

# ENTRÉE ECONOMY MODEL REFRIGERATION EQUIPMENT WARRANTY

(NON-TRANSFERABLE)

For Warranty Service Call 704-900-2068 Opt #1

**ENTRÉE L.L.C.** warrants to the original purchaser of every new refrigerated unit, the cabinet and all parts thereof, to be free from defects in material or workmanship, under normal and proper use and maintenance service as specified by ENTRÉE LLC and upon proper installation in accordance with the Owner's Manual supplied with each Entrée L.L.C. unit. Entrée L.L.C. obligation under this warranty is limited to a period of One (1) year from the date of original purchase or thirty 30 months after shipment date from Entree, whichever occurs first. Any model of refrigeration equipment installed in a non-permanent structure, such as a mobile kitchen and/or trailer shall have a thirty (30) days limited warranty from the date of purchase. Proof of purchase required.

Any part covered under this warranty that is determined by Entrée to have been defective within one (1) year of original purchase or thirty (30) months after shipment date from manufacturer, whichever occurs first, is limited to the repair or replacement, including labor charges, of defective parts or assemblies. The labor warranty shall include standard straight time labor charges only and the established flat rate trip charges.

Warranty does not cover standard wear parts which include door gaskets, incandescent bulbs or fluorescent bulbs, loosened fasteners of door or lid hinges. Warranty also does not cover issues caused by improper installation or lack of basic preventative maintenance which includes regular cleaning of condenser coils.

## **ADDITIONAL TWO-YEAR COMPRESSOR WARRANTY**

In addition to the One (1) year warranty stated above, Entrée L.L.C. warrants its hermetically sealed compressor to be free from defects in both material and workmanship under normal and proper use and maintenance service for a period of two (2) additional years from the date of original installation but not to exceed three (3) years and three (3) months after shipment from the manufacturer. Removal or defacement of the original Serial Number or Model Number from any Unit shall be deemed to release Entree from all obligations hereunder or any other obligations, express or implied.

IF THE CUSTOMER IS USING A PART THAT RESULTS IN A VOIDED WARRANTY AND AN ENTREE AUTHORIZED REPRESENTATIVE TRAVELS TO THE INSTALLATION ADDRESS TO PERFORM WARRANTY SERVICE, THE SERVICE REPRESENTATIVE WILL ADVISE CUSTOMER THE WARRANTY IS VOID. SUCH SERVICE CALLS WILL BE BILLED TO CUSTOMER AT THE AUTHORIZED SERVICE CENTER'S THEN APPLICABLE TIME AND MATERIALS RATES.

If shipment of a replacement part is requested by the end user prior to the arrival in the Entree factory of the part claimed to be defective, the Original Purchaser must accept delivery of the replacement part of a C.O.D. basis, with credit being issued after the part has been received and inspected at Entree's plant and determined by Entree to be within this warranty.

Compressors determined by Entrée L.L.C. to have been defective within this extended time period will, at Entrée L.L.C. option, be either repaired or replaced with a compressor or compressor parts of similar design and capacity. The freight charges for sending a replacement compressor are not covered by this warranty. Replacement of a defective Compressor is limited to one (1) Compressor by us during the three years period.

The three (3) year extended compressor warranty applies only to hermetically sealed parts of the compressor and does not apply to any other parts or components, including, but not limited to: cabinet, paint finish, temperature control, refrigerant, metering device, driers, motor starting equipment, fan assembly or any other electrical component, etcetera.

## **COMPRESSOR WARRANTY**

The compressor warranty detailed above will be voided if the following procedure is not carefully adhered to:

1. If the refrigerator/freezer does not cool within 1 hour/60 minutes, turn the unit off and call for service. If the refrigeration system is void of Freon and the compressor is allowed to run more than an hour damage will occur to the compressor and will cause it to fail. Failure/replacement of the compressor in this manner is not covered by this warranty.
2. Drier replacement is very important and must be changed when a system is opened for servicing. The new drier must also be the same capacity as the drier being replaced.
3. Micron level vacuums must be achieved to insure low moisture levels in the system. 500 microns or lower must be obtained.

