



SUPPORT & SERVICE



Engineering Reimagined™

WARRANTY AT A GLANCE

1-Year Parts and Labor

5-Year Limited Compressor

15-Year Panel

Refer to Arctic's *Warranty Terms & Conditions* for full details about warranty and coverage.

ARCTIC SUPPORT CONTACT INFORMATION

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

TRANSIT DAMAGE

- Do NOT refuse walk-in shipments.
- Take lots of pictures before uncrating and after.
- Document visible damage on the Delivery Receipt.
- Mark the Delivery Receipt as "DAMAGED" and have the driver sign for it.
- DO NOT note the number of damaged panels or specifics on the Delivery Receipt as there could be additional hidden damage.
- Contact your Arctic representative immediately.

INCORRECT PARTS SHIPPED

Refrigeration Systems

- Before unpacking, please check Model of the equipment and confirm it matches the Order Acknowledgement.
- Save all packaging until unit has been installed and operational.
- Contact your Arctic Representative immediately regarding any discrepancies.

Walk-in Components & Windows

- Before unpacking, please check Model of the component and confirm it matches the Order Acknowledgement.
- Save all packaging until the component has been installed and operational.
- Contact your Arctic Representative immediately regarding any discrepancies.



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 their support group when on site. Model and serial number of equipment will be requested.

HTPG (Russell)

- **1-800-288-9488 prompt #7**
- **Eco Net Tech Support:** 256-575-2080
- 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: **1-800-321-1881 prompt #2**
Email: sesweb@heatcrafttrpd.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 [Warranty Labor Allowance Guidelines](#).

REFRIGERATION PART REPLACEMENTS UNDER THE 1-YEAR WARRANTY

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

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-YEAR 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 MUST 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 [Warranty Labor Allowance Guidelines](#) for the replacement of the compressor.

COMPRESSOR REPLACEMENTS AFTER THE 1-YEAR 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.

After the 1-Year Warranty, Arctic will ONLY cover the cost of the compressor (no other components and no labor included). If available at a local refrigeration supplier, original proof of purchase of the compressor must be provided by the installer for reimbursement.

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

WALK-IN PARTS

For Arctic walk-ins parts under warranty please contact us at: support@arcticwalkins.com

To order original replacement parts for Arctic walk-ins please visit us at: <http://www.mywalkinparts.com>