

General Warranty Policy

US Inc [US Refrigeration] warrants that all equipment and parts are free from defects in material and workmanship under normal use and service. As more expressly defined in the US Refrigeration Commercial Warranty Policy. For more information on specific product group warranties or blank warranty claim forms, or other warranty questions, please visit our website at www.us-refrig.com. All warranty claims must be submitted to US, Inc. within 30 days of the warranty work being performed.

Terms and Conditions

Prices

All Prices in this catalog are F.O.B. Beltsville, MD. Taxes imposed by any present or future federal, state or local laws, if paid by us, will be charged to the purchaser. Title and risk of loss to equipment pass to the purchaser upon delivery to the carrier.

Terms

Terms of net thirty days from the date of invoice will be gladly extended to those customers of known and acceptable financial standing. A service charge of 1-1/2% per month, which is an effective annual percentage rate of 18%, will be charged for invoices not paid within thirty days, but in no event will the monthly service charge exceed 1/12 of the annual percentage rate allowable under applicable state laws.

Note: Prices and terms, designs, material specifications, weights and dimensions are subject to change without notice.

Returned Goods

(All returned merchandise must be sent freight pre-paid). Merchandise must not be returned without prior approval or consent, which will be given or withheld at our sole discretion.

If the merchandise is in a **new, unused condition and is in its original carton with all the original packing and is a configuration appearing in our current catalog**, it will be accepted back (subject to prior approval as stated above) and a credit allowed amounting to the original selling price or current selling price, whichever is lower, less the restocking charge indicated.

Used or discontinued equipment **will not** be accepted for credit under any circumstances, unless prior approval has been given as previously stated.

Any deviation from this procedure will result in delay of credit or replacement.

Order Cancellation Non-Cataloged Items

Extended lead times will be required for non-cataloged items. A cancellation charge of 25% of the purchase price will be assessed for items ordered in a non-cataloged configuration when cancelled prior to shipment. If the non-cataloged configuration has been shipped prior to receipt of cancellation notice, the goods cannot be returned for credit.

Freight Damage Claims

In the event of a shortage, notify the carrier as well as US Inc. immediately. In the event of damage, notify the carrier. **We are not responsible for damage occurring in transit, but will gladly render assistance necessary to pursue your claim. Merchandise must be inspected for concealed damage within 15 days of receipt.**

Ordering Information

Please check the part numbers carefully when ordering. Be sure to include: Quantity, Part No., Description, How To Ship - if you have specific routing plans. When ordering spare parts for units, designate product information and color where it is necessary to have parts match equipment you are using.

Compare quality, performance and prices. Then consolidate and simplify your ordering procedure by ordering current service parts from US Inc. located nearest to your area.

Shipping Information

Unless otherwise instructed, all merchandise will be shipped as follows:

0 - 200 lbs. United Parcel Service

Over 200 lbs. Truck

US Inc shall select point of origin for shipments to give the most efficient service. Freight charges are from US Refrigeration's office in Beltsville, Maryland.

Complete Service

Your trained US Inc Sales Person stands ready to serve you with ordering and technical assistance. They can also offer successful, proven merchandising ideas and placement programs that will help you to place US Refrigeration equipment in retail accounts.

A Returned Goods Authorization (RGA) number must be assigned before merchandise is returned and must accompany all returned goods. Call your local sales office to obtain a RGA number.

A 20% restocking fee may be applied to all returned goods.

No merchandise will be accepted more than three months after the invoice.

US REFRIGERATION

6980 Distribution Drive * Beltsville, Maryland 20705

(888) 556-2112

All prices are in U.S. Dollars — All Prices are subject to change without notice.

FOB Beltsville, Maryland

www.us-refrig.com



**WARRANTY POLICY
AND
PROCEDURE GUIDE
2018**

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www.us-incorporated.com



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Accessories

Accessories Warranty Schedule

Equipment Warranty Schedule

OBTAINING WARRANTY CLAIM FORMS

Step-by-Step Registration

1. Register on our site at www.us-incorporated.com
 - A. Select the "login" button
 - B. On the next screen select Register
 - C. Fill out the profile and give the system a few minutes to register you.
2. Select Warranty Forms
 - A. Log into the site using your user name and password (that you assigned in the Registration process).
 - B. On the menu under "Tools" is an item call "Warranty Forms".
3. Confirm the information on the submit form (if they are not going to print the forms, e-mail address is the important field).
4. An e-mail will arrive with an Acrobat file. Print file for claim forms.

