



Warranty Guide

Warranty is issued to the original purchaser/user at the original installation location and is in lieu of all other warranties expressed or implied. Completion of the Manitowoc Foodservice Walk-In & Refrigeration Claim Form is required for consideration of claims to be processed under part and/or labor warranty. The claim form must be received within (60) sixty days of the date of service. Reimbursement for local parts purchase must include a copy of the wholesale invoice and a maximum 20% mark-up. Manitowoc Foodservice Walk-In Division does not pay both travel time & mileage. Manitowoc Foodservice Walk-In Division reserves the right to pay no more than the average commercial hourly rates within the particular state or region of the country.

Parts:

Foamed in-place panels are warranted to the original purchaser to be free from defects in material and workmanship, under normal use and service, for a period of (10) ten years from the date of installation by a factory authorized servicer but shall not exceed ten years and six months from factory ship date. Painted surfaces will be warranted (1) one year from installation but shall not exceed (18) eighteen months from factory ship date.

Component parts, doors, and assemblies (except bulbs) found to be defective in material or workmanship are warranted for a period of (1) one year from original start-up but shall not exceed (18) eighteen months from factory ship date. First year compressor failures shall be exchanged over the counter by the compressor manufacturer's wholesaler. If the optional four year compressor warranty is purchased and the original compressor fails after expiration of the one year parts warranty, Manitowoc Foodservice Walk-In Division will provide a direct replacement or authorize local purchase of a replacement compressor. If local purchase is authorized, the wholesale invoice along with the serial tag from the original defective compressor shall be sent to Manitowoc Foodservice Walk-In Division for reimbursement. Labor, freight, travel, and additional parts/supplies are not covered under the extended compressor warranty.

Replacement parts purchased from Manitowoc Foodservice Walk-In & Refrigeration will be warranted for a period of (90) ninety days from factory ship date.

Labor:

Panels, hardware, and electrical components (except bulbs) are covered by a (1) one year labor warranty. The warranty period begins at original start up date but shall not exceed (18) eighteen months from factory ship date.

Refrigeration systems that **are not** factory refrigerant charged (PR, Multi-Pak, Rack, Large Room systems, etc) are covered by a (30) thirty day labor warranty for the replacement of component parts that are defective in material or workmanship. The warranty period will begin at original start-up date or (90) ninety days from factory ship date but shall not exceed (18) eighteen months from factory ship date.

Refrigeration systems that **are** factory refrigerant charged (PC, PCL, Polar Pak, etc.) are covered by a (1) one year labor warranty for the replacement of component parts that are defective in material or workmanship. The warranty period begins at original start-up date but shall not exceed (18) eighteen months from factory ship date.

Exclusions from Warranty Coverage:

1. Normal maintenance, adjustments, and cleaning.
2. Repairs due to unauthorized modifications.
3. Damage from improper installation.
4. Damage or delays occurring in transit.
5. Damage from misuse, abuse, neglect, or accidents.
6. Damage or loss of product, property, income, or profit.
7. Floor panels are not warranted under the following conditions:
 - a. Wet mopping or use of a water hose for cleaning.
 - b. Rolling wheel traffic (carts, dollies, etc.) on non-reinforced floors.
 - c. Weight loads exceeding 700lbs/sq.ft on non-structural floors.

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