



# PLATINUM SERVICE THREE-YEAR PARTS AND LABOR WARRANTY AGREEMENT

**KOOLTRONIC CUSTOMER SERVICE MUST BE CONTACTED TO AUTHORIZE ALL SERVICE WORK.  
A WARRANTY SERVICE NUMBER MUST BE ISSUED PRIOR TO ANY SERVICE BEING PERFORMED.**

The THREE Year Parts and Labor Warranty is a supplement to Kooltronic's Standard Warranty. Under the labor warranty, Kooltronic, Inc. will provide service labor as performed by an authorized Kooltronic Technician, Service Center or Agency. This labor warranty provides that Kooltronic products will be repaired to original manufacturer's operating specifications and standards while in normal use for thirty-six (36) months from the date of original shipment from factory.

Service will be performed during regular business hours throughout the continental United States. Travel time will be limited to four (4) hours round trip. Overtime charges cannot be applied to labor warranty service.

This warranty does not cover repairs caused by:

Improper installation, misuse of equipment, negligent servicing, improper applications, unauthorized modifications, improper electrical supply, failure to follow manufacturer's instructions and rating plate information, accidents or other events beyond Kooltronic's control, natural disasters, acts of God, damage in transportation or lack of any normal preventative maintenance. Costs of repair or replacement of consumable parts are not covered under the terms of this warranty.

The equipment user is responsible for service charges incurred for inspection, repair, or replacement of any material or part other than those within the Kooltronic, Inc. product.

It is the responsibility of the equipment user to perform the following before requesting service:

Replace and/or reset fuses and/or circuit breakers, if necessary; operate unit in accordance with instructions; replace filters; clean condenser and evaporator coils as required; provide easy accessibility to unit.

**If service is needed after checking the above, Kooltronic Customer Service MUST be contacted to authorize all service work.  
A Warranty Service Number MUST be issued prior to any service being performed.**

CUSTOMER NAME \_\_\_\_\_

END USER NAME \_\_\_\_\_

FACTORY SHIP DATE \_\_\_\_\_

MODEL NUMBER \_\_\_\_\_

SERIAL NUMBER \_\_\_\_\_

Please retain this form. In the event that service, repair, or replacement of parts becomes necessary, this information is required.

30 Pennington-Hopewell Road  
Pennington, NJ 08534  
Tel: (609) 466-3400  
Fax: (609) 466-1114

1937 Goodyear Avenue, Suite 707  
Ventura, California 93003  
Tel: (805) 642-8521  
Fax: (805) 658-2901

[www.kooltronic.com](http://www.kooltronic.com)

# ***KOOLTRONIC STANDARD WARRANTY***

KOOLTRONIC products are warranted to be free of defects in workmanship, materials and components. The following warranty periods apply from date of shipment:

- Air moving devices/components and hermetic system components: One year
- Non-operating parts, except filters: 5 years

The above warranty applies when the equipment is operated under the following conditions:

- Ambient temperature not in excess of 125°F (52°C) in normal atmosphere or as stated on product nameplate
- Voltage variation no greater than  $\pm 10\%$  from nameplate rating
- Frequency variation no greater than  $\pm 3\text{Hz}$  from nameplate rating
- Maximum cooling load no higher than air conditioner nameplate rating
- Waiting five minutes before restarting air conditioner after intentional or accidental shutoff
- Compliance to all other installation, maintenance and operating instructions, as supplied
- The purchaser assumes the responsibility of grounding the unit and installing it in accordance with local electrical and safety codes, as well as the National Electric Code (NEC) and OSHA

**KOOLTRONIC cannot assume responsibility for mis-application of its products or the erroneous selection of an inappropriate product by a non-authorized KOOLTRONIC representative. Our applications engineers will gladly assist in the selection of the proper product, provided all required details of the application are furnished.**

**THIS WARRANTY CONSTITUTES THE ENTIRE WARRANTY WITH RESPECT TO THE PRODUCT AND IS IN LIEU OF ALL OTHERS, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY AND WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND IN NO EVENT IS KOOLTRONIC RESPONSIBLE FOR ANY CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER.**

## ***RETURN AUTHORIZATION (RA) PROCEDURE***

- All returns require a Return Authorization number whether the return is for warranty or non-warranty repair, rotation of stock, damage or any other reason. Returns without an RA number will be refused.
- Customer must call the KOOLTRONIC Customer Service Department, Pennington, New Jersey (609•466•3400) to obtain an RA number.
- The following information is required when an RA is requested:
  - Original customer Purchase Order number and date
  - Date product was received by customer
  - Number of parts to be returned
  - Product description, model and serial number
  - Reason for return
  - Action requested
  - Contact name, telephone, FAX numbers and e-mail address

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KOOLTRONIC assumes no liability beyond the repair or replacement of its own product, return transportation prepaid by customer. This Warranty does not cover:

- Labor or reimbursement of labor for evaluation, removal, installation, repair or cost of any warranted part, except at the KOOLTRONIC factory in Pennington, NJ
- Use of equipment for other than its designed purpose or operating conditions
- Operation in harsh, oily, corrosive or other abnormal environmental conditions, without the proper filtration, sealing, protective coatings and/or weather protection
- Damage to hermetic system resulting from continuous operation with dirty or clogged air filters or improper or negligent maintenance
- Use of refrigerant other than designated
- Customer modification or abuse
- Shipping damage or other accident (Claims for shipping damage are the responsibility of the customer. Timely claims must be filed by the customer with the freight carrier)
- Cracked or broken hermetic tubing, brazed joints or other internal damage caused by shipping or mishandling
- Damage caused by shipping units attached to an enclosure
- Any and all conditions resulting from noncompliance with the preceding operating conditions
- Returned freight must be paid for by customer
- **This standard warranty does not apply to custom products. Consult your Kooltronic representative for limitations**

- Pack unit in suitable container for shipment, preferably the original packaging if available. All Air Conditioners must be returned in an upright position properly secured to a pallet. **Improper packaging may void warranty claim.** If an Air Conditioner is received laying down or shipped via UPS or similar service the warranty will be void.
- Mark box prominently with Kooltronic's Return Authorization Number.
- Enclose all pertinent documents.
- Freight charges on all products returned to Kooltronic shall be paid by the customer. Collect shipments will be refused.
- Warranty repaired units will be returned to customer at Kooltronic expense only within the Continental USA.

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