

## SUPPORT & SERVICE

### 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

Please provide walk-in serial number stamped on the data tag located inside on the door frame.

**Email:** [support@arcticwalkins.com](mailto:support@arcticwalkins.com)

**Phone:** 305.883.5581 / 626.508.0920

### 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
- Rick Olander  
Technical Support  
Phone: 256-259-7435  
E-Mail: [richard.olander@htpg.com](mailto:richard.olander@htpg.com)
- Darrel Kilgore  
Technical Support  
Phone: 256-259-7430  
E-Mail: [darrel.kilgore@htpg.com](mailto:darrel.kilgore@htpg.com)

#### HEATCRAFT

- Install & Troubleshooting Team  
Phone: 800-321-1881 prompt #2  
Email: [sesweb@heatcrafttrpd.com](mailto:sesweb@heatcrafttrpd.com)

**Eco Net Tech Support** 256-575-2080

### 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.

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### 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.

### 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 PARTS

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

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-YR 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 can 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.

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### COMPRESSOR REPLACEMENTS AFTER THE 1-YR 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.

Arctic will **ONLY** reimburse for the cost of the compressor (no other components) available at a local refrigeration supplier with original proof of purchase of the compressor provided from the installer.

If the compressor has been located at a local 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 walk-in parts under warranty please contact us at: [support@arcticwalkins.com](mailto:support@arcticwalkins.com)

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