

# WINE RACK REFRIGERATION

## 2 Year Limited Warranty

Wine Rack Refrigeration warrants its products to be free from defects due to workmanship or material under normal use and service, for twenty four (24) months from the initial ship date under these terms and conditions. This warranty covers:

- All internal functioning parts supplied by Wine Rack Refrigeration.
- Parts and Labor: Pays labor (as noted in labor allowance) for one (1) technician and parts at installer's wholesale cost plus 15%, for a covered part which fails due to a mechanical or electrical break down. A mechanical or electrical breakdown is defined as the inability of a covered part to perform a routine function, when properly cleaned and serviced. Replacement of parts, if not supplied by Wine Rack Refrigeration, must be of like kind and quality. A mechanical or electrical breakdown does not include a reduction in operating efficiency, or failure due to misuse, abuse, or neglect.
- Diagnostic: Will be paid at a flat \$80 rate, regardless of time spent. One diagnostic payment per repair while under warranty.
- Installing/servicing contractor agrees to provide labor for ninety (90) days from the date of installation or repair, along with any and all parts warranty coverage as provided by the part manufacturer.
- Owner/purchaser agrees to have the equipment installed and serviced by a qualified, properly licensed, technician. Owner/purchaser agrees to follow the recommended maintenance procedures outlined in the installation instructions. We recommend that you have a service agreement with your installer setup for an inspection and maintenance of your system twice a year. You must keep maintenance records validated by the servicing company or keep receipts and work orders indicating dates and service provided. These records must be provided to Wine Rack Refrigeration upon request.

### Delivery of equipment:

At time of delivery, it is the purchaser and/or installer's responsibility to adhere to the following:

- 1). Inspect the shipment for damage that may have occurred during shipping and notate any damage on the delivery bill.
- 2). Ensure receipt of the proper number of crates from shipping company as stated on the delivery bill.
- 3). Inspect crate contents and verify delivery of items checked on packing list.
- 4). You have 48 hours from the receipt of your order to inform WRR of any losses.
- 5). Delivery and installation of the Product, any additional parts required, as well as removal of the Product if warranty work is required, are all at the sole cost, risk, and obligation of the End User.
- 6). **Any components needing replacement for damage or other reasons after the first 48 hours from delivery will need to be purchased at the owner's expense.**

### **Installation of equipment:**

There is no charge for your installer to contact us with technical questions at 1-513-678-6523. Unauthorized modification to the equipment will void the warranty.

If there is a problem with the performance of your cooling unit have a properly licensed or certified HVAC/R technician contact the manufacturer (1-512-678-6523) and inform WRR of any problem(s). The technician must be prepared to provide updated information from the enclosed diagnostic sheet before calling for assistance. Our refrigeration manager will work with the technician to diagnose the problem and offer suggestions for resolving the issue. All recommendations for resolving issues will be based on information provided by technician. Any incorrect recommendations based on incorrect or incomplete data will not be covered by this warranty. At our discretion, WRR will repair or replace any damaged or defective pieces due to manufacturing or shipping. If the part is defective due to an improper installation or use, then the consumer will be liable for the costs. Before shipping any replacement parts WRR may require photos of the evaporator, condenser, and line set installation.

All replacement parts are sent out via FedEx ground. WRR may not issue a replacement part if the defective part needs to be returned for inspection. If you wish to receive your replacement part immediately, you may be required to provide a credit card in order for WRR to charge the cost of the replacement part(s). You have 30 days from the date we ship the part out to return the defective part. We will inspect the defective part for the cause of error and refund your credit card if it is determined the error was a defective part or manufacturing error. If the part is shipped after 30 days there will no refund.

This is a single part warranty. Parts are limited to one (1) replacement during the term of the warranty. Warranty replacement parts have a thirty (30) day warranty from the date the replacement part ships from manufacturer. Purchased replacement parts have a one (1) year warranty.

Upon inspection and diagnosis, if it is determined that the failure is covered by this warranty, you or the servicing company must submit a legible, itemized, invoice or work order for any replacement parts for which charges are being made. The invoice must show the model and serial number(s) of the condenser and evaporator provided by Wine Rack Refrigeration. The invoice or work order must be submitted to Wine Rack Refrigeration within thirty (30) days of the date of repair or replacement to: Wine Rack Refrigeration, 2194 State Route 28, Goshen, OH 45122, 513-678-6523.

### **Exclusions to this warranty:**

1). **Recommendations:** If requested and available in your area, WRR will provide names of HVAC/R companies that have installed our equipment satisfactorily for our past customers. We assume no liability for the satisfaction of the installation for your specific installation. Owner assumes liability to verify licensing and insurance of installation contractor.

2). **Excessive Labor Charges:** Each repair or replacement performed has an assigned labor allowance consistent with industry practices. Each charge will be reviewed and adjusted to customary and proper time allowances. When more than one (1) repair is performed on the same piece of equipment, the primary repair will be considered first for the hours allotted. For each repair thereafter, hours will be prorated based on the combination of repairs made, at Wine Rack Refrigeration's sole discretion. Hourly rates are not to exceed eighty (80) dollars per hour.

