



AmeriKooler Customer Service, Parts and Warranty Department:

1-800-627-5665 x201 or x669

customerservice@amerikooler.net or cservice2@amerikooler.net

- Parts can be purchased online at www.partstown.com. Parts orders usually ship within 24 hours.

When contacting customer service department please have the following information available to expedite the solution :

- **Job Number / Serial Number** - found on the metal plate attached to the inside of the walk-in door frame, it is a 6 digital number edged in metal, for example 161234
- or a Quote # 16-12345
- When a job or a quote number are not available, we can also look up by the customer's **Ship To Address**
- Please be ready to provide the details and describe the issue
- If refrigeration issue is reported, by rule of thumb we will inquire if technician visited the site. A service bill detailing their findings will be requested and we will need the name and phone number of the technician as well. Pictures of the failed part maybe required.

AMERIKOOLER GENERAL WARRANTY GUIDLINES

For further details please refer to full AmeriKooler Warranty Policy and individual policies for the refrigeration manufacturers as well as 3-rd party policy providers.

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AMERIKOOLER LIMITED PANEL WARRANTY

The AmeriKooler Warranty covers the following for defects in materials and/or workmanship under normal use and service:

- Wall & Ceiling Panels – for **15 years** from date of installation, or 15 years plus 90 days from date of shipment from AmeriKooler plant. Prior to installation, panels must be stored in a safe area and protected from any damage.
- Floor Panels – for **5 years** from date of installation, or 5 years plus 90 days from date of shipment from AmeriKooler plant, except for the Floor Panel Exclusions listed below.
- Doors & Door Assemblies – **5 years** from date of installation; or 5 years plus 90 days from date of shipment from AmeriKooler plant.
- Service & Replacement Parts – for **1 year, 1-time**, Original Equipment Manufacturer parts from date of shipment. We may request for the defective part to be returned to AmeriKooler .

Refer here for complete warranty policy:

<http://www.amerikooler.com/sites/default/files/pdfs/AmeriKooler-Walk-in-Panel-Warranty-Oct2015.pdf>



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HEATCRAFT STANDARD REFRIGERATION WARRANTY

- 1-year compressor and parts warranty from date of shipment for remote Heatcraft systems, does not include labor.
- 2-year compressor and parts warranty from date of shipment for Pro3 Units, no labor
- Heatcraft provisions 30-day labor allowance in case of equipment failure at start up or within the 30-day window, must provide proof of startup date, for example walk-in installation invoice. Amount approved is based on allowance for particular service and subject to approval by manufacture, no exceptions.
- For additional refrigeration technical support, your refrigeration technician may contact Heatcraft technical support line **1.800.537.7775 option 3**. Will need to provide model and equipment serial # at the time of call.

30-DAY PROVISIONAL WARRANTY GUIDELINE POLICY

SERVICES EXCLUDED FROM 30 DAY PROVISIONAL WARRANTY

At no time will Heatcraft LLC. honor any claim for the following goods or services:

- 1) Refrigerant leaks occurring at threaded mechanical joints. (Including roto-locks and Schrader valves)
- 2) Expansion valve adjustments.
- 3) Resetting time clocks, pressure devices, or circuit breakers.
- 4) Defrost component adjustments.
- 5) Pressure control or room thermostat adjustments.
- 6) Field wiring installation or correction.
- 7) Additional components or controls (unless prior written authorization has been obtained from Heatcraft)
- 8) Coil cleaning
- 9) Service on compressor components or oil level adjustment
- 10) Refrigerant top-off charge
- 11) Travel time.
- 12) Mileage or gas.
- 13) Truck charges.
- 14) More than one service call to correct the same problem, only the last call will be allowed.
- 15) Normal maintenance items for equipment used by service companies (i.e. batteries, vacuum pump oil, welding supplies, leak detector supplies, etc.).
- 16) Clean-up of "iced" equipment or coils due to improper control settings or application problems.
- 17) EPA compliance fees.
- 18) Equipment usage charges (i.e. torch, vacuum pumps, recovery machines, etc.)
- 19) Product loss, for any reason.
- 20) Telephone charges or time spent on telephone
- 21) Administration fees
- 22) Additional charges for jobsite Supervisors and/or Foremen not performing actual repair work
- 23) Replacement fuses

Refer here for complete warranty policy:

<http://www.heatcrafttrpd.com/res/pdfs/WARRANTYCOVERAGE.pdf>



OPTIONAL TO PURCHASE###

HEATCRAFT REFRIGERATION EXTENDED COMPRESSOR WARRANTY *(Optional, can only be purchased at the time of sale complete; available within the boundaries of United States of America):*

- 4-year extended compressor warranty for remote Heatcraft refrigeration added to 1-year manufacturer's standard warranty, ONLY MAXIMUM ALLOWANCE IS COVERED.
- 3-year extended compressor warranty for self-contained Pro3 refrigeration unit added to 2-year manufacturer's standard warranty, ONLY MAXIMUM ALLOWANCE IS COVERED.

OPTIONAL TO PURCHASE

EXTENDED SERVICE AGREEMENTS for LABOR on Heatcraft equipment are provided by 3-rd party Trinity Warranty. *(Optional, can only be purchased at the time of sale complete; available within the boundaries of United States of America):*

1. For the Remote Systems, there are 2 levels of warranty coverage:
 - a. 31st Day – 1st year, Labor Only
 - b. 31st Day – 5th year, Labor Only; 2nd year – 5th year, Parts & Compressor
 - c. A system includes 1 condensing unit and up to 4 evaporators
2. For the PRO3, there are 3 levels of warranty coverage:
 - a. 31st Day – 2nd year, Labor Only
 - b. 31st Day – 2nd year, Labor Only; 3rd year – 5th year, Compressor Only
 - c. 31st Day – 5th year, Labor Only; 3rd year – 5th year, All Parts & Compressor
3. The warranty type is determined by the horsepower of the condensing unit and the level of coverage desired.
4. Please note that the plans cover complete systems only – plans for individual components are not offered.
5. To purchase warranty, the Heatcraft Part # for the warranty type desired **MUST** be included on the Purchase Order when the unit is ordered.
6. Coverage includes 24/7/365 Service dispatch; Call 877-482-7238
7. In the event of a warranty issue:
 - a. Contact Trinity Warranty at 877-482-7238
 - b. Report type of problem, along with location and serial # of unit
 - c. Service will troubleshoot problem and dispatch technician if necessary
 - d. Trinity will verify warranty coverage and handle claims process.

IMPORTANT: these extended service agreements cover labor (and parts, if applicable) for warranty repairs only. Non-warranty service are not covered. Refer to Pg. 2 for excluded services.