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## WARRANTY CLAIMS

All requests for must be called into 866-417-6140 to obtain and agree to service dispatch with Warranty Claim Payment Terms. All claims for labor or parts must be made directly through Entrée L.L.C.

All claims should include: Dispatch number, model number of the unit, the serial number of the cabinet, proof of purchase, date of installation, and all pertinent information supporting the existence of the alleged defect.

In case of warranty compressor, the compressor warranty form must be filled out by a qualified refrigeration technician. This form can be obtain by down load from our website: [www.entree.biz](http://www.entree.biz). This form must be emailed, in its completion, with a copy of the original proof of purchase to: [john@entree.biz](mailto:john@entree.biz).

## WHAT IS NOT COVERED BY THIS WARRANTY

Entrée L.L.C. sole obligation under this warranty is limited to either repair or replacement of parts, subject to the additional limitations below. This warranty neither assumes nor authorizes any person to assume obligations other than those expressly covered by this warranty. Travel beyond 50 miles round trip and more than 2 hours round trip.

**NO CONSEQUENTIAL DAMAGES. ENTRÉE L.L.C. IS NOT RESPONSIBLE FOR ECONOMIC LOSS; PROFIT LOSS; OR SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOSSES OR DAMAGES ARISING FROM FOOD OR PRODUCT SPOILAGE CLAIMS WHETHER OR NOT ON ACCOUNT OF REFRIGERATION FAILURE.**

**WARRANTY IS NOT TRANSFERABLE.** This warranty is not assignable and applies only in favor of the original purchaser/user to whom delivered. ANY SUCH ASSIGNMENT OR TRANSFER SHALL VOID THE WARRANTIES HEREIN MADE AND SHALL VOID ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

**IMPROPER USAGE.** ENTRÉE L.L.C. ASSUMES NO LIABILITY FOR PARTS OR LABOR COVERAGE FOR COMPONENT FAILURE OR OTHER DAMAGES RESULTING FROM IMPROPER USAGE OR INSTALLATION OR FAILURE TO CLEAN AND/OR MAINTAIN PRODUCT AS SET FORTH IN THE OWNER'S MANUAL PROVIDED WITH THE UNIT.

**RELOCATION OF CABINET FOR REPAIR:** Entrée L.L.C. is not responsible for the cost to move a cabinet for any reason from its position of operation on the customer's premises to make a warranty repair.

**RESIDENTIAL APPLICATIONS:** Entrée L.L.C. assumes no liability for parts or labor coverage for component failure or other damages resulting from installation in non-commercial or residential applications.

**ALTERATION, NEGLIGENCE, ABUSE, MISUSE, ACCIDENT, DAMAGE DURING TRANSIT OR INSTALLATION, FIRE, FLOOD, ACTS OF GOD.** Entrée L.L.C. is

not responsible for the repair or replacement of any parts that Entrée L.L.C. determines have been subjected after the date of manufacture to alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, flood, or act of God.

**IMPROPER ELECTRICAL CONNECTIONS.** ENTRÉE L.L.C. IS NOT RESPONSIBLE FOR THE REPAIR OR REPLACEMENT OF FAILED OR DAMAGED COMPONENTS RESULTING FROM INCORRECT SUPPLY VOLTAGE, THE USE OF EXTENSION CORDS, LOW VOLTAGE, OR UNSTABLE SUPPLY VOLTAGE. THE USE OF PIERCING VALVES IS PROHIBITED AND IF LEFT IN THE SYSTEM VOIDS ALL WARRANTIES. THIS EQUIPMENT IS INTENDED FOR INDOOR USE ONLY.

**NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE:** THERE ARE NO OTHER WARRANTIES, EXPRESSED, IMPLIED OR STATUTORY, EXCEPT THE ONE (1) YEAR PARTS & LABOR WARRANTY AND THE ADDITIONAL TWO (2) YEAR COMPRESSOR WARRANTY AS DESCRIBED ABOVE. THESE WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, INCLUDING IMPLIED WARRANTY AND MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

**OUTSIDE U.S.:** This warranty does not apply to, and Entrée L.L.C. is not responsible for, any warranty claims made on products sold or used outside the United States and Canada.