

LIMITED WARRANTY

International Cold Storage hereinafter referred to as ICS, hereby warrants equipment originally purchased from ICS, and operated within the boundaries of the United States of America, its territories, possessions, Canada, and Mexico for the time periods stated below. The warranty commences on the date of installation but not to exceed thirteen (13) months from the date of shipment. Please register your equipment warranty at www.icsco.com. The warranty is as follows:

A. TEN-YEAR INSULATION MATERIAL LIMITED WARRANTY

ICS warrants the foamed-in-place insulation in panels to be free of defects in materials and workmanship for a period of ten (10) years. ICS obligation under this warranty shall be for replacement materials only.

B. FIVE-YEAR STRUCTURAL LIMITED WARRANTY

ICS warrants the load carrying structural components of equipment built as unitized "one-piece" product to be free of defects in materials and workmanship for a period of five (5) years. ICS obligation under this warranty shall only be for replacement materials and reasonable* labor costs.

C. FIVE-YEAR INSULATED DOOR LIMITED WARRANTY

ICS warrants insulated cold storage room doors exclusive of all hardware and accessories to be free of defects in materials and workmanship for a period of five (5) years. ICS obligation under this warranty shall be for replacement materials only.

D. ONE-YEAR PARTS AND ACCESSORY ITEMS LIMITED WARRANTY

ICS warrants the following covered components to be free of defects in material and workmanship for a period of one (1) year. ICS obligation under this warranty shall only be for replacement materials and reasonable labor costs.

COVERED COMPONENTS:

1. Sheet metal finishes, panel components including fasteners and sanitation gasket material, personnel entry door components such as: handles, hinges, closers, latches, appendages, and fasteners as furnished by ICS, temperature indicating thermometers, electrical switches, shelving, alarms, door curtains, frame & door heater cables, security devices, roofing material, trim, light fixtures and ballasts.
2. Refrigerant compressor, refrigerants, air-cooled (or water-cooled) condenser heat transfer surfaces,

evaporator blower coil heat transfer surfaces, room thermostat, defrost timer, defrost terminator, fan delay controls, compressor low ambient control system components, contactors, relays, wiring, receiver vessel, suction accumulator, pressure controls, defrost heater elements, condensate drain line heater elements, over-current devices, refrigerant, electrical connectors, copper tubing, fan motors, fan blades, fan blade protection devices, and refrigerant control devices, condensate drain pans, electrical/mechanical controls, refrigerant filters, and fluid level indicators.

3. Any other component or part furnished by ICS will be covered for the duration of the original equipment manufacturers warranty period.

E. FOUR-YEAR EXTENDED COMPRESSOR LIMITED WARRANTY

ICS warrants the compressor, excluding service valves, pressure controls and starting components, to be free of defects in materials and workmanship for an extended period of four (4) years after expiration of the one-year parts and accessory items limited warranty listed above. The ICS obligation to pay for replacement shall never exceed the wholesale exchange price for a like compressor, which may be purchased locally by ICS. This extended compressor warranty does not cover or include any cost or expense for refrigerant, labor, vacuum pumps, reclaim machines, truck charges or travel time.

*In the event that the warranty covers "reasonable labor costs" such cost shall be determined and in accordance with the Warranty Claims Procedure, which can be found on all ICS equipment and at www.icsco.com. Overtime labor costs shall not be paid when service can be performed on straight time. Any repair or replacement of a covered component may be made with a functionally equivalent component, as determined by ICS.



**INTERNATIONAL
COLD STORAGE**

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EXCLUSIONS:

Items excluded from coverage under ICS warranties include, but are not limited to, the following: Charges for original installation, start-up, and control adjustments when not performed by ICS. Also, coverage does not apply to equipment which has been subject to removal from original installation site, dismantled and rebuilt or subject to any accident, alterations by unauthorized service, negligence, abuse, misuse, or improper installation, interconnect wiring or interconnect refrigerant piping of split refrigeration systems provided by others.

