



HUSSMANN STANDARD RACK, MONOBLOCK, AND SYSTEMS POLICY

60-DAY LABOR WARRANTY

Husmann warrants to the original purchaser 60 days labor from date of shipment from Husmann factory. The labor warranty shall include standard straight time labor charges only as determined by Husmann.

1-YEAR PART WARRANTY

Husmann will provide a new part if determined it is a valid warranty failure. The agreement is to provide a one-time replacement for the original OEM part only for a period 1 year, **not to exceed 15 months** from date of shipment from Husmann factory.

Husmann reserves the right to request failed part(s) claimed under OEM warranty returned to Husmann for testing and analysis for consideration of reimbursement.

1-YEAR COMPRESSOR WARRANTY

(If so equipped)

Husmann warrants a one-time compressor replacement for a period of 1 year, **not to exceed 15 months** from date of shipment from Husmann factory and is applicable to the original OEM compressor only. This warranty does not include any other components or materials.

PURCHASED 4-YEAR EXTENDED COMPRESSOR WARRANTY

(If so equipped and purchased at time of original order with Husmann OEM factory)

The purchased extended compressor warranty is in addition to the standard Husmann Limited Warranty for parts on said refrigeration system and begin from date of shipment from Husmann factory. Husmann Corporation agrees to reimburse for the actual cost of a purchased compressor from the nearest compressor manufacturer's authorized wholesaler. The agreement to reimburse is only applicable to the original OEM compressor that shipped from the factory, **totaling 1 compressor replacement for the full 5-year duration, from Husmann Manufacturing ship date, of the standard Husmann Limited Warranty and the Purchased Extended Compressor Warranty combined**, and if it falls outside the compressor manufacturer's warranty period coverage. This extended warranty does not include any other components or materials. No service or labor charges related to or incidental to the compressor replacement will be covered during this period, outside of the standard OEM warranty policy terms.

The commitment of replacement and or reimbursement for any compressor warranty must prove to the satisfaction of Husmann that the compressor is inoperative due to defects in the material or workmanship under normal use and service. Husmann reserves the right to inspect the jobsite, installation, and reason for failure, as well as obtain failure analysis from the compressor supplier as a condition precedent to honoring any warranty.

*****Please note. A Husmann Compressor Form must be completed and attached in the claim along with other applicable documentation if any applicable claim is filed associated to a compressor replacement.***

PROCESS TO OBTAIN COMPRESSOR

The customer's service provider must go to the nearest compressor manufacturer's authorized wholesaler. When the said failed compressor is within the compressor manufacturer's coverage period, the authorized wholesaler will exchange at no cost to the customer's service provider when the service provider returns the failed compressor to the wholesaler location. Should the said failed compressor fall outside the compressor manufacturer's coverage, the customer's service provider is required to purchase the compressor, return the failed compressor to the authorized wholesaler for core credit, if applicable, and submit the claim to Husmann with the final bill of sale (noting the core credit, if applicable, and without mark-ups) for reimbursement consideration. The equipment serial number, failed compressor serial number and model, and the replacement serial number and model must be submitted on the claim. All claims must be submitted for review within the Husmann claim filing guidelines with proper information provided.

REPORTING WRONG/MISSING ITEMS

Report any parts wrong/missing to Husmann no more than 30 days from delivery to site, not to exceed 60 days from shipment from Husmann factory. After this time has expired, Husmann will assume the parts are correct or lost during the installation and Husmann OEM warranty coverage will not cover those items.

