratory, or injunctive relief only in favor of the individual Party seeking relief and only to the extent necessary to provide relief warranted by that Party's individual claim. The arbitrator's award, if any, will not apply to any person or entity that is not a party to the arbitration. A court, not the arbitrator, will decide any questions or disputes regarding the enforceability of this Arbitration Class Action Waiver. If a court deems any portion of this Arbitration Class Action Waiver invalid or unenforceable, the entire arbitration provision (other than this sentence) will be null and void and not apply. For the avoidance of doubt, in no event shall an arbitration occur on a class or collective basis.



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**Arbitration Class Action Waiver (for California)** – HEATCRAFT AND PURCHASER AGREE THAT ARBITRATION WILL PROCEED SOLELY ON AN INDIVIDUAL BASIS AND NO DISPUTE WILL BE ARBITRATED AS A CLASS ACTION, CONSOLIDATED WITH THE CLAIMS OF ANY OTHER PARTY, OR ARBITRATED ON A CONSOLIDATED, REPRESENTATIVE, OR PRIVATE ATTORNEY GENERAL BASIS; PROVIDED, HOWEVER, THAT BUYER SHALL BE PERMITTED TO SEEK AND OBTAIN PUBLIC INJUNCTIVE RELIEF IN ARBITRATION. Unless Heatcraft and Purchaser agree otherwise in writing, the arbitrator’s authority to resolve and make monetary damage awards is limited to Disputes between Heatcraft and Purchaser. The arbitrator may award monetary relief only in favor of the individual Party seeking relief and only to the extent necessary to provide relief warranted by that Party’s individual claim. The arbitrator’s monetary award, if any, will not apply to any person or entity that is not a party to the arbitration. A court, not the arbitrator, will decide any questions or disputes regarding the enforceability of this Arbitration Class Action Waiver other than a dispute over whether this Arbitration Class Action Waiver is enforceable under *McGill v. Citibank, N.A.*, 2 Cal 5th 945 (2017) and related case law (that question shall be determined by an arbitrator). If a court deems any portion of this Arbitration Class Action Waiver invalid or unenforceable, the entire arbitration provision (other than this sentence) will be null and void and not apply. For the avoidance of doubt, in no event shall an arbitration occur on a class or collective basis.

**Non-Arbitration Class Action and Jury Waiver** – If for any reason any Dispute proceeds in court rather than arbitration, Heatcraft and Purchaser waive any right to a jury trial, and the Dispute will proceed solely on an individual, non-class, non-representative basis. Neither Heatcraft and Purchaser may be a class representative or class member or otherwise participate in any class, consolidated, private attorney general, or representative proceeding; provided, however, that Purchasers in California can seek and obtain public injunctive relief.

## DEFINITIONS

In addition to the terms defined above, the following definitions will apply to this Limited Warranty:

1. The terms “Dispute” and “Disputes” will be broadly interpreted to include any claims, disagreements or controversies that Purchaser and Heatcraft had, have or may have against each other, whether based in contract or tort or on a statute or regulation or any other legal theory, including, without limitation, all claims, disagreements or controversies related in any way to or arising in any way out of:
  - b. the Products and components covered by this Limited Warranty;
  - c. any other Heatcraft product, equipment, component, or service;
  - d. any Heatcraft advertising, representation, or marketing;
  - e. any contract, warranty, or other agreement Purchaser had or has with Heatcraft;
  - f. any Heatcraft billing or other policy or practice;
  - g. any action or inaction by any Heatcraft officer, director, employee, agent, or other representative relating to any Heatcraft product, equipment, component, marketing, representation or service;
  - h. any claims Purchaser brings against a third party (such as a distributor, dealer or repair service) that are based on, relate to or in any way arise out of any Heatcraft product, equipment, component, marketing, representation or service;
  - i. any claims Heatcraft brings against Purchaser; and
  - j. any aspect of the relationship between Purchaser and Heatcraft.
2. “Dispute” and “Disputes” includes claims, disagreements or controversies that arose at any time, including before this Limited Warranty became operative and after this Limited Warranty is terminated.



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3. "Heatcraft" refers to Heatcraft Refrigeration Products LLC, Lennox International Inc., as well as their parents, affiliated companies, related companies, subsidiaries, divisions, departments, business units, representatives, predecessors in interest, successors, and assigns.
4. "Limited Warranty" refers to this document.
5. "Purchaser" refers to (i) the person or entity that originally purchased the Product.

