



HEATCRAFT REFRIGERATION PRODUCTS LIMITED WARRANTY

PLEASE READ DISPUTE RESOLUTION SECTION CAREFULLY, AS IT AFFECTS YOUR LEGAL RIGHTS

LIMITED WARRANTY

Subject to the terms below, this Limited Warranty covers equipment, products, and service parts (“Products”) sold by Heatcraft Refrigeration Products LLC (“Seller” or “Heatcraft”). This Limited Warranty covers repair Products only. It does NOT cover Products, equipment, components, or parts that must be replaced as part of a regular maintenance program, such as filters, driers, refrigerant, compressors, refrigerant reclamation, fuses, surge protection devices, gaskets, belts, writing, and oil nozzles. This Limited Warranty also does NOT cover other services or costs for or relating to replacement of warranty Products, including, but not limited to, trip charges, diagnostics, labor, or freight.

WARRANTY PERIOD

Except with respect to the Products and Product models expressly identified below, this Limited Warranty runs for one (1) year from date of original equipment start-up, or eighteen (18) months from date of shipment by Seller based on Seller’s records, whichever occurs first (the “Warranty Period”). The installation of replacement Products under this Limited Warranty does not extend the Warranty Period.

The Products and/or Product models listed below shall have a Warranty Period as set forth below:

THERMO-FLEX™ OR FLOATING TUBE™ DESIGN COIL

Seller warrants the Thermo-Flex/Floating Tube Design Coil of the “BM,” “BEM,” “BH,” “BEH,” “CM,” “CEM,” “CH,” “CEH,” “HM,” “HEM,” “HH,” “HEH,” “MM,” “LEM,” “ML,” “LH” AND “LEH” series of Unit Coolers; the coil section of the “BLV,” “BCV,” “BDVS,” “BBV,” “JLD,” “BCD,” “JDDS,” “JBD,” “BDT,” “BCH,” “BDN,” “BCN,” “BDS,” “BCH,” “BDB,” “BZT,” “BZN,” “BZS,” “BZB,” “CDD,” “CCD,” “CDDS,” “CDT,” “CCH,” “CDN,” “CDS,” “CZT,” “CZN,” “CCN,” “CZS,” “HDD,” “HCD,” “HDDS,” “HDT,” “HCH,” “HDN,” “HDS,” “HZT,” “HZN,” “HCN,” “HZS,” “LDV,” “LDVS,” “LDD,” “LCD,” “LDDS,” “LDT,” “LCH,” “LDN,” “LDS,” “LZT,” “LZN,” “LCN,” and “LZS” condensing units, and the coil section of the “BN,” “BC,” “CN,” “CC,” “HN,” “HC,” “LN” and “LC” models of Air-cooled Condensers, and “AEH,” “AEW,” “AEX,” unit coolers, and “ACV,” “ACD” condensing units of MAGNA industrials for a period of five (5) years from shipping date based on Seller’s records. This Extended Limited Warranty applies only to leaks in the coil tubes containing refrigerant at the point of and caused by tube contact with the end or center coil support sheets that are documented and verified by Seller. For these Products, the Limited Warranty provides no other or additional coverage. Thus, for example, this Limited Warranty does NOT include or cover leaks at header and weld joints, split tubes, or leaks caused by failure to operate the product in accordance with published guidelines for operation and installation of equipment, and excludes any fines or fees related to refrigerant leaks.

If a model satisfies the above requirements and is covered through this Limited Warranty, the Limited Warranty coverage shall be limited solely to the following: (1) providing a replacement coil tube and (2) reimbursement of the replacement cost of refrigerant lost solely as a result of the covered leaking coil tube. The replacement cost will be limited to (1) one full system charge and (2) Seller’s indexed nationwide average of refrigerant cost per pound.

AIR-COOLED CONDENSERS

The Warranty Period for the following models of Air-Cooled Condensers—Models “BN,” “CN,” “HN,” “LN” and “NRG”—is two (2) years from date of original installation or thirty (30) months from the date of shipment by Seller based on



Seller's records, whichever first occurs.

OPTIONAL EC CONDENSER FAN MOTORS EC MOTORS

The Warranty Period for five Blade motor assemblies is three (3) years from date of original installation or forty-two (42) months from date of shipment by Seller based on Seller's records, whichever first occurs.

