



WALK-IN/REFRIGERATION WARRANTIES

15 YEAR ORIGINAL EQUIPMENT PANEL WARRANTY - NORLAKE FOAM WALK-IN ROOM PANELS

WARRANTY COVERAGE: This warranty neither assumes, nor authorizes any person to assume, any obligation other than that covered by this warranty, and applies only within the continental boundaries of the United States of America, its territories and possessions, and Canada.

Norlake warrants this product to be free from defects in material or workmanship under normal use and service. In the event of failure, the obligation of Norlake under this warranty shall be limited to repairing or replacing with a like panel, at Norlake's option, F.O.B. Hudson, WI, any original equipment panel of the warranted original equipment product which proves defective, and which Norlake's examination shall disclose to its satisfaction to be thus defective, and which cannot be placed back into operation in the field with normal service efforts.

Norlake warrants this product to be free from defects in material or workmanship under normal use and service. In the event of failure, the obligation of Norlake under this warranty shall be limited to replacement materials.

A replacement panel installed as a result of this warranty is not subsequently covered by this warranty. Norlake reserves the right to require the return, collect freight, of any defective panel. **A Norlake provided authorization number is required before the return of any panel.**

The warranty is in force for fifteen (15) years from date of installation, but not longer than fifteen (15) years, three (3) months from Norlake invoice date. Any claim for defects occurring between fifteen (15) years and fifteen (15) years, three (3) months from Norlake invoice date must furnish proof that installation date did occur within three (3) months of Norlake invoice date.

WARRANTY EXCLUSIONS: Norlake's obligation on non-Norlake manufactured items shall be limited only to the extent of the warranty extended by the respective manufacturers of said products. This warranty does not apply to the panel finish. Floor panels are not warranted under the following conditions: wet mopping or use of a water hose for cleaning, rolling wheel traffic (carts, dollies, etc) on non-reinforced (overlay) floors and/or weight loads exceeding 800 lbs/sq.ft on non-structural floors. This warranty does not apply to equipment which has been subject to removal from original installation site, dismantled and rebuilt, or subject to any accident, alterations by unauthorized service, negligence, abuse, misuse, or improper installation. This warranty does not include any labor or mileage charges for replacement or repair of defective panels. This warranty does not apply to any failure as a result of use/abuse, site or environmental conditions.

18 MONTH ORIGINAL EQUIPMENT PARTS AND LABOR WARRANTY

ALL NORLAKE COMMERCIAL REFRIGERATION PRODUCTS

WARRANTY COVERAGE: This warranty neither assumes, nor authorizes any person to assume, any obligation other than that covered by this warranty, and applies only within the continental boundaries of the United States of America, its territories and possessions, and Canada.

Norlake warrants this product to be free from defects in material or workmanship under normal use and service. In the event of failure, the obligation of Norlake under this warranty shall be limited to repairing or replacing with a like part, at Norlake's option, F.O.B. Hudson, WI, any original equipment part of the warranted original equipment product which proves defective, and which Norlake's examination shall disclose to its satisfaction to be thus defective, and which cannot be placed back into operation in the field with normal service efforts.

A replacement part installed as a result of this warranty is not subsequently covered by this warranty. Norlake reserves the right to require the return, collect freight, of any defective part. **A Norlake provided authorization number is required before the return of any parts or equipment.**

All warranty replacement parts must be OEM and obtained from either Norlake or the master parts distributor. Replacement parts should only be purchased locally at the direction of Norlake. For parts purchased locally, Norlake's financial obligation will be limited to reimbursement consistent with the purchaser's/user's then current purchase price for the defective part acquired from Norlake, Incorporated. A wholesale receipt will be required for reimbursement.

The warranty is in force for one (1) year, six (6) months from date of installation, but not longer than twenty-one (21) months from Norlake invoice date. Any claim for defects occurring between one (1) year, six (6) months and twenty-one (21) months from Norlake invoice date must furnish proof that installation did occur within three (3) months of Norlake invoice date.

Warranty repairs must be completed by a Norlake Authorized Service Provider. Repairs completed by a company outside of Norlake's Authorized Service Provider network are not eligible for reimbursement. Authorized Service Providers can be found on the Norlake website (www.norlake.com).

WARRANTY EXCLUSIONS: This warranty does not apply to equipment which has been subject to removal from original installation site, dismantled and rebuilt, or subject to any accident, alterations by unauthorized service, negligence, abuse, misuse, or improper installation. This warranty does not include any labor or mileage charges for replacement or repair of defective parts. This warranty does not include replacement of any expendable items such as refrigerants, oils, filters or driers. This warranty does not apply to electrical inter-wiring, refrigerant piping, drain lines or field work provided by others. Floor panels are not warranted under the following conditions: wet mopping or use of a water hose for cleaning, rolling wheel traffic (carts, dollies, etc) on non-reinforced (overlay) floors and/or weight loads exceeding 800 lbs/sq.ft on non-structural floors. This warranty does not apply to any failure as a result of use/abuse, site or environmental conditions. This warranty does not apply to work performed by a non-Authorized Service Provider.