## EQUIPMENT INFORMATION

**Please complete information below and retain this warranty for records and future reference.**

Unit Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Installing Contractor: \_\_\_\_\_

Installation Date: \_\_\_\_\_

Original Product Start-Up Date: \_\_\_\_\_

## WARRANTY DEPARTMENT CONTACT

The contact information for the Heatcraft Warranty Department is as follows:

**Heatcraft Refrigeration Products LLC**

ATTN: Warranty Department

2175 West Park Place Blvd., Stone Mountain, GA 30087

hrpdwcr@heatcrafttrpd.com

Fax: 866-475-4968 Attn: Warranty Claims

800-321-1881 Option 5.

You can also contact a Heatcraft Customer Service Representative at 800-321-1881 Option 1 between the hours of 8:00 AM to 5:00 PM Eastern Time.





# HEATCRAFT REFRIGERATION PRODUCTS EXTENDED ONE-YEAR LIMITED WARRANTY

**APPLIES IN NORTH AMERICA ONLY TO PRODUCTS INSTALLED BY  
HEATCRAFT CERTIFIED CONTRACTORS ON OR AFTER MAY 1, 2020**

## **EXTENDED LIMITED WARRANTY**

For Certified Contractors, Heatcraft Refrigeration Products LLC (“Heatcraft”) offers an Extended Limited Warranty. The Extended Limited Warranty is intended to supplement the Limited Warranty with an additional one year of warranty coverage for Heatcraft equipment and products for which Heatcraft Certified Contractors are trained (“Products”): Condensing Units, Unit Coolers and PRO3 Packaged Refrigeration Systems. **THE EXTENDED LIMITED WARRANTY REQUIRES REGISTRATION.** Other requirements apply in addition to the requirements and exclusions set forth in the Limited Warranty. This Extended Limited Warranty covers eligible Products only and does not include labor, trip charges, diagnostics, or other costs or expenses.

## **APPLICATION OF LIMITED WARRANTY**

Unless expressly modified herein, all terms and conditions of the Limited Warranty for the Products apply to, and are incorporated by reference into, this Extended Limited Warranty. **THIS INCLUDES, BUT IS NOT LIMITED TO, THE TERMS AND CONDITIONS GOVERNING WARRANTY COVERAGE, THE DISCLAIMERS, EXCLUSIONS AND LIMITATIONS, AND THE DISPUTE RESOLUTION PROVISIONS.** If you do not have a copy of the Limited Warranty, you can obtain one at [www.heatcrafttrpd.com/support/warranty](http://www.heatcrafttrpd.com/support/warranty)

## **HEATCRAFT CERTIFIED CONTRACTOR**

For the purpose of this Extended Limited Warranty, a “Certified Contractor” is defined as a contractor that (1) completes the one-day Heatcraft Product Training Course **AND** the one-day IntelliGen™ Refrigeration Controller Certification Course (contractors who are certified on Beacon, Quick Response Controller (QRC) or Smart Controller prior to 2020 are included) and (2) **passes** the certification exam, within one (1) week of the conclusion of the IntelliGen Refrigeration Controller Certification on-hands course.

## **ELIGIBILITY REQUIREMENTS**

For the Extended Limited Warranty to apply, the following requirement must be met:

1. The Heatcraft Products must be covered under the one-day Heatcraft Product Training Course and the one-day IntelliGen™ Refrigeration Controller Certification Course;
2. The Heatcraft Products must be installed, registered, and serviced by a Certified Contractor;
3. Initial installation of the Product must take place on or after May 1, 2020;
4. The Extended Limited Warranty is being granted to the original Purchaser (i.e., it is not transferable);
5. The Product must be properly registered pursuant to the requirements set forth herein. Proof of purchase and installation, including the installation date, and other relevant information may be required;
6. No exclusions (as set forth in the Limited Warranty and incorporated herein by reference) can apply; and
7. All terms of the Limited Warranty, which apply to this Extended Limited Warranty by reference and incorporation, must be fully and timely satisfied.

Heatcraft reserves the right to cancel this Extended Limited Warranty at any time, without notice. Extended Limited Warranties properly registered at the time of cancellation will continue to be honored.