UNIT COOLER EC FAN MOTORS

The Warranty Period for Unit Cooler EC Fan Motors is two (2) years from date of original installation or thirty (30) months from date of shipment by Seller based on Seller's records, whichever first occurs.

BEACON II™ CONTROL SYSTEMS, QUICK RESPONSE CONTROLLER (QRC) & INTELLIGEN™ CONTROLLER

The Warranty Period for the Beacon II™ Control System, Quick Response Controller, and IntelliGen™ Controller parts is three (3) years from the date of original installation or forty-two (42) months from the date of shipment by Seller based on Seller's records, whichever first occurs.

PRO³ PACKAGED REFRIGERATION SYSTEM

The Warranty Period for the PRO3 Packaged Refrigeration System is two (2) years from date of original installation or thirty (30) months from date of shipment by Seller based on Seller's records, whichever first occurs.

HYPERCORE™ MICROCHANNEL COIL

The Warranty Period for the Hypercore™ Microchannel Condenser Coil is two (2) years from date of original installation or thirty (30) months from date of shipment by Seller based on Seller's records, whichever first occurs.

SMART DEFROST KIT™

The Warranty Period for the Smart Defrost Kit™ is two (2) years from date of original installation or thirty (30) months from date of shipment by Seller based on Seller's records, whichever first occurs.

LG SCROLL COMPRESSORS

The Warranty Period for the LG Scroll Compressors is two (2) years from date of original installation or thirty (30) months from date of shipment by Seller based on Seller's records, whichever first occurs.

MAGNA® INDUSTRIAL REFRIGERATION

The Warranty Period for the Magna Industrial branded products is two (2) years from date of original installation or thirty (30) months from the date of shipment by Seller based on Seller's records, whichever first occurs.

MOTOR COMPRESSORS

Motor compressor replacements or exchanges shall be made through the nearest authorized wholesaler of the motor compressor manufacturer (not at Seller's factory) and no freight shall be allowed for transportation of the motor compressor to and from the wholesaler. The replacement motor compressor shall be identical to the model of the



CATALOG PRODUCTS WARRANTY

motor compressor being replaced. Additional charges, which may be incurred throughout the substitution of other than identical replacements, are not covered by this Limited Warranty. An optional, non-assignable, three (3) or four (4) year extended compressor warranty and/or service agreement may be purchased for extra cost within the boundaries of the United States of America, its territories and possessions, and Canada.

Replacements within the time period of the Limited Warranty (as modified in some instances as stated above) are available through the distributor; for the remaining years, the Purchaser must submit a proof-of-purchase of a compressor and supply it to Heatcraft Warranty Claims for reimbursement. The Limited Warranty covers only the replacement of the motor and not labor or other components or parts. Other requirements apply in addition to the requirements and exclusions set forth in the Limited Warranty.

WARRANTY COVERAGE

This Limited Warranty is only available for Products that were sold and installed within the Continental United States of America and Canada, applies only to the original purchaser of the Products (the "Purchaser"), and is not assignable. Any purported assignment by Purchaser violates this term and shall be deemed null and void.

If, during the Warranty Period, Products covered by this Limited Warranty are found to Seller's reasonable and good faith satisfaction to be defective upon examination, the Product will, at Seller's discretion, be (1) repaired or (2) replaced and returned to Purchaser via lowest common carrier F.O.B. Seller's dock. Alternatively, Seller may, at its option and in its sole and absolute discretion, grant Purchaser a credit for the purchase price of the Product.

Purchaser will be responsible and must pre-pay for all shipping, freight, and handling charges, as well as all fees, costs, and expenses arising out of or relating to warranty service under this Limited Warranty, including, but not limited to, all trip charges, diagnostics, labor and other costs arising out of or relating to diagnosing, removing, repairing, servicing, or replacing any Product. For replacements, Heatcraft's sole responsibility under this Limited Warranty is to provide a replacement Product as set forth above.

In the event that a Product covered by this Limited Warranty is no longer reasonably available, Heatcraft may, at its option and in its sole and absolute discretion, provide a substitute Product or grant Purchaser a credit for the purchase price of the applicable Product.

Additional fees, cost, and expenses are not covered by this Limited Warranty, including, but not limited to, fees, costs, and expenses arising out of or relating to refrigerant loss; food loss; sales, revenues and/or profit loss; the substitution of other than identical replacements; and/or labor.