NINETY DAY REPLACEMENT PARTS WARRANTY – ALL NORLAKE COMMERCIAL REFRIGERATION PRODUCTS

WARRANTY COVERAGE: This warranty neither assumes, nor authorizes any person to assume, any obligation other than that covered by this warranty and applies only within the continental boundaries of the United States of America, its territories and possessions, and Canada.

Norlake warrants this replacement part to be free from defects in material or workmanship under normal use and service. In the event of failure, the obligation of Norlake under this warranty shall be limited to repairing or replacing with a like part, at Norlake's option, F.O.B. Hudson, WI, the replacement part only of the



warranted product which proves defective, and which Norlake's examination shall disclose to its satisfaction to be thus defective, and which cannot be placed back into operation in the field with normal service efforts.

A replacement part installed as a result of this warranty is not subsequently covered by this warranty. Norlake reserves the right to require the return, collect freight, of any defective part. **A Norlake provided authorization number is required before the return of any parts or equipment.**

All warranty replacement parts must be OEM and obtained from either Norlake or the master parts distributor. Replacement parts should only be purchased locally at the direction of Norlake. For parts purchased locally, Norlake's financial obligation will be limited to reimbursement consistent with the original purchaser's/user's then current purchase price for the defective part acquired from Norlake, Incorporated. A wholesale receipt will be required for reimbursement.

The warranty is in force for ninety (90) days from date of installation, but not longer than one hundred twenty (120) days from Norlake invoice date. Any claim for defects occurring between ninety (90) days and one hundred twenty days (120) from Norlake invoice date must furnish proof that installation date did occur within thirty (30) days of Norlake invoice date.

WARRANTY EXCLUSIONS: This warranty does not apply to equipment which has been subject to removal from original installation site, dismantled and rebuilt, or subject to any accident, alterations by unauthorized service, negligence, abuse, misuse, or improper installation. This warranty does not include any labor or mileage charges for replacement or repair of defective parts. This warranty does not include replacement of any expendable items such as refrigerants, oils, filters or driers. This warranty does not apply to electrical inter-wiring, refrigerant piping, drain lines or field work provided by others. Floor panels are not warranted under the following conditions: wet mopping or use of a water hose for cleaning, rolling wheel traffic (carts, dollies, etc) on non-reinforced (overlay) floors and/or weight loads exceeding 800 lbs/sq.ft on non-structural floors. This warranty does not apply to any failure as a result of use/abuse, site or environmental conditions.

18 MONTH LABOR/SERVICE WARRANTY – NORLAKE COMMERCIAL REFRIGERATION PRODUCTS

WARRANTY COVERAGE: This warranty neither assumes, nor authorizes any person to assume, any obligation other than that covered by this warranty, and applies only within the continental boundaries of the United States of America, its territories and possessions, and Canada.

Norlake warrants this product to be free from defects in material or workmanship under normal use and service. In the event of failure, the obligation of Norlake under this warranty shall be limited to the reasonable labor cost, on a straight time basis, to repair the warranted product which proves defective. No overtime labor costs or travel time will be paid under this warranty. Unless preauthorized, a maximum of one hour travel is covered.

The warranty is in force for one (1) year, six (6) months from date of installation, but not longer than twenty-one (21) months from Norlake invoice date. Any claim for defects occurring between one (1) year, six (6) months and twenty-one (21) months from date of Norlake invoice must furnish proof that installation date did occur within three (3) months of Norlake invoice date.

Warranty repairs must be completed by a Norlake Authorized Service Provider. Repairs completed by a company outside of Norlake's Authorized Service Provider network are not eligible for reimbursement. Authorized Service Providers can be found on the Norlake website (www.norlake.com).

WARRANTY EXCLUSIONS: Excluded from coverage under this warranty are charges for original installation, start-up, control adjustments and general maintenance. This warranty does not apply to equipment which has been subject to removal from original site, dismantled and rebuilt, or subject to any accident, alterations by unauthorized service, negligence, abuse, misuse or improper installation. This warranty does not apply to electrical inter-wiring, refrigerant piping, drain lines or field work provided by others. Floor panels are not warranted under the following conditions: wet mopping or use of a water hose for cleaning, rolling wheel traffic (carts, dollies, etc) on non-reinforced (overlay) floors and/or weight loads exceeding 800 lbs/sq.ft on non-structural floors. This warranty does not apply to any failure as a result of use/abuse, site or environmental conditions. This warranty does not apply to work performed by a non-Authorized Service Provider.

IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT EACH OF THE WARRANTIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ANY DESCRIPTION OF THE EQUIPMENT, WHETHER WRITTEN OR ORAL, IS FOR THE SOLE PURPOSE OF IDENTIFYING THE EQUIPMENT AND SHALL NOT BE CONSTRUED AS AN EXPRESS WARRANTY. ANY SUGGESTIONS BY SELLER OR SELLER'S REPRESENTATIVE REGARDING USE, APPLICATION OR SUITABILITY OF THE EQUIPMENT SHALL NOT BE CONSTRUED AS AN EXPRESS WARRANTY UNLESS CONFIRMED TO BE SUCH IN WRITING BY AN OFFICER OF SELLER.

FOR EACH OF THE WARRANTIES SET FORTH HEREIN, UNDER NO CIRCUMSTANCES WHATSOEVER SHALL NORLAKE BE LIABLE FOR LOSS OF USE, LOST PROFIT, REVENUE OR FOR ANY OTHER INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSSES INVOLVING FOOD SPOILAGE, LOSS OF THE CONTENTS OF THE UNIT, OR OTHER PRODUCT LOSS.

ALL WARRANTY CLAIMS MUST BE RECEIVED BY NORLAKE WITHIN 30 DAYS OF EQUIPMENT FAILURE.
ALL WARRANTY CLAIMS MUST INCLUDE NORLAKE EQUIPMENT MODEL AND SERIAL NUMBERS.
ALL WARRANTY CLAIMS MUST BE FILED ELECTRONICALLY IN GLOBAL WARRANTY.

California Residents Only.



WARNING: This product can expose you to chemicals including 1, 3-Butadiene which is known to the state of California to cause cancer, birth defects or other reproductive harm. For more information go to – www.P65Warnings.ca.gov

NORLAKE, INCORPORATED, HUDSON, WI 54016
Service Department: 800-388-5253 • Email: nlservice@refsg.com





OPTIONAL WARRANTIES

FIVE YEAR ORIGINAL COMPRESSOR WARRANTY - NORLAKE REFRIGERATION SYSTEMS

WARRANTY COVERAGE: This warranty neither assumes, nor authorizes any person to assume, any obligation other than that covered by this warranty, and applies only within the continental boundaries of the United States of America, its territories and possessions, and Canada. This optional warranty is in lieu of any other applicable standard warranty.

Norlake warrants this product to be free from defects in material or workmanship under normal use and service. In the event of failure, the obligation of Norlake under this warranty shall be limited to repairing or replacing with a like compressor, at Norlake's option, F.O.B. Hudson, WI, the original equipment compressor only from the warranted original equipment product which proves defective, and which Norlake's examination shall disclose to its satisfaction to be thus defective, and which cannot be placed back into operation in the field with normal service efforts.

A replacement compressor installed as a result of this warranty is not subsequently covered by this warranty. Norlake reserves the right to require the return, collect freight, of any defective part. **A Norlake provided authorization number is required before the return of any parts or equipment.**

All warranty replacement parts must be OEM and obtained from either Norlake or the master parts distributor. Replacement parts should only be purchased locally at the direction of Norlake. For parts purchased locally, Norlake's financial obligation will be limited to a reimbursement consistent with the purchaser's/user's then current wholesale price for the defective compressor acquired from Norlake, Incorporated minus any applicable salvage value. A wholesale receipt will be required for reimbursement.

The warranty is in force for five (5) years from date of installation, but not longer than five (5) years three (3) months from Norlake invoice date. Any claim for defects occurring between five (5) years and five (5) years three (3) months from Norlake invoice date must furnish proof that installation date did occur within three (3) months of Norlake invoice date.

Warranty repairs must be completed by a Norlake Authorized Service Provider. Repairs completed by a company outside of Norlake's Authorized Service Provider network are not eligible for reimbursement. Authorized Service Providers can be found on the Norlake website (www.norlake.com).

WARRANTY EXCLUSIONS: This warranty does not apply to equipment which has been subject to removal from original installation site, dismantled and rebuilt, or subject to any accident, alterations by unauthorized service, negligence, abuse, misuse, or improper installation. This warranty does not include any labor or mileage charges for replacement or repair of defective parts. This warranty does not include replacement of any expendable items such as refrigerants, oils, filters or driers. This warranty does not apply to electrical inter-wiring, refrigerant piping, drain lines or field work provided by others. This warranty does not apply to any failure as a result of use/abuse, site or environmental conditions. This warranty does not apply to work performed by a non-Authorized Service Provider.