3). **Performance:** WRR systems are designed to cool a cellar to 53-58 degrees Fahrenheit and maintain 50-70% relative humidity. To maintain relative humidity levels it may require the installation of a humidifier in the wine cellar for a ductless split or as part of an air handler system in the ducting. If climate conditions surrounding the wine cellar exceed 60% relative humidity, then a de-humidifier may be required to lower relative humidity surrounding the wine cellar. The condenser is a high performance system that will allow your system to vent into an area that is up to 110 degrees Fahrenheit and still maintain the 55 degrees in your wine cellar as long as there is sufficient air flow and space to allow the heat to dissipate. This requires a space that is minimally twice the volume of the wine cellar. When utilizing an indoor condenser we recommend that the ambient air temperature where the condenser is located not exceed 90 degrees Fahrenheit. This is due to the time lapse in temperature dissipation of confined spaces. If you did not purchase a humidifier with your system, we recommend you check the humidity level of your wine cellar (with a professional grade hygrometer) and add humidity to the air as required to get to the proper starting level. Seasonal changes around the cellar may also affect wine rooms not equipped with humidifiers. Improper room construction, undisclosed heat gains, or improper installation will limit the ability of the system to maintain proper humidity and temperature levels.

4). **Physical or cosmetic damage.** Features, esthetics, paint and cabinet doors, fasteners, etc.

5). **WRR will not be liable for any repair, loss, damage, deterioration or malfunction resulting from, but not limited to:**

- a). Installation or removal of the unit.
- b). Installation of any unit in an enclosure that is inadequate for the designed system.
- c). Inadequate ventilation of the supply and return air for both evaporator and condenser.
- d). Inadequate installation of drainage or backup of drainage.
- e). Accident, misuse, abuse, neglect, fire, water, lightning or other acts of nature, improper storage, unauthorized modification, acts of God, electrical power surges or failure to follow instructions supplied with unit.
- f). Exposure to corrosive environments such as, but not limited to, spoiled wine, marine air, caustic pool chemicals, cleaning solvents, gasoline, other petroleum products or formicary corrosion caused by any source.
- g). Burial or coverage by, but not limited to, dirt, snow, mud, storage shelves, fabric products, or vegetation. Buried refrigerant lines (including those supplied by Wine Rack Refrigeration), and electrical wiring are not covered under this warranty.
- h). Any cause which does not relate to product defect.
- i). Improper refrigerant utilized to charge the system.
- j). Normal maintenance as required is not covered.
- k). Low or high voltage wiring external of the unit.
- l). Loss of performance due to normal wear and tear.

m). Leaks in unit at evaporator, condenser and/or metering device as a result of loose valves, interconnecting fittings, and/or field piping. Leaks can develop in fittings during shipping, therefore all systems must be properly pressure tested and evacuated prior to charging. Addition of refrigerant is covered for only one (1) repair up to the initial charge of the unit. Maximum cost of refrigerant is \$15.00/lb.

n). Leaks in piping external to the unit

o). Returned components without an authorization number from WRR.

p). Rust, brownouts, blackouts, corrosion, freezing.

6). **Company charges:** Truck, shipping, freight, taxes, mileage, trip, overtime and/or holiday rates. Labor charges for obtaining/retrieving replacement parts from supply house. Rigging and/or crane services, special tooling or inflated pricing. Equipment rental or usage fees including but not limited to: reclaimers, leak detectors or temporary services. Charges including but not limited to: refrigerant recovery and/or replacement, refrigerant and/or oil disposal, and related materials and environmental fees.

7). **Routine maintenance:** Including, but not limited to “topping off” a refrigeration unit.

8). **Consumable products:** Including, but not limited to: nitrogen, torch, solder, carbon dioxide, process fluids, lubricants, glycol, additives, filters, media filters, humidifier filters (evaporator pad), and batteries.

9). **Government regulations:** Repairs to alter equipment to meet federal, state, or local codes, ordinances, or regulations.

10). **Miscellaneous:** Including, but not limited to registers, batteries, grilles, valves, duct work, plumbing, clogged drains, venting, resetting breakers, and adjustments to thermostats, fan or pressure controls.

11). This limited warranty does not cover damage due to improper installation or operation or lack of proper maintenance of the Product, connection of the Product to improper voltage supply, or attempted repair of the Product by anyone other than a qualified service technician.

12). This limited warranty does not cover any Product sold “AS IS” or “WITH ALL FAULTS.”

13). Product that has been replaced during warranty period does not extend the warranty period past the original date of purchase. Parts are limited to one (1) replacement during the term of the warranty. Warranty replacement parts have a thirty (30) day warranty from the date the replacement part ships from manufacturer.

14). Proof of purchase of the Product in the form of a bill of sale, receipted invoice or serial number, which is evidence that the Product is within the Limited Warranty Period, must be presented by the End User to Wine Rack Refrigeration in order to obtain limited warranty service.

