10/5/2026

Cooler Depot Commercial Cooking & Heating Equipment Warranty

Warranty Coverage Summary

This warranty applies to Cooler Depot commercial cooking and heating equipment, including but not limited to:

- Commercial ovens
- Ranges and stoves
- Griddles
- Hot plates
- Fryers
- Other commercial cooking or heating equipment

First 90 Days: Parts and Labor Warranty

Cooler Depot provides **parts and approved labor coverage for the first 90 days from the original invoice or purchase date**.

If the equipment is not operating properly during the first 90 days, please contact Cooler Depot for warranty assistance.

After the First 90 Days: Parts Only

After the first 90 days, **labor, diagnosis, installation, removal, transportation, and service-call costs are no longer covered**.

For qualifying warranty failures, Cooler Depot will provide covered replacement parts during the applicable parts warranty period.

The customer is responsible for all labor and service costs associated with diagnosing, removing, installing, or replacing the part after the first 90 days.

A refundable parts deposit may be required before a replacement part is shipped. The deposit will be refunded after the defective part is returned in accordance with our return instructions.

Information Required for a Warranty Claim

To request warranty service, please provide the following information:

- A description of the problem
- The **Home Depot order number**
- The **model number**
- A clear photo of the **unit nameplate**, including the model and serial number when available
- Clear photos showing the equipment and the affected area
- A **short video clearly showing the problem or malfunction**
- The video or photos must clearly show the **Cooler Depot logo** on the equipment
- Any additional photos, videos, or diagnostic information requested by our service team

Warranty evaluation may be delayed if the required information is not provided.

Warranty Service During the First 90 Days

Our service team will first assist with troubleshooting by phone, email, photos, or video.

If a covered part is determined to be defective, Cooler Depot will provide the required replacement part.

If the issue cannot be resolved through remote troubleshooting, Cooler Depot may, at its discretion, arrange an authorized technician visit or approve another appropriate warranty solution.

Cooler Depot is responsible only for **approved warranty labor costs during the first 90 days**.

Any service, repair, or labor performed without prior authorization from Cooler Depot may not be eligible for reimbursement.

Parts Warranty After the First 90 Days

After the first 90 days, qualifying warranty coverage is limited to covered replacement parts only.

The customer is responsible for:

- Diagnostic fees
- Technician or service-call fees
- Labor costs

- Installation and removal costs
- Transportation costs
- Gas or electrical connection costs
- Any other costs associated with replacing or installing the part

Replacement parts must be installed by a qualified technician when required.

Warranty Does Not Cover

This limited warranty does not cover failure, damage, or service resulting from:

1. Improper installation or installation that does not comply with applicable electrical, gas, ventilation, fire, or local building codes.
2. Incorrect gas type, gas pressure, electrical voltage, electrical connection, or improper conversion between natural gas and propane.
3. Installation, repair, adjustment, or modification performed by an unqualified or unauthorized person.
4. Failure to properly clean or maintain the equipment, including excessive grease, carbon, food debris, or other buildup.
5. Damage caused by negligence, misuse, abuse, improper operation, improper handling, or unauthorized modification.
6. Use of the equipment outside the operating conditions specified by Cooler Depot.
7. Outdoor or mobile applications unless specifically approved by Cooler Depot.
8. Damage resulting from fire, water, electrical surge, improper gas supply, improper ventilation, or other external causes.
9. Products sold, installed, or used outside the Contiguous United States.
10. Normal wear items and consumable components, unless otherwise specifically stated in writing.

Important Warranty Notice

Warranty coverage does not automatically authorize the customer to hire a technician and submit the repair bill for reimbursement.

Cooler Depot must approve warranty labor or service before the repair is performed.

Unauthorized labor, service calls, repairs, or replacement costs may not be reimbursed.

Warranty Service Contact

Phone: +1-626-407-1970
Email: Homedepot@coolerdepotusa.com

When requesting warranty service, please have your **Home Depot order number, model number, unit nameplate, photos, and a short video showing the problem** available.