LIMITED WARRANTY

POLICY

1 Year Parts and Labor Warranty

Cooler Depot warrants to the original purchaser that its commercial refrigeration equipment will be free from defects in materials and workmanship for **1 year from the date of delivery**, covering parts and labor.

3 Year Parts Warranty

Cooler Depot provides a **3 year parts warranty** from the date of delivery. During years 2 and 3, replacement parts are covered. Labor and service costs are excluded.

6 Year Compressor Warranty

Cooler Depot warrants the compressor for **6 years from the date of delivery**. After the first year, coverage includes compressor parts only. Labor, refrigerant, and installation costs are excluded.

Replacement Parts Deposit Policy

A deposit is required before shipping replacement parts. The deposit will be refunded once the defective parts are returned and verified.

What This Warranty Does Not Cover

Cooler Depot will not provide warranty coverage for component failure or damages resulting from the following conditions:

- Failure to install or operate the equipment under proper conditions, including outdoor or mobile applications.
- Failure to perform routine maintenance, including cleaning the condenser coil.
- Installation in non-commercial or residential applications.
- Products sold or used outside the Continental United States.
- Damage caused by negligence, misuse, or improper handling.
- Overloading or improper loading that restricts airflow.

This warranty does not cover food spoilage, loss of sales or profits, or any other consequential damages.

Normal wear items, including light bulbs and door gaskets, as well as refrigerant (Freon), are excluded from warranty coverage.

For Warranty Inquiries or Service

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

- Locate the model number and serial number on the equipment.
- Provide proof of purchase or order number.
- Submit photos or videos showing the issue.
- Contact Cooler Depot before arranging any repairs.

Failure to contact Cooler Depot before obtaining equipment service may void warranty coverage.

If you experience any issues with your equipment, please contact us immediately.

Phone: 626-407-1970 **Email:** Homedepot@coolerdepotusa.com

Limited Service Warranty

Valid only in the Continental United States.

WARRANTY SERVICE PROCESS

1. RECORD VIDEO
15-second video
Logo, temperature, inside fan

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2. EMAIL SUPPORT
Send video + order details to Cooler Depot support

→

3. CASE NUMBER
Receive a warranty case number

→

4. TECH CONTACT
Technician contacts you by the next business day