



## **OFFICIAL WARRANTY CERTIFICATE**

This warranty is subject to all of the terms and conditions stated below.

### **Warranty Claim**

Proof of purchase, model number of the unit, the serial number of the cabinet, date of installation, and all pertinent information supporting the existence of the alleged defect must be supplied to validate warranty, and all claims for labor or parts must be made directly through *Norpole*.

In case of warranty on compressors, *Norpole* will request the compressor to be returned or otherwise, the compressor model tag must be returned to *Norpole* along with all the above listed information.

Any action or breach of these warranty provisions must be commenced within three (3) years after that cause of action has occurred.

### **Three Years Parts & Labor Warranty**

The original purchaser/user of every new *Norpole* refrigerated unit warrants the cabinet and all parts thereof, to be free from defects in material and workmanship. Upon proper installation, start-up, and operation in accordance with the instruction packet supplied with each *Norpole* unit, warranty is limited to a period of (3) years from the date of purchase.

Any part covered under the terms of this warranty that are determined by *Norpole* to have been defective within (3) years of purchase, is limited to the repair or replacement of defective parts or assemblies including labor charges.

### **Five Year Compressor Warranty**

*Norpole* warrants its sealed compressor for (5) years to be free from defects in both material and workmanship under proper use and maintenance service.

Compressors determined by *Norpole* to have been defective within this extended warranty will, at *Norpole*'s option, be either repaired or replaced with a compressor or compressor parts of similar design and capacity.

Labor / travel charges' to replace the compressor or beyond the initial three year warranty are not covered.

This extended warranty does not apply to any other parts or components, including any electrical controls, accumulator, wiring harness, etcetera which are covered by standard warranty.

## **134A Compressor Warranty**

The five-year compressor warranty stated above will be terminated if the following procedure is not carefully adhered to:

1. This system contains R134A refrigerant and polyester lubricant which has rapid moisture absorbing qualities. The lubricant must be removed and replaced with a new one if there is long exposure to the ambient conditions.
2. Drier must be changed with a new drier with the same capacity when a system is opened for servicing.
3. 500 microns or lower micron level vacuums must be achieved to insure low moisture levels in the system.

**A copy of the dated sales receipt / invoice is required to receive warranty service.**

### **What Is Not Covered By This Warranty**

- *Norpole* is not responsible for food spoilage, loss of sales, consequential damages, or any shipping or disposal costs related to the failure of the product.
- This warranty is not assignable and honorable only to the original purchaser.
- This warranty does not apply to any part which has been subject to misuse, neglect, alteration, stolen, accident, or to damage caused by transportation, flood, fire, or acts of God
- This warranty does not cover for parts or labor for component failure or other damages resulting from improper usage or installation or failure to clean and maintain product as stated in the warranty packet provided with the unit.

### **Return Policy**

- 5% re-stock fee on all orders returned with original packaging and pallet.
  - This only includes order with buyers remorse or changed mind
  - This does not apply to service related issues
  - This does not apply to freight damages
- 10% re-stock fee on all order returned without packaging and or a pallet.
  - This only includes order with buyers remorse or changed mind
  - This does not apply to service related issues
  - This does not apply to freight damages

-We are not responsible for any freight costs related to buyers remorse.

-Warranty is only valid in USA, continental states only. Alaska & Hawaii or any neighboring islands are void.

Specifications subject to change without notice.

***Norpole, Inc.***

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