Extended Service Agreements or additional warranties or coverage not set forth herein are provided by a third party not affiliated with Heatcraft. In no event shall Heatcraft be responsible for such agreements, warranties or coverage or the third party's performance of its obligations thereunder.

MAKING A WARRANTY CLAIM

All warranty claims must be made by Purchaser in writing to Heatcraft by email (at hripdwcr@heatcrafttrpd.com) or by facsimile (to 866-475-4968 Attn: Warranty Claims). In order for a warranty claim to be valid, it must be submitted to Heatcraft in writing within the Warranty Period— otherwise such claim will be deemed waived and/or outside of the warranty coverage period.

To make a warranty claim, Purchaser must provide required information to Heatcraft's Warranty Claims Department or using WebWarranty, which is available to Heatcraft customers with access to The HUB or Access2Answers. Required information includes but is not limited to the following:



CATALOG PRODUCTS WARRANTY

- Model(s) and serial number(s) of Product(s) involved
- Shipping address (where Purchaser would like the replacement part sent)
- Original purchaser of Product and address or original invoice/acknowledgment number
- Start-up date of the Product involved
- Failure date of the part being replaced
- Part number or description
- Reason for replacement or repair
- Itemized invoice of costs to repair
- Actual service and/or wholesaler invoice
- Any other information reasonably requested by Heatcraft (Note – Proof of prior maintenance or purchase may also be required)

Providing a purchase order may be necessary and will expedite replacement of parts.

If Purchaser fails to submit any of the required information, including, but not limited to, failing to provide any of the information enumerated above, Heatcraft shall be permitted to reject the warranty claim.

Once a warranty claim is processed, an invoice will be issued to the Purchaser if the Product is covered by this Limited Warranty and Heatcraft determines at its discretion that the Product should be replaced. The invoice will note if the Product can be “field scrapped” or if the Product needs to be returned to Heatcraft. Purchaser must receive written permission from Heatcraft to return the Product. Contact your Heatcraft Sales Representative or a Heatcraft warranty representative at 800-321-1881 Option 5. If Heatcraft authorizes the return of the Product, the process for returning products set out in Heatcraft’s **Returned Products Policy** (included in its Terms and Conditions of Sale), which is incorporated herein, applies. For all warranty returns, Heatcraft will process a credit memo offsetting the amount of the invoice, plus any surface freight charges.

WARRANTY FIELD REPAIRS

Once a warranty claim is processed, Heatcraft may determine, in its sole and absolute discretion, that a Product covered by this Limited Warranty may be repaired in the field. When written authorization is given by Heatcraft, a Field Repair Authorization Number will be issued to Purchaser for an independent, approved technician or a Heatcraft Field Service Engineer to conduct the repairs. This number will reference the estimated costs of repairs. If the repairs are conducted by an independent service technician, Purchaser must send the original service invoice to Heatcraft within thirty (30) days of completion of the repairs, along with copies of any additional documentation required by Heatcraft. The invoice must be complete with a description of all work performed, an itemized breakdown of labor and material, along with the model and serial number of the Product. The Field Repair Authorization Number should also be noted. Any services or warranty field repairs provided by Heatcraft are subject to the Heatcraft Service and In-Field Repair Policy, which is incorporated herein by reference.

All approved warranty field repairs will be reimbursed by Heatcraft to Purchaser solely in the form of a credit to Purchaser’s account. Repairs to Products covered by this Limited Warranty should not be performed without prior written authorization from Heatcraft (except during extenuating circumstances that preclude prior contact). Extenuating circumstances are those circumstances in which a repair is needed to prevent serious injury or property damage. In those instances when a warranty field repair is performed without Heatcraft’s prior written approval, (1) reimbursement may, or may not be allowed and (2) the repair is the sole responsibility of Purchaser. Repairs to Products not covered by this Limited Warranty are not Heatcraft’s responsibility and will be at the discretion of Purchaser, customer, or end user.

If Purchaser fails to comply with any of the terms or conditions of this Warranty Field Repairs section, Heatcraft shall have the right to reject the warranty claim and/or reject any service invoice from the independent, approved technician. In that event,



Purchaser shall be solely responsible for all fees, costs, and expenses arising out of or relating to any repair.