FIVE YEAR REPLACEMENT COMPRESSOR WARRANTY - NORLAKE REFRIGERATION SYSTEMS

WARRANTY COVERAGE: This warranty neither assumes, nor authorizes any person to assume, any obligation other than that covered by this warranty, and applies only within the continental boundaries of the United States of America, its territories and possessions, and Canada. This optional warranty is in lieu of any other applicable standard warranty.

Norlake warrants this product to be free from defects in material or workmanship under normal use and service. In the event of failure, the obligation of Norlake under this warranty shall be limited to repairing or replacing with a like compressor, at Norlake's option, F.O.B. Hudson, WI, the first replacement compressor only from the warranted original equipment product which proves defective, and which Norlake's examination shall disclose to its satisfaction to be thus defective, and which cannot be placed back into operation in the field with normal service efforts.

A replacement compressor installed as a result of this warranty is not subsequently covered by this warranty. Norlake reserves the right to require the return, collect freight, of any defective part. **A Norlake provided authorization number is required before the return of any parts or equipment.**

All warranty replacement parts must be OEM and obtained from either NorLake or the master parts distributor. Replacement parts should only be purchased locally at the direction of Norlake. For parts purchased locally, Norlake's financial obligation will be limited to a reimbursement consistent with the purchaser's/user's then current wholesale price for the defective compressor acquired from Norlake, Incorporated minus any applicable salvage value. A wholesale receipt will be required for reimbursement.

The warranty is in force for five (5) years from date of installation, but not longer than five (5) years one (1) month from Norlake invoice date. Any claim for defects occurring between five (5) years and five (5) years one (1) month from Norlake invoice date must furnish proof that installation did occur within one (1) month of Norlake invoice date.

Warranty repairs must be completed by a Norlake Authorized Service Provider. Repairs completed by a company outside of Norlake's Authorized Service Provider network are not eligible for reimbursement. Authorized Service Providers can be found on the Norlake website (www.norlake.com).

WARRANTY EXCLUSIONS: This warranty does not apply to equipment which has been subject to removal from original installation site, dismantled and rebuilt, or subject to any accident, alterations by unauthorized service, negligence, abuse, misuse, improper installation, or general maintenance. This warranty does not include any labor or mileage charges for replacement or repair of defective parts. This warranty does not include replacement of any expendable items such as refrigerants, oils, filters, or driers. This warranty does not apply to electrical inter-wiring, refrigerant piping, drain lines or field work provided by others. This warranty does not apply to work performed by a non-Authorized Service Provider.

Floor panels are not warranted under the following conditions: wet mopping or use of a water hose for cleaning, rolling wheel traffic (carts, dollies, etc) on non-reinforced (overlay) floors and/or weight loads exceeding 800 lbs/sq.ft on non-structural floors. This warranty does not apply to any failure as a result of use/abuse, site or environmental conditions.

IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT EACH OF THE WARRANTIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ANY DESCRIPTION OF THE EQUIPMENT, WHETHER WRITTEN OR ORAL, IS FOR THE SOLE PURPOSE OF IDENTIFYING THE EQUIPMENT AND SHALL NOT BE CONSTRUED AS AN EXPRESS WARRANTY. ANY SUGGESTIONS BY SELLER OR SELLER'S REPRESENTATIVE REGARDING USE, APPLICATION OR SUITABILITY OF THE EQUIPMENT SHALL NOT BE CONSTRUED AS AN EXPRESS WARRANTY UNLESS CONFIRMED TO BE SUCH IN WRITING BY AN OFFICER OF SELLER.

FOR EACH OF THE WARRANTIES SET FORTH HEREIN, UNDER NO CIRCUMSTANCES WHATSOEVER SHALL NORLAKE BE LIABLE FOR LOSS OF USE, LOST PROFIT, REVENUE OR FOR ANY OTHER INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSSES INVOLVING FOOD SPOILAGE, LOSS OF THE CONTENTS OF THE UNIT, OR OTHER PRODUCT LOSS.

ALL WARRANTY CLAIMS MUST BE RECEIVED BY NORLAKE WITHIN 30 DAYS OF EQUIPMENT FAILURE.
ALL WARRANTY CLAIMS MUST INCLUDE NORLAKE EQUIPMENT MODEL AND SERIAL NUMBERS.
ALL WARRANTY CLAIMS MUST BE FILED ELECTRONICALLY IN GLOBAL WARRANTY.

California Residents Only.



WARNING: This product can expose you to chemicals including 1, 3-Butadiene which is known to the state of California to cause cancer, birth defects or other reproductive harm. For more information go to – www.P65Warnings.ca.gov

NORLAKE, INCORPORATED, HUDSON, WI 54016

Service Department: 800-388-5253

Email: nlservice@refsg.com