WARRANTY CLAIM FORM PROCEDURE

A completed claim form must be sent with all part(s) from each repair. You must call our Customer Service Center at 888-556-2112 to receive a Warranty Claim Form Number.

The following information is required on all claim forms (see sample claim next page):

1. Name and address of service company (we will issue credit to this company).
2. Phone number of above company.
3. Contact person at above company.
4. Name and address of account where equipment is located.
5. Phone number of account where equipment is located.
6. Contact person at account where equipment is located.
7. Date when repair was complete.
8. Customer signature.
9. Model & Serial Number of repaired equipment.
10. Reason for repair (be specific).
11. Part number and description of replaced part. Check appropriate box for field scrap (see field scrap list) or return (all returned parts are subject to evaluation prior to issuing credit).
12. Servicing company labor rate/per hour.
13. Refrigeration type and amount used (paid at current market value).

Claim form must be submitted within 30 days from repair date.

WARRANTY RETURN PARTS PROCEDURE

Parts (no RMA will be required for parts, use claim form)

1. Fill out claim form completely. Each claim number is unique and can only be used once. Only one serial number and one failure will be accepted per claim form (no credit will be received without a completed claim form)
2. If a part needs to be returned (see return parts list), send a copy of the claim form along with the part to:

Us, Inc
6890 Distribution Drive
Beltsville, Maryland 20705 USA
(888) 556-2112

3. If a part is to be field scrapped, send the claim form to:

Us, Inc – Administrative Offices
12231 Distribution Place
Beltsville, Maryland 20705 USA
Attn: Customer Service Department

4. Please make a copy for your records

COMPLETE UNIT RETURNS

Complete units (RMA required) - Do not use a claim form unless specifically authorized

1. Call Technical Services 1-888-556-2112 (must have model and serial number)
2. Write RMA number clearly on the outside of the box (no claim form will be required unless labor is specifically authorized).
3. Ship to appropriate address:
Us, Inc
6890 Distribution Drive
Beltsville, Maryland 20705 USA
(888) 556-2112
4. Credit will be issued upon receipt of unit and validation.

US, INC
 6890 Distribution Drive
 Beltsville, Maryland 20705

WARRANTY CLAIM FORM

No. _____
 NOTE: EACH CLAIM NUMBER IS
 UNIQUE AND CAN ONLY
 BE USED ONCE
 Warranty Claim
 Number will be
 provided by Us, Inc.

DISTRIBUTORSHIP INFORMATION

Name _____
 Address _____
 City _____ State _____ Zip _____
 Phone Number _____
 Technicians Name _____

CUSTOMER INFORMATION

Customer Name (Firm) _____
 Address _____
 City _____ State _____ Zip _____
 Customer Contact _____
 Date Repair Completed _____
 Reason work was performed _____

 Customer Signature _____

WARRANTY CHARGES CLAIMED LABOR (SEE LABOR RATE GUIDE)

No. of Hours _____ X Labor Rate \$70.00
 Please refer to the allowable number of hours per warranty claim type. Please ask our
 Customer Service Department for more details. (888) 556-2112.
 \$ _____
Total Labor

Serial No. _____
 Customer Complaint: _____

REFRIGERANT Maximum allowable charge as specified on serial nameplate

_____ R404A @ \$11.50/lb= _____
 _____ R134A @ \$ 11.50/lb= _____
 _____ R22 @ \$5.50/lb= _____
 \$ _____
Total Refrigerant

Refrigeration Prices Subject to Change Without Notice

DEFECTIVE PARTS/DISPOSITION

QTY.	PART NUMBER	DESCRIPTION	FIELD SCRAP	PART RETURN	COST OF PARTS

UPS Ground Freight (see field scrap list)

TOTAL CHARGES \$ _____
 \$ _____
Total Parts/Freight

DO NOT WRITE IN THIS AREA

LABOR _____
 REFRIG. _____
 PARTS _____ DATE _____
 TOTAL \$ _____ SIGNATURE _____
 SERVICE INCIDENT NUMBER _____