WARRANTY DISCLAIMERS, LIMITATIONS, AND EXCLUSIONS

The following limitations and exclusions apply to this Limited Warranty:

1. This Limited Warranty does not apply unless the Products containing the applicable Product is properly installed and maintained in accordance with Heatcraft's installation and operation and maintenance instructions; these are provided with the Products or available by contacting Heatcraft.
2. This Limited Warranty does not apply if the Product containing the applicable Product is moved after its initial installation; if the serial number on the Product or applicable Product has been altered, defaced, or removed; or if the final destination of the Product is unknown to Heatcraft or not indicated on the sales order provided to Heatcraft.
3. This Limited Warranty does not apply unless the installation and all repairs of the Products containing the applicable Product are performed by a licensed professional/contractor experienced with the applicable Product and familiar with local codes and regulations, using manufacturer-specified service Products.
4. This Limited Warranty does not cover Products that do not meet and/or are installed in violation of regional government standards or other government requirements.
5. This Limited Warranty does not cover damage or defect arising out of, relating to, or resulting, in whole or in part, from:
 - a. Any act of God, including, but not limited to, fire, floods, wind, lightning, hurricanes, tornadoes or earthquakes;
 - b. Mold;
 - c. Installation or operation in a corrosive atmosphere, or otherwise in contact with corrosive materials (e.g., chlorine, fluorine, salt, recycled wastewater, fertilizers, or other damaging substances or chemicals);
 - d. Accident, misuse, neglect, or unreasonable use or operation of the Product, including, but not limited to, operation of the Products, components, or electrical equipment on low, high or improper voltages (low and high voltage is defined as more than a 5% drop below or 10% higher than name plate voltage ratings) or voltages other than in the range specified by Heatcraft (includes damages caused by brownouts). Operation of proper field supply voltage to the Products is the responsibility of Purchaser or end user;
 - e. Improper wiring connection of controls or safety switch circuits;
 - f. Modification, change or alteration of the Product, except as directed in writing by Heatcraft;
 - g. Operation with system components that do not match or meet the specifications recommended by Heatcraft;
 - h. Use of accessories or additives that have not been approved by Heatcraft that are installed on or in the Products;
 - i. Use of contaminated or alternate refrigerant;
 - j. Cosmetic or other damages that do not hinder or impair the Product's performance;
 - k. Any action or inaction by a third party, including, but not limited to, any shipper, carrier, distributor, or installer; and/or
 - l. Damage caused by frozen or broken water pipes.
6. **HEATCRAFT MAKES NO EXPRESS WARRANTIES OTHER THAN THE LIMITED WARRANTY SPECIFIED HEREIN. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED TO THE EXTENT LEGALLY PERMISSIBLE. ALL OTHER OBLIGATIONS OR LIABILITIES OF HEATCRAFT ARE HEREBY DISCLAIMED. Should an exclusion or limitation of the warranty be unenforceable, such implied warranties are in any event limited to a period of one (1) year. **



CATALOG PRODUCTS WARRANTY

7. **IN NO EVENT SHALL HEATCRAFT HAVE ANY LIABILITY FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL AND/OR PUNITIVE DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOSS OF USE, HIGHER UTILITY COSTS, REFRIGERANT LOSS, FOOD LOSS, BUSINESS VALUATION LOSS, BUSINESS INTERRUPTION, SALES LOSS, LABOR FOR REMOVING AND RESTOCKING PRODUCT, OR PROPERTY DAMAGES, EVEN IF SUCH DAMAGES ARE FORESEEABLE. HEATCRAFT'S MAXIMUM LIABILITY FOR DAMAGES IS LIMITED TO THE AMOUNT PAID BY THE PURCHASER FOR THE PARTICULAR PRODUCT INVOLVED. Some states do not allow limitations on the duration of an implied warranty or the exclusion or limitation of incidental or consequential damages. In such states, the limitations or exclusions may not apply to Purchaser.**
8. Heatcraft will not pay electricity or fuel costs, or increases in electricity or fuel costs, for any reason whatsoever. This Limited Warranty does not cover lodging expenses.
9. Heatcraft will not be responsible for any default or delay in performance under this Limited Warranty.

DISPUTE RESOLUTION

NOTE - Please read this section carefully as it affects your rights and the resolution of Disputes.

