



## Limited Parts Warranty

### What Is Covered:

1. All parts are guaranteed to be free of defects in material and workmanship for **24 months** from date of original purchase.
2. Scroll compressors are guaranteed to be free of defects in material and workmanship for **60 months** from date of original purchase.
3. Stainless steel chilling heat exchangers are guaranteed for **5 years** from original date of purchase against failure due to material erosion or welds breaking. This warranty does not cover damage as result of freezing or harmful chemicals.
4. Poly tanks are guaranteed against material failure for a period of **10 years** from original purchase date. This guarantee does not cover leaks from bulkhead fittings or the bulkhead fittings and gaskets.
5. During the first 90 days, normal ground freight for a replacement part and the returning part will be paid by American Chillers. Expedite freight must be paid for by the customer.

### What is not covered:

1. Labor to diagnose, repair or replace a failed component is not covered.
2. Freight after the initial 90 days. Expedited freight during the initial 90 days is not covered.
3. Loss of business or added expense for cranes, lifts, permits, or contractor services arising from the repair or replacement of a failed part.

### Policy Regarding Replacement Parts:

American Chillers will provide a replacement part for any covered defective part as per the above conditions. Customers are responsible for freight after the first 90 day period. Replacement parts may be **new or reconditioned, at the discretion of American Chillers**. All warranty claims must be processed through American Chillers. The replacement part will be warranted for the remainder of the original part warranty, or a minimum of 90 days.

### Parts Failure Not Covered:

To be covered, the part or component failure **must be a result of manufacturing defect or normal wear and tear**. Parts that fail due to causes external to the chiller, such as improper installation, electrical supply problems, leaking or broken pipes and tube erosion from excessive fluid velocity, freezing or poor water quality, failure to maintain clean filters, contractor or owner negligence, etc., are not covered by this warranty. **American Chillers will not reimburse the customer for purchased parts through another vendor without prior authorization. A replacement part, however, will be provided upon return of the defective part, only.**

**Glycol**, replacement glycol, the labor to add glycol to the chiller and chiller damage resulting from improper freeze protection are not covered by the chiller warranty.

### To Make A Warranty Claim

All warranty claims must be processed through American and all parts returned for credit must have a **Return Material Authorization** number. To make a warranty claim, contact American between the hours of 8:00 a.m. – 5:00 p.m. (Eastern time), Monday – Friday. American will issue an RMA number. The RMA number must be clearly marked on the outside packaging or the package will be refused.

### Freight and Handling

Replacement parts for equipment covered by the Standard Warranty **must be shipped freight prepaid only to a Factory Authorized Service contractor**, with a Return Material Authorization for the return of the defective part(s). All parts sent to you or your contractor must be paid for in advance, including freight. **If the part(s) failure meets the warranty criteria as stated above, you will be refunded the charges for the part(s)** upon receipt of the defective part(s) at the factory. Return freight must be prepaid; parts sent back freight collect will not be accepted.

### Payment

**Parts must be paid for prior to shipment.** American will accept VISA and MasterCard for your convenience. Your credit card will not be billed until the part(s) are shipped. Credit will be issued for the cost of the part, less any applicable freight and handling charges, after the defective part(s) are returned, freight prepaid, **if the part failed due to a defect of material or workmanship.**