# HEATCRAFT REFRIGERATION PRODUCTS EXTENDED ONE-YEAR LIMITED WARRANTY

## EXTENDED WARRANTY PERIOD

The Extended Limited Warranty applies to Heatcraft Products installed and serviced by a Heatcraft Certified Contractor **from the date of original installation**. If the date of original installation cannot be verified, that date will be the date of shipment by Heatcraft. Heatcraft Products installed, registered, and serviced by the Certified Contractor pursuant to the requirements of this Extended Limited Warranty are warranted by Heatcraft for the following periods (which add the Extended Limited Warranty Period to the Limited Warranty period; e.g., if a Product has a 3-year Limited Warranty and a 1-year Extended Warranty, it will show a 4-year warranty period below):

### System with IntelliGen™ Refrigeration Controller\*:

#### Unit Cooler:

- 4 years: iRC board, iRC UI, iRC harness, transducer, transducer harness, EXV (electric expansion valve), EXV harness, thermistor temperature sensors, control circuit transformer, and access cards (iWC and iIC)
- 2 years: Coil, Motor, Heater, Fan Blade, Sheet metal (Compressor Not Included)

#### Condensing Unit:

- 2 years: Coil, Motor, Fan blade, Sheet metal (Compressor Not Included)

### System with Beacon II™, Quick Response Controller™ (QRC) or Smart Controller™\*

#### Unit Cooler:

- 4 years: Beacon Board, EEV, Sensors, Transducers
- 2 years: Coil, Motor, Heater, Fan Blade, Sheet metal

#### Condensing Unit:

- 2 years: Coil, Motor, Fan blade, Sheet metal (Compressor Not included)

### Standard Systems with TXV\*

#### Unit Cooler:

- 2 years: TXV, Room thermostat, Solenoid, Coil, Motor, Heater, Fan Blade, Sheet metal

#### Condensing Unit:

- 2 years: Coil, Motor, Fan blade, Sheet metal (Compressor Not included)

### PRO<sup>3</sup> Package Refrigeration System

- 3 years from date of original installation, or (42) months from the date of shipment by Heatcraft, whichever first occurs

The time periods referenced above are the “Extended Warranty Periods”.

## REGISTRATION REQUIREMENT AND PROCEDURE

**To qualify for the Extended Limited Warranty, Certified Contractor must register qualifying installed Products in writing within 90 days after the original installation date.**

Registration process to obtain the Extended Limited Warranty:



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1. Call 800-321-1881 Option 5
2. Complete the Heatcraft Product Registration Form
3. Submit the completed Heatcraft Product Registration Form within 90 days to Email: [hrpdwcr@heatcraftprd.com](mailto:hrpdwcr@heatcraftprd.com) or Fax: 866-475-4968

Registering the Product does not guarantee application of the Extended Limited Warranty. If the Product does not meet all qualifying factors and/or requirements for the underlying Limited Warranty or the Extended Limited Warranty or falls within one of the warranty limitations or exclusions, the warranty will not apply to the Product regardless of the fact that the Product is registered. **By registering the Product, Certified Contractor is agreeing to the terms of the Limited Warranty, including the Dispute Resolution section, and the terms of this Extended Limited Warranty.**

## MAKING AN EXTENDED LIMITED WARRANTY CLAIM

All warranty claims must be made by the Certified Contractor in writing to the Heatcraft Warranty Claims Department by email at [hrpdwcr@heatcraftprd.com](mailto:hrpdwcr@heatcraftprd.com) or by facsimile at 866-475-4968 Attn: Warranty Claims during the Extended Warranty Period—otherwise such claim will be deemed waived. To make a warranty claim, Certified Contractor must:

- purchase the replacement part from an authorized Heatcraft wholesaler. To locate an authorized Heatcraft wholesaler, use the wholesaler locator [www.heatcraftprd.com/contact/find-a-wholesaler](http://www.heatcraftprd.com/contact/find-a-wholesaler) or contact the Heatcraft Warranty Claims Department;
- invoice Heatcraft for the wholesaler's cost of the replacement part. Along with the invoice, Certified Contractor must submit the completed Heatcraft Certified Contractor's Extended Limited Warranty Claim Form and the wholesaler's invoice for the replacement part; and
- provide all other information requested by Heatcraft.

Upon submission of all required documents and any additional information requested, the Heatcraft Warranty Claims Department will review and, if all qualifying requirements are met, process a credit memo or issue a check to the Certified Contractor at Heatcraft's discretion for the total amount of the invoice.

The Certified Contractor must receive written permission from Heatcraft Refrigeration Products to return the Product.

## WARRANTY DEPARTMENT CONTACT

The contact information for the Heatcraft Warranty Department is as follows:

### Heatcraft Refrigeration Products LLC

ATTN: Warranty Department

2175 West Park Place Blvd., Stone Mountain, GA 30087

[hrpdwcr@heatcraftprd.com](mailto:hrpdwcr@heatcraftprd.com)

Fax: 866-475-4968 Attn: Warranty Claims

800-321-1881 Option 5.

You can also contact a Heatcraft Customer Service Representative at 800-321-1881 Option 1 between the hours of 8:00 AM to 5:00 PM Eastern Time.