LABOR STANDARDS FOR HUSSMANN STANDARD RACKS AND SYSTEMS

(If so equipped)

		RACKS/SYSTEMS	
		HOURS	
ELECTRICAL			
Controller (system)	Board, Controller, Display	4	
	Transducer	3	
Motor	Condenser, Evaporator, Exhaust	3	When more than one failure on like component on service call, standard labor guidelines apply on first motor & each additional motor is 1 hour.
Component (other)	Contact, Relay, Sensor, Switch	3	When more than one failure on like component on service call, standard labor guidelines apply on first component & each additional component is 1.5 hours.
Wiring	Repair times vary depending on the problem and the rack/system	X	Complete explanation of failure & repair required; photos of the issue found before repair & after the repair must be included with claim.
REFRIGERATION			
Coil	Condenser, Evaporator	8/10*	*Krack Systems Only
Compressor		10/5*	*Scroll
Valve	Shut-off, Solenoid	4	When more than one failure on like component on service call, standard labor guidelines apply on first valve & each additional valve is 2 hours.
Component (other)	Pressure Control, Sight Glass	4	When more than one failure on like component on service call, standard labor guidelines apply on first component & each additional component is 2 hours.
Piping	Repair times vary depending on the problem and the rack/system	X	Complete explanation of failure & repair required; photos of the issue found before repair & after the repair must be included with claim.
Hours noted are total man hours allowed			
These are the Hussmann standard labor guidelines for component replacement within Hussmann OEM policy terms. Any hours claimed over the guidelines are not guaranteed payment and would require detailed information for review and consideration.			
Hussmann reserves the right to alter or change the labor hours of its limited warranty at any time and without notice. The warranty policy that applies to your purchase shall be the one in effect on the date of product shipment. For current policy guidelines, additional warranty schedules, warranty claim procedures and forms; go to www.hussmann.com .			

Parts Containing Limited Coverages beyond Standard OEM Equipment Parts Warranty

(If so equipped)

PARTS	APPLICABILITY	Requirements/Exclusions (In addition to Hussmann Corporation Warranty Exclusion)	Part coverage‡
Suspended Coils	Krack-Levitor II product only	Photos/video of entire coil and leak area required prior to warranty consideration for any parts orders and labor claims. **Signs of corrosion/pitting/exposure are not covered	36
‡ All part coverage is months total from Hussmann OEM factory ship date			

WARRANTY EXCLUSIONS

THIS WARRANTY SHALL NOT APPLY TO LOSS OF FOOD OR CONTENTS OF THE PRODUCTS DUE TO FAILURE FOR ANY REASON. HUSSMANN SHALL NOT BE LIABLE FOR:

- Any damages, delays, or losses, direct, consequential, incidental, or otherwise, which may arise in connection with such equipment or part thereof; including loss of profit, additional labor cost, or injury to personnel or property caused by defective material or parts.
- Delays or damages caused by carriers during shipment, handling/managing or installation, customer scheduling conflicts with provider, which incur costs or by environmental exposure; or caused by fire, flood, strikes, vandalism, or other circumstances beyond its control.
- When the product usage is other than as recommended by Hussmann or installed or operated in a manner contrary to the printed instructions covering installation and service, which accompanied such product without the written consent of Hussmann.
- Shelving/wire rack damages caused by improper installation and/or overloading beyond the specified weight limits.

