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 Warranty Parts & Service: 800-684-8988 • FAX: 662-539-4499

## **LIMITED ONE YEAR PARTS & LABOR WARRANTY FOR CUSTOM AND QUICK SHIP WALK-INS & STEP-INS**

Master-Bilt warrants to the original purchaser-user that its foamed-in-place panels will be free from insulation failure for 15 YEARS from original installation by an authorized representative, under conditions of normal use and recommended maintenance. The obligation of Master-Bilt shall be limited to repairing or replacing (at its option) walk-in panel, which is defective in the reasonable opinion of Master-Bilt. The user will have the responsibility and expense of removing and returning the defective panel to Master-Bilt as well as the cost of re-installing the replacement or repaired panel.

Master-Bilt warrants to the original purchaser-user that all parts of its walk-in cooler and freezers, except expendable electrical components, will be free from defects in material and workmanship for ONE YEAR from date of shipment from factory or ONE YEAR AND THREE MONTHS from Master-Bilt ship date, under conditions of normal use and recommended maintenance. A one year parts & labor warranty shall apply to the door, door frame & its parts installed by authorized or approved Master-Bilt dealers, distributors, service companies or refrigeration contractors. A one year parts & 12 month labor warranty shall apply to remote refrigeration systems installed by authorized or approved Master-Bilt dealers, distributors, service companies or refrigeration contractors. A one year parts & labor warranty shall apply to self-contained refrigeration equipment that are installed by authorized or approved Master-Bilt dealers, distributors, service companies or refrigeration contractors. Your local compressor supplier should exchange the compressor at no charge during first year warranty. The labor warranty does not cover the cost (parts or labor) of installation, start-up, normal maintenance, or normal control adjustment. The cost of service labor reimbursed will be based on straight-time rate and reasonable time for the repair or replacement of the defect following Master-Bilt's guidelines. Claims under this Warranty must be submitted electronically by the Service Company within 90 days from the date of repair. Claims not filed within this time frame will be subject to denial without prior approval. To submit a claim you must have a Master-Bilt serial number.

The obligation of Master-Bilt shall be limited to repairing or replacing (at its option) any walk-in part, or piece of equipment, which is defective in the reasonable opinion of Master-Bilt. The user will have the responsibility and expense of returning the defective part or piece of equipment to Master-Bilt. All claims submitted must have the equipment serial number on the claim.

Floor panels are not warranted under the following conditions: Wet mopping or use of a water hose for cleaning, rolling wheel traffic (carts, dollies, etc.) on non-reinforced (overlay) floors and/or weight loads exceeding 800 lbs/sq. ft. on non-structural floors. Other defective conditions caused by abnormal use or misuse, lack of or improper maintenance, damage by third parties, alterations, acts of God, failure to follow installations or safety instructions or any other event beyond the control of Master-Bilt will not be covered under this Warranty.

**THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

In no event shall Master-Bilt be liable for loss of use, revenue or profit or for any other indirect, incidental, special or consequential damage including, but not limited to food spoilage or product loss.

This warranty shall apply only within the continental United States, its territories and possessions, Canada and Mexico.

### **OPTIONAL LIMITED FOUR YEAR COMPRESSOR REPLACEMENT WARRANTY**

The Company warrants, if purchased on the original invoice to the original purchaser-user that it will supply a replacement compressor on the equipment if found to be defective (in the reasonable opinion of the Company) in material or workmanship if written notice is given within five years from date of shipment.

Defective conditions caused by abnormal use or misuse, lack of or improper maintenance, damage by third parties, alterations, acts of God, failure to follow installation, maintenance or safety instructions or any other event beyond the control of the Company will not be covered under this Warranty. The Compressor Replacement Warranty does not apply to any part of the equipment other than the compressor. The user will have the responsibility and expense of removing and returning the defective compressor to the Company as well as the cost of reinstalling the replacement compressor. The Company may satisfy its obligations hereunder by supplying a replacement compressor, which, is reasonably similar in design and capacity.

**THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

In no event shall the Company be liable for loss of use, revenue or profit or for any other indirect, incidental, special or consequential damages, but not limited to, losses involving food spoilage or product loss.

This Compressor Replacement Warranty shall apply only within the continental United States, its territories and possessions, Canada and Mexico.

### **REPLACEMENT PART WARRANTY**

Master-Bilt warrants to the original purchaser-user that all parts purchased after the first year warranty period will be warranted for 90 days from invoice date.

Compressor Serial Number:

Invoice Date:

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