1. Consumables. These include, but are not limited to: light bulbs, bulb enclosures, batteries, mats, fuses, gaskets, curtains, and door sweeps.
2. Charges for service calls resulting in a diagnosis of equipment that was properly operating including, but not limited to: diagnosing equipment operating in a defrost mode, or power to the equipment was disconnected or interrupted, or that was shut down by over-current or high/low pressure controls, or that the indicating temperature device was incorrectly calibrated.
3. Failures caused by a) alteration/modifications or parts installed but not authorized by manufacturer, b) abuse and/or misuse of equipment, c) failure to provide adequate air flow around condenser and/or evaporator air coils, and/or d) failures caused by environmental effects and/or outside influences, including but not limited, fire damage, smoke damage, or explosions.
4. Cleaning debris or removing ice from a heat transfer surface, not caused by a defect in materials and workmanship.
5. The replacement of refrigerant without evidence of a leak in system components.
6. Adjustments of any operating control such as the thermostatic expansion valve, defrost components, pressure, oil safety, or temperature thermostat/ controller.
7. Floor panel failure caused by wet mopping, or flooding with water. Use of dollies, carts, or any material handling equipment incorporating lifting capabilities.

At no time shall any of the warranties contained herein include warranty for any damage or malfunction caused by or which may be attributed to normal wear and tear, accidents, alteration, abuse, misuse, flood, fire, war, nuclear contamination, negligence, or acts of God. Under no circumstances whatsoever shall ICS be liable to purchaser for any special, incidental, or consequential damages such as product loss, loss of potential revenues, etc. ICS shall not be liable under this agreement for any delays or faulty performance caused by any contingency beyond its control, including shortages of service providers or reduced availability of raw material, war, governmental restrictions or restraints, strikes or damages resulting from flood, fire,

lightning, rain, sun, or acts of God.

Claims must be received within 60 days of occurrence. Any claim submitted beyond 60 days will not be processed. ICS will repair or replace at its option F.O.B. factory any part, miscellaneous part, accessory item, any part of said refrigeration equipment, which is proven to be defective within the warranty coverage period. Inspection by ICS Customer Service Department of parts claimed defective shall be final in determining warranty status. This warranty is enforceable by and is for the exclusive benefit of the original purchaser and is not transferable or assignable. The above warranty shall not cover and ICS shall not warrant or be liable for any consequential damages or other losses caused by any such defects in materials or workmanship. Product loss, damage to any contents of the unit, or any other loss due to any defect in materials or workmanship or due to any malfunction of the unit is specifically excluded from this warranty. No further express or implied warranty is given by ICS and this Limited Warranty is in lieu of all other express or implied warranties. The above limited warranty shall be valid only when a warranty claim is made in accordance with the "Warranty Claims Procedure."

YOUR RESPONSIBILITIES:

In the event of a malfunction, you or a designee must notify ICS and follow the instructions given to file a warranty claim. You must obtain authorization from ICS before you have repairs performed. Failure to obtain prior authorization from ICS may result in denial of the claim up to and including null and voiding the warranty.

HOW TO SUBMIT A WARRANTY CLAIM:

1. Contact ICS at **800-333-5653** or **316-733-1385** for work authorization number prior to authorizing work. Visit ICS' website at www.icsco.com for a copy of this document should it be misplaced.
2. Provide the date of service, equipment model and serial number along with the installed business name, address, city, state, and phone number on all documentation for submission of the claim.
3. Submit original or copy of service company diagnosis and repair invoice, clearly showing nature of problem, and work performed along with parts used to correct the problem. Invoice must show labor hours and rate per hour, name and contact information of service provider.
4. Submit claim to:
Warranty Administration
INTERNATIONAL COLD STORAGE
215 E. 13th Street
Andover, KS, USA, 67002
5. Allow 4-5 weeks for claim to be processed and payment made.
6. Contact ICS Warranty Administrator should you have any questions in regards to the claim.