VALYR™
BY STRATA GPO

WARRANTY INFORMATION
(855) 266-4816

VALYR REFRIGERATION EQUIPMENT

LIMITED WARRANTY STATEMENT

Effective Date: June 1, 2026

Applies To: All Valyr Commercial Refrigeration Equipment

1. WARRANTY COVERAGE

Valyr warrants to the **original purchaser** that all new commercial refrigeration equipment shall be free from defects in **materials and workmanship** under normal use and service for a period of:

- **Two (2) Years – Parts and Labor**
- **Five (5) Years – Compressor (Parts Only)**

(Includes an additional three (3) years compressor coverage beyond the initial two-year period)

This warranty begins on the **date of original installation** or **three (3) months from shipment**, whichever occurs first.

2. WHAT IS COVERED

During the applicable warranty period, Valyr will, at its sole discretion:

- Repair or replace defective components
- Provide replacement parts
- Cover standard labor costs for authorized service repairs (within the first two years only)

All warranty service must be performed by a **Valyr authorized service provider.**

3. WHAT IS NOT COVERED (LIMITED WARRANTY EXCLUSIONS)

This is a **LIMITED WARRANTY** and does **not cover** the following:

Consumable and Wear Items

Including but not limited to:

- Light bulbs
- Gaskets
- Fuses
- Filters
- Door handles
- Shelving clips
- Casters
- Batteries

Improper Use or Installation

- Equipment not installed in accordance with manufacturer specifications
- Improper voltage, electrical supply, or plumbing connections
- Lack of required ventilation or clearance
- Use in non-commercial or residential applications

Maintenance-Related Issues

- Failure to properly clean condenser coils
- Failure to perform routine maintenance
- Damage caused by grease buildup, corrosion, or neglect

External and Environmental Damage

- Damage during shipping (must be reported at time of delivery)
- Acts of God (fire, flood, hurricane, etc.)
- Power surges or electrical anomalies
- Water damage or improper drainage

Unauthorized Modifications or Repairs

- Service performed by non-authorized technicians
- Alteration or removal of serial number
- Use of non-OEM parts

Operational Losses

- Loss of product, food, or revenue
- Downtime or business interruption

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4. COMPRESSOR WARRANTY (YEARS 3–5)

- Covers **compressor replacement parts only**
- **Labor, refrigerant, and service costs are not included** beyond year two
- Compressor must be determined defective by authorized service provider

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5. SERVICE REQUIREMENTS

To obtain warranty service, the following must be provided:

- Model and serial number
- Proof of purchase
- Installation date
- Description of issue

All claims must be reported to:

Valyr Technical Service

 (855) 266-4816

Failure to contact Valyr Technical Service prior to repair may result in denial of warranty claim.

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6. LIMITATION OF LIABILITY

Valyr's liability under this warranty is limited solely to the **repair or replacement of defective equipment or parts**.

Under no circumstances shall Valyr be liable for:

- Incidental or consequential damages
- Loss of product or inventory
- Loss of profits or business interruption

Maximum liability shall not exceed the **original purchase price of the equipment**.

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7. WARRANTY TRANSFERABILITY

This warranty is **non-transferable** and applies only to the **original purchaser** at the original installation location.

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8. CONDITIONS VOIDING WARRANTY

This warranty shall be void if:

- Equipment is misused, abused, or neglected
- Required maintenance is not performed
- Equipment is relocated without authorization
- Serial plate is altered or removed

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9. GOVERNING TERMS

This limited warranty constitutes the **entire warranty agreement** between Valyr and the purchaser and supersedes all prior representations.

No employee, distributor, or agent is authorized to modify this warranty.

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