15). This limited warranty is void if the factory applied model and/or serial number has been altered or removed from the Product.

16). This limited warranty does not cover any cause not relating to Product defect.

17). Failure of the End User to comply with all of the Product Installation Requirements, Maintenance Requirements and End User Requirements may, at Wine Rack Refrigeration’s sole discretion, void this limited warranty.

18). This warranty is not transferable.

THE REPAIR OR REPLACEMENT OF THE PRODUCT AS PROVIDED UNDER THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF YOU, THE END USER, AS WELL AS ANYONE ELSE IN THE CHAIN OF TITLE OF THE PRODUCT, DOES NOT START A NEW LIMITED WARRANTY TIME PERIOD, AND IS IN LIEU OF ALL OTHER WARRANTIES (EXPRESS OR IMPLIED) WITH REGARD TO THE PRODUCT.

THIS WARRANTY CONSTITUTES THE ENTIRE WARRANTY OF WINE RACK REFRIGERATION WITH RESPECT TO ITS REFRIGERATION SYSTEMS AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND IN LIEU OF ANY OTHER OBLIGATION OR LIABILITY, INCLUDING LIABILITY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Any modifications or unauthorized repair of a Wine Rack Refrigeration cooling unit shall void this warranty. Wine Rack Refrigeration will not be responsible for any costs or liabilities whatsoever resulting from improper installation or service of its equipment. No person or representative is authorized to change, add to, or vary these limited warranties or assume any other obligations or liabilities for Wine Rack Refrigeration in connection with the sale of its systems. In the event that Wine Rack Refrigeration or its distributors are found liable for damage based on any defect or nonconformity in the products, their total liability for each defective product shall not exceed the purchase price of such defective products. Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may have other rights, which vary from state to state. You may have additional coverage, responsibilities, and /or exclusions not expressed herein.

## LABOR ALLOWANCES

### **Air Handler**

<b>Repair</b>	<b>Hours</b>
Blower motor	1.5
Drain pan	2.5
Evaporator coil	4
Expansion valve	3
Fan wheel	1.5
Humidifier repair	1
Pulley or belt	1
Heat coil	1.5
Thermostat	.5
Whole air handler	5

### **Ductless split evaporator**

<b>Repair</b>	<b>Hours</b>
Blower motor	1.5
Drain Pan	2
Evaporator coil	4
Expansion valve	3
Fan wheel	1
Thermostat	.5
Whole evaporator	4

### **Condenser**

<b>Repair</b>	<b>Hours</b>
Accumulator/receiver	3
Capacitor	1
Compressor & drier	4
Condenser coil	4
Contacto	1
Crankcase heater	1
Crankcase pressure regulator	3
Fan blade	1.5
Leak/restriction	2
Low/high/fan cycle pressure controls	2
Motor	1
Potential relay	1
Recovery time	1
Relay	1
Transformer	1
Servicing valve	2.5

**DIAGNOSTIC SHEET** for customer order # \_\_\_\_\_

**A qualified service technician must record all of the information on this diagnostic sheet before calling for technical assistance.** The technician **must** be able to identify the unit with the order number and serial numbers to receive accurate trouble shooting assistance. All recommendations for repair or adjustment will be based on the information provided by the **service technician**. Any incorrect recommendations based on incorrect or insufficient data are not covered by the warranty. **The condenser fan motor must be running and the return air temperature must be between 53° and 58°F when recording this data.**

**Refrigerant:**

\_\_\_\_\_

Condenser Model # \_\_\_\_\_  
Condenser Serial # \_\_\_\_\_

Evaporator Model # \_\_\_\_\_  
Evaporator Serial # \_\_\_\_\_

Voltage at compressor: \_\_\_\_\_  
Compressor amp draw: \_\_\_\_\_

Line set size: \_\_\_\_\_ X \_\_\_\_\_  
Line set length: \_\_\_\_\_  
Number of elbows in suction line, including all 45 and 90 degree bends in soft copper: \_\_\_\_\_

Suction pressure at compressor: \_\_\_\_\_  
Head pressure: \_\_\_\_\_

Suction line temperature at compressor: \_\_\_\_\_  
Discharge (hot gas) line temperature: \_\_\_\_\_  
Liquid line temperature: \_\_\_\_\_  
Condenser ambient temperature: \_\_\_\_\_

Return air temperature, see above: \_\_\_\_\_  
Supply air temperature: \_\_\_\_\_

**This area to be filled out for air handler installations only:**

Supply trunk size: \_\_\_\_\_  
Number and size of supply registers: \_\_\_\_\_ @ \_\_\_\_\_  
Return air trunk line size: \_\_\_\_\_

Customer name: \_\_\_\_\_  
For the property located at: \_\_\_\_\_

Warranty card filled out by: \_\_\_\_\_  
Date: \_\_\_\_\_  
Company: \_\_\_\_\_  
Telephone # \_\_\_\_\_ Fax# \_\_\_\_\_ E-Mail \_\_\_\_\_