- Improper electrical connections (such as, but not limited to, incorrect supply voltage, low or unstable supply voltage, the use of extension cords, the use of generators, etc.).
- When operation of the product is impaired due to improper drain installation.
- When the equipment is subject to negligence, abuse, misuse; inclusive of the removal, defacing or altering of the serial number tag.
- Items related to lack of maintenance, store conditions, or environmental conditions (such as, but not limited to, mold, biological growth, corrosion, humidity, etc.).
- Installation or operation in a corrosive atmosphere, or otherwise in contact with corrosive materials (e.g., mold, chlorine, fluorine, salt, recycled wastewater, urine, fertilizers, or other damaging substances or chemicals).
- Payment of labor for any removal or installation of warranted parts, unless specifically called out on the Warranty Schedule posted on the Hussmann Website, in effect at the date of shipment of the product.
- Travel to and from store locations and work sites beyond Hussmann standard travel allowance as per the Hussmann repair guidelines—travel exclusions include truck charges, fuel surcharges, mileage, driver fees, parking, and tolls.
- Store visits where providers are unable to get into store, work was already performed, and or not limited to No Trouble Found.
- Diagnostics beyond Hussmann standard diagnostic allowance as per the Hussmann repair guidelines—diagnostic exclusions include, but not limited to, time spent with Tech Support/Hussmann reps or equipment/part suppliers for troubleshooting/resolution.
- Per diem (such as, but not limited to, lodging, meals, rentals, etc.).
- Administrative fees for preparing claims or entering them into Hussmann claim system.
- No mark-ups of any kind.
- Refrigerant is not covered.
- Costs related to expedited shipping or handling/managing of replacement parts, item freight and duty.
- Periodic maintenance items such as: filters, driers, gaskets/seals, door gaskets, lamps, fuses, etc. or ancillary components that have not been compromised and are otherwise in good working condition.
- Adjustments such as, but not limited to, temperature, defrost, superheat, door tension, etc.
- Collateral damages to components/equipment related to other parts.
- Tightening of components such as, but not limited to, quick connects, drain lines, valves, packing nuts, caps, electrical plugs/connections, etc. .
- Overtime, double-time, or holiday charges regarding labor.
- Tools/materials or other items used for repair.
- LED failure resulting from subjecting the LED fixture or its components to stress or use in an abnormal manner including under/over voltage conditions, incorrect installation, usage with a non-approved power supply and/or usage outside approved environmental conditions. *Approved operating environment: Operation at a rated DC voltage or DC current; Operating temperature range of power supply unit must conform to power supply manufacturer's recommendations. This warranty applies only when fixture is used for temperature-controlled display applications within an operating temperature range of -22° to +77° F (-30° C to +25° C).
- Condensation/frost build-up on inside and outside of LED light fixture.
- Use of non-approved power supply or LED fixture failures caused by applying unapproved power supply.
- Lumen degradation or variation in any optical properties of LED light fixture.
- The performance or integrity of the fluorescent lamp holders or failures stemming from lamp holder performance.
- Standard or fluorescent bulbs are not covered under OEM.
- Use of LED power supplies in damp or wet applications.
- All other LED failure modes not listed in limited warranty coverage section.
- To defend, indemnify or hold harmless any purchaser or end-user for any claims, demands, lawsuits or actions of any nature.

***+Hussmann reserves the right to alter or change the terms of its limited warranty at any time and without notice. The warranty policy that applies to your purchase shall be the one in effect on the date of product shipment. For current policy guidelines, additional warranty schedules, warranty claim procedures and forms; go to www.hussmann.com.**

***+ Hussmann's product warranty is processed through the Tavant warranty management system (TWMS) and will be administered to the aforementioned policy and labor standards published on the Hussmann website at www.hussmann.com/support/warranty. Failure to comply to the terms and conditions of service and the Hussmann policies will result in a denial of warranty.**

PATENT WARRANTY

Hussmann warrants that its products do not infringe the claims of any existing United States patent, but Hussmann makes no warranty against infringement by reason of the use thereof either in combination with other products or in the operation of any process or use of the products other than for their intended purpose. This warranty is subject to purchaser promptly notifying Hussmann in the event of any action for such infringement brought against purchaser and permitting Hussmann to participate in the defense of such action. Hussmann reserves the right to modify or replace any product alleged to constitute an infringement, or to remove such product and refund the amount paid by purchaser, therefore. This warranty is not transferable. The foregoing patent warranty shall not apply to any product or part thereof made to purchaser's design, and as such product or part. Hussmann assumes no liability for patent infringement. The foregoing states the entire liability of Hussmann regarding patent infringement. Any warranty repair made by Hussmann or other providers shall not extend the term of the warranty. THE WARRANTIES RECITED ABOVE ARE THE ONLY WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, MADE BY HUSSMANN WITH RESPECT TO ITS PRODUCTS, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS, AND HUSSMANN NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT, ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH THE SALE OF ITS PRODUCTS OR ANY PART THEREOF.