

WARRANTY TERMS & CONDITIONS



FIFTEEN YEAR PANEL WARRANTY

Arctic Industries LLC (“Arctic”) warrants the original purchaser/user, for a period of **fifteen (15) years from date on invoice**, the WALK-IN PREFABRICATED INSULATED BOXES AND PANELS manufactured by Arctic to be free from defects in material and factory workmanship, provided they remain in the location where originally installed and under conditions of intended normal use and service. Arctic’s obligation under this warranty shall be limited to repairing or replacing, at its discretion, FOB Arctic’s factory, any of the nonconforming goods or parts of said walk-in which proved to be defective.

Exclusions

- Equipment which has been subject to any accident, fire, smoke, flood, electrical surge, lightning, alteration, damage in transit, abuse, negligence, misuse, criminal mischief, improper installation, or by any cause other than defects in factory workmanship and materials.
- Charges for removal of defective parts or for installation of replacement parts.
- Equipment and parts sold or supplied by Arctic but manufactured by other companies which are covered by their own warranties.

FIVE YEAR LIMITED COMPRESSOR WARRANTY

Arctic Industries LLC (“Arctic”) warrants to the original purchaser/user, for a period of **five (5) years from date on invoice**, the original COMPRESSOR supplied by Arctic to be free from defects in material and factory workmanship, provided it remains in the location where originally installed, under conditions of intended normal use and service, installed by a licensed refrigeration contractor under the OEM guidelines, and operated with the refrigerant specified in the original order documentation. Arctic’s obligation under this warranty shall be limited to repairing or replacing, at its discretion, the warranted compressor which proved to be defective. This warranty is limited to one (1) compressor replacement. The compressor replaced under this warranty shall be warranted for one (1) year from date of replacement. There are no other warranties expressed or implied. All replacement compressors shall be protected by the installation of a new liquid line drier. All replacement compressors shall be an exact or suitable replacement of the original compressor and shall use the same refrigerant as specified in the original order documentation. All replacement compressors must be installed by a licensed refrigeration contractor.

Warranted compressors within the first year are covered by the ONE YEAR PARTS & LABOR REFRIGERATION WARRANTY. All replacement compressors within the **first year** of warranty **must be exchanged over-the-counter at a local refrigeration supplier** as per compressor OEM guidelines.

Exclusions

- External electrical components, refrigerant, and **any part of the equipment other than the compressor**.
- Refrigeration not supplied by Arctic Industries.
- Stand-alone refrigeration – not supplied with the purchase of an Arctic Walk-in cooler or freezer.
- This Warranty shall be void if the compressor identified herein is installed or operated contrary to the manufacturer’s instructions, or if identification or serial numbers have been altered, damaged, or removed.
- Refrigeration systems installed using a refrigerant different than the specified in the original order documentation.
- Equipment which has been subject to any accident, fire, smoke, flood, electrical surge, lightning, alteration, damage in transit, abuse, negligence, misuse, criminal mischief, improper installation, or by any cause other than defects in factory workmanship and materials.
- Accidental damages or loss of any refrigerant.
- Loss of any products or property stored or located within the area being cooled.
- Loss of profits or income due to any malfunctioning of the warranted compressor.
- Costs of labor, freight, or other incidental costs, or for any expenses incurred due to short or reduced supply.
- Equipment sold outside of the continental United States.

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ONE YEAR ORIGINAL EQUIPMENT PARTS WARRANTY

Arctic Industries LLC (“Arctic”) warrants to the original purchaser/user, for a period of **one (1) year from the date of installation or fifteen (15) months from date on invoice, whichever event occurs first**, all PARTS, HARDWARE, AND DOOR PARTS originally supplied by Arctic to be free from any defect in material or factory workmanship, provided they remain in the location where originally installed and under conditions of intended normal use and service. Arctic’s obligation under this warranty shall be limited to repairing or replacing, at its discretion, any of the nonconforming goods or parts proved to be defective.

Exclusions

- Equipment which has been subject to any accident, fire, smoke, flood, electrical surge, lightning, alteration, damage in transit, abuse, negligence, misuse, criminal mischief, improper installation, or by any cause other than defects in factory workmanship and materials.
- Charges for removal of defective parts or for installation of replacement parts.
- Equipment and parts sold or supplied by Arctic but manufactured by other companies which are covered by their own warranties.
- FOB Arctic’s factory on orders sold outside the continental United States.

ONE YEAR PARTS & LABOR REFRIGERATION WARRANTY

Arctic Industries LLC (“Arctic”) warrants to the original purchaser/user, for a period of **one (1) year from the date of installation or fifteen (15) months from date on invoice, whichever event occurs first**, all REFRIGERATION ORIGINALLY SUPPLIED BY ARCTIC, to be free from defect in material or factory workmanship, provided it remains in the location where originally installed, under conditions of intended normal use and service, installed by a licensed refrigeration contractor under the OEM guidelines and operated with the refrigerant specified in the original order documentation. Arctic’s obligation under this warranty shall be limited to repairing or replacing, at its discretion, any of the nonconforming goods or parts proved to be defective, and to cover reasonable costs of labor, based on Arctic’s Warranty Labor Allowance Guidelines, associated with the repair or replacement of the defective warranted parts. All repairs must be performed by a licensed refrigeration contractor.

Exclusions

- Refrigeration not supplied by Arctic Industries.
- Standalone Refrigeration – not supplied with the purchase of a Walk-in cooler or freezer.
- Refrigeration system installed or operated contrary to the OEM’s instructions, or if identification or serial numbers have been altered, damaged, or removed.
- Refrigeration systems installed using a refrigerant different than the specified in the original order documentation.
- Field wiring, plumbing, refrigeration lines, system adjustments, maintenance, or diagnostics.
- Equipment which has been subject to any accident, fire, smoke, flood, electrical surge, lightning, alteration, damage in transit, abuse, negligence, misuse, criminal mischief, improper installation, or by any cause other than defects in factory workmanship and materials.
- Accidental damages, loss of any products or property stored or located within the area being cooled, loss of profits or income due to any malfunctioning of the warranted parts.
- Costs of labor, freight, or other incidental costs, or for any expenses incurred due to short or reduced supply.
- Equipment sold outside of the continental United States.

ARCTIC STANDARD WARRANTY DISCLAIMER

The above stated warranties are expressly in lieu of any other warranties, expressed or implied, including any warranty of merchantability or fitness for a particular application. Under no circumstances shall Arctic Industries LCC be liable to the purchaser or any other party for any special or consequential damages.