



HUSSMANN STANDARD WARRANTY POLICY SC-21 STORE CONNECT HUB

60-DAY LABOR WARRANTY

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

180-DAY 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 of 180 days 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.

***Any warranty claim filed, must submitted to Husmann within 45 days of the warranty repair date with required current warranty documentation and submitted via email to SCWarranty@husmann.com.** Husmann reserves the right to request installation, service and inspection documents for claims review and processing and may reject any claim where the customer cannot provide this information were performed pursuant to the corresponding IO manual.

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.

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:**

- Payment of labor due to failure of the power supply, antennas, and/or customer data network.
- Payment of labor for any removal or installation of warranted parts.
- 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 Husmann 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 Husmann.
- Improper electrical connections, incorrect supply voltage, low or unstable supply voltage, the use of extension cords.
- 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, etc.)
- Payment of labor for any removal or installation of warranted parts, unless specifically called out on the Warranty Schedule posted on the Husmann Website, In effect at the date of shipment of the product.
- Travel to and from store locations and work sites beyond Husmann standard travel allowance as per the Husmann repair guidelines—travel exclusions include truck charges, fuel surcharges, mileage, driver fees, parking, and tolls.
- Per Diem (such as, but not limited to lodging, meals, rentals, etc.)
- Administrative fees for preparing claims or entering them into Husmann claim system.
- Mark-ups on items used to repair cases.
- 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.
- Adjustments such as but not limited to temperature, defrost, superheat, door tension, etc.
- Payment of refrigerant loss beyond Husmann standard allowance as per the Husmann repair guidelines.

- Overtime, double-time, or holiday charges regarding labor.
- Payment of refrigerant loss beyond Hussmann standard allowance as per the Hussmann repair guidelines.
- Overtime, double-time, or holiday charges regarding labor.
- Tools/items used for repair, beyond Hussmann standard allowances as per the Hussmann repair guidelines.

***+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.**

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.