1. Contact Heatcraft: Please report any Dispute (defined below) to:
Heatcraft Refrigeration Products LLC
ATTN: Warranty Department
2175 West Park Place Blvd., Stone Mountain, GA 30087
2. **Mandatory Arbitration: Both Purchaser and Heatcraft agree that all Disputes must be resolved exclusively through final and binding arbitration, and not by a court or jury; however, Purchaser or Heatcraft may assert claims in small claims court if (i) the claims qualify for small claims court, (ii) the matter remains in small claims court, and (iii) the matter proceeds only on an individual (not a class or representative) basis.**

Both Purchaser and Heatcraft waive the right to a trial by jury and any right to have a Dispute heard in court. Instead, all Disputes must be resolved in arbitration by a neutral third-party arbitrator. In arbitration, Disputes are resolved by an arbitrator instead of a judge or jury, discovery is more limited than in court and the arbitrator's decision is subject to limited review by courts. However, the arbitrator must follow the law and can award the same damages as in court, including monetary damages, injunctive relief, declaratory relief and other relief. The arbitrator's award can be confirmed in any court of competent jurisdiction.

A single arbitrator, with the American Arbitration Association ("AAA"), will conduct the arbitration, and the award may not exceed the relief allowed by applicable law. The arbitration will be conducted in the county of Purchaser's primary place of business or other mutually agreed location. For claims of \$50,000 or less, the AAA's Supplementary Procedures for consumer-related Disputes will apply. For claims over \$50,000, the AAA's Commercial Arbitration Rules will apply. If either set of rules is not available, the AAA rules applicable to consumer Disputes apply. The AAA's rules and a form initiating arbitration proceedings are available at www.adr.org or by calling 1-800-778-7879.

This arbitration provision is subject to the Federal Arbitration Act ("FAA"), which governs its interpretation and enforcement. To the extent the FAA does not apply to any Dispute, the laws of the State of Georgia, without regard to principles of conflicts of law, will apply. The Parties intend for this arbitration provision to be construed as broadly as possible to require arbitration.

Except as expressly set forth in the Arbitration Class Action Waiver below, the arbitrator(s) will decide all issues of enforceability interpretation and application of this Dispute Resolution section, the arbitration provision, and this Agreement, with the exception of deciding whether the Arbitration Class Action Waiver below is valid or enforceable. Except as expressly stated otherwise



CATALOG PRODUCTS WARRANTY

below, a court will resolve any question regarding the validity or enforceability of the Arbitration Class Action Waiver. This provision is intended to be and shall constitute a delegation provision.

This Dispute Resolution section shall survive the expiration and termination of these Terms.

This arbitration agreement does not preclude Purchaser from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if applicable Law allows, seek relief against Heatcraft on Purchaser's behalf.

The prevailing party in any arbitration shall be awarded its (a) arbitration fees, costs, and expenses; (b) reasonable expert fees, costs, and expenses; and (c) reasonable attorneys' fees, costs and expenses.

Arbitration Class Action Waiver (for all states other than California) – HEATCRAFT AND PURCHASER AGREE THAT ARBITRATION WILL PROCEED SOLELY ON AN INDIVIDUAL BASIS AND NO DISPUTE WILL BE ARBITRATED AS A CLASS ACTION, CONSOLIDATED WITH THE CLAIMS OF ANY OTHER PARTY, OR ARBITRATED ON A CONSOLIDATED, REPRESENTATIVE OR PRIVATE ATTORNEY GENERAL BASIS. Unless Heatcraft and Purchaser agree otherwise in writing, the arbitrator's authority to resolve and make awards is limited to Disputes between Heatcraft and Purchaser. The arbitrator's award or decision will not affect issues or claims involved in any proceeding between Heatcraft and any person or entity who is not a party to the arbitration. The arbitrator may award monetary, declaratory, or injunctive relief only in favor of the individual Party seeking relief and only to the extent necessary to provide relief warranted by that Party's individual claim. The arbitrator's award, if any, will not apply to any person or entity that is not a party to the arbitration. A court, not the arbitrator, will decide any questions or disputes regarding the enforceability of this Arbitration Class Action Waiver. If a court deems any portion of this Arbitration Class Action Waiver invalid or unenforceable, the entire arbitration provision (other than this sentence) will be null and void and not apply. For the avoidance of doubt, in no event shall an arbitration occur on a class or collective basis.

