



If you are experiencing any issues with your unit, please contact us right away.

Phone :718-756-6342

Email: support@koolmore.com

Limited Service Warranty

Valid only in the Continental United States

1 Year Parts and Labor Warranty

Unless otherwise stated, Koolmore Supply Inc warrants to the original purchaser of new Koolmore Refrigeration units, that such equipment will be free from defects in material and workmanship for a period of 1 year from the date of delivery. Valid only in the Continental United States.

5 Year Compressor Warranty

In addition to the 1 year parts and labor warranty above, Koolmore Supply Inc warrants the compressor on select units to be free of defects in material and workmanship for a period of 5 years from the date of delivery.

On products without the 5 year compressor warranty, the compressor is covered for 1 year under the standard parts and labor warranty.

What This Warranty Does Not Cover:

Koolmore Supply Inc will not warrant coverage for component failure or other damages that arise under the following conditions:

- Failure to install and/or use the unit within proper operating conditions specified by Koolmore Supply Inc. This includes installation in any and all outdoor or mobile applications.
- Failure to properly maintain the unit. This includes, but is not limited to, basic preventative maintenance like cleaning the condenser coil.
- Installation in non-commercial or residential applications.
- Products sold or used outside of the Continental United States.
- Any damage that occurs as a result of negligence or improper handling.
- Overloading or improper loading of the unit in a manner that prevents proper airflow.

Additionally, no claims can be made against this warranty for spoilage of products, loss of sales or profits, or any other consequential damages.

Normal wear type parts, such as light bulbs and gaskets, are not included in warranty coverage.

For Warranty Inquiries or Service:

This warranty is only valid on equipment purchased from an authorized dealer.

- Locate the model number (located on the front of the unit, or inside the door jamb).

Next, call 1-718-576-6342. You must have the model number when contacting service technicians.

Failure to contact Koolmore Supply Inc prior to obtaining equipment service may void your warranty.