



IMPORTANT – READ BEFORE PURCHASE. IMPORTANT PRODUCT WARRANTY INFORMATION BELOW

Standard Warranty – 1 Year Parts, 90 Day Labor

Refrigeration Design Technologies, Inc. (“RDT”) warrants to the original purchaser of the Equipment, traced by Model and Serial Number, as follows. RDT will remove, repair or replace, and install any defective factory-installed part(s) of the Equipment within 90 days of installation, not to exceed 9 months from date of invoice. RDT will also repair or replace any defective factory-installed part(s) of the Equipment within 1 year of installation at RDT’s factory, not to exceed 18 months from invoice (but not cover any labor costs associated therewith). This warranty is not intended to mitigate the responsibility of the installer for normal start-up procedures.

All defective parts must be delivered to RDT for warranty evaluation. In lieu of returning parts, RDT may (in its sole discretion) accept pictures showing any defective materials, components, and serial labels. Warranty coverage for materials and parts used during repair shall not include any markup—proof by receipt is required. RDT gives the freedom to select a licensed refrigeration service company of purchaser’s choice and therefore does not provide recommendations.

In addition to the foregoing, this warranty excludes and does not cover the following:

1. Damage or loss of function due to (i) fire, flood, high winds, lightning, heat or cold beyond operating tolerance, or acts of God; or (ii) original model and serial number date being altered, defaced or removed; or (iii) alteration, abuse, misuse, tampering, operation on low or improper voltages; or (iv) use in any manner other than recommended by RDT.
2. Consequential or special damages, including but not limited to, loss of food products, temporary storage, loss of profits, loss of refrigerant, or injury to person or property caused by defective equipment, material, or parts.
3. Any Equipment or part which shall have been repaired, altered, or assembled in any way by anyone other than RDT, RDT’s supplier or RDT’s installation contractor which, in the sole judgment of RDT, affects the performance, stability or purpose for which it was manufactured.
4. Damage or loss of function due to improper start-up, installation, exceeded lines lengths per project specification, any variation from the approved drawing without the express written consent from RDT, or lack of preventative maintenance of any kind. This includes but is not limited to leaks caused by not tightening roto locks to listed torque specs, drain installation, piping, not following P-trap specifications, refrigerant leaks, and installation consumables.
5. Labor costs except as expressly included in the warranty, if any.
6. Any overtime, holiday hours, or any other type of increased hourly rates for labor of repairs. Labor rates and time exceeding the expectations of RDT based on similar services in similar locations are at the sole discretion of RDT. Trip charges, travel charges, torch charges, and other similar additional charges. Cost of tools and equipment, including but not limited to scissor lifts.

This warranty is in lieu of all other warranties, expressed or implied, and **RDT expressly disclaims all implied warranties including warranties of merchantability or fitness for a particular purpose**. RDT neither assumes, nor authorizes any person to assume for it, any other obligation or liability in connection with the Equipment or any other part thereof. Except for the express warranty given above, the Equipment is sold by RDT as-is. RDT’s sole obligations with respect to this warranty are expressly stated above. No course of performance, course of dealing, or usage of trade will create or alter any warranty. This warranty is non-transferrable and shall apply only within the boundaries of the continental United States and Canada. Location exceptions for other areas are covered by a specified agreement between the authorized reseller and RDT.

FOR WARRANTY AND TECHNICAL SUPPORT CONTACT US HERE

Tech Support & Warranties: techsupport@rdtonline.com | 972-937-3215 ext. 2

Normal Hours of Operation: Monday — Friday 8:00am to 5:00pm CST