Arbitration Class Action Waiver (for California) – HEATCRAFT AND PURCHASER AGREE THAT ARBITRATION WILL PROCEED SOLELY ON AN INDIVIDUAL BASIS AND NO DISPUTE WILL BE ARBITRATED AS A CLASS ACTION, CONSOLIDATED WITH THE CLAIMS OF ANY OTHER PARTY, OR ARBITRATED ON A CONSOLIDATED, REPRESENTATIVE, OR PRIVATE ATTORNEY GENERAL BASIS; PROVIDED, HOWEVER, THAT BUYER SHALL BE PERMITTED TO SEEK AND OBTAIN PUBLIC INJUNCTIVE RELIEF IN ARBITRATION. Unless Heatcraft and Purchaser agree otherwise in writing, the arbitrator's authority to resolve and make monetary damage awards is limited to Disputes between Heatcraft and Purchaser. The arbitrator may award monetary relief only in favor of the individual Party seeking relief and only to the extent necessary to provide relief warranted by that Party's individual claim. The arbitrator's monetary award, if any, will not apply to any person or entity that is not a party to the arbitration. A court, not the arbitrator, will decide any questions or disputes regarding the enforceability of this Arbitration Class Action Waiver other than a dispute over whether this Arbitration Class Action Waiver is enforceable under *McGill v. Citibank, N.A.*, 2 Cal 5th 945 (2017) and related case law (that question shall be determined by an arbitrator). If a court deems any portion of this Arbitration Class Action Waiver invalid or unenforceable, the entire arbitration provision (other than this sentence) will be null and void and not apply. For the avoidance of doubt, in no event shall an arbitration occur on a class or collective basis.

Non-Arbitration Class Action and Jury Waiver – If for any reason any Dispute proceeds in court rather than arbitration, Heatcraft and Purchaser waive any right to a jury trial, and the Dispute will proceed solely on an individual, non-class, non-representative basis. Neither Heatcraft and Purchaser may be a class representative or class member or otherwise participate in any class, consolidated, private attorney general, or representative proceeding; provided, however, that Purchasers in California can seek and obtain public injunctive relief.



CATALOG PRODUCTS WARRANTY

DEFINITIONS

In addition to the terms defined above, the following definitions will apply to this Limited Warranty:

1. The terms "Dispute" and "Disputes" will be broadly interpreted to include any claims, disagreements or controversies that Purchaser and Heatcraft had, have or may have against each other, whether based in contract or tort or on a statute or regulation or any other legal theory, including, without limitation, all claims, disagreements or controversies related in any way to or arising in any way out of:
 - a. the Products and components covered by this Limited Warranty;
 - b. any other Heatcraft product, equipment, component, or service;
 - c. any Heatcraft advertising, representation, or marketing;
 - d. any contract, warranty, or other agreement Purchaser had or has with Heatcraft;
 - e. any Heatcraft billing or other policy or practice;
 - f. any action or inaction by any Heatcraft officer, director, employee, agent, or other representative relating to any Heatcraft product, equipment, component, marketing, representation or service;
 - g. any claims Purchaser brings against a third party (such as a distributor, dealer or repair service) that are based on, relate to or in any way arise out of any Heatcraft product, equipment, component, marketing, representation or service;
 - h. any claims Heatcraft brings against Purchaser; and
 - i. any aspect of the relationship between Purchaser and Heatcraft.
2. "Dispute" and "Disputes" includes claims, disagreements or controversies that arose at any time, including before this Limited Warranty became operative and after this Limited Warranty is terminated.
3. "Heatcraft" refers to Heatcraft Refrigeration Products LLC, Lennox International Inc., as well as their parents, affiliated companies, related companies, subsidiaries, divisions, departments, business units, representatives, predecessors in interest, successors, and assigns.
4. "Limited Warranty" refers to this document.
5. "Purchaser" refers to the person or entity that originally purchased the Product.

WARRANTY DEPARTMENT CONTACT

The contact information for the Heatcraft Warranty Department is as follows:

Heatcraft Refrigeration Products LLC
ATTN: Warranty Department
2175 West Park Place Blvd., Stone Mountain, GA 30087
hrpdwcr@heatcraftprd.com
Fax: 866-475-4968 Attn: Warranty Claims
800-321-1881 Option 5.

You can also contact a Heatcraft Customer Service Representative at 800-321-1881 Option 1 between the hours of 8:00 AM to 5:00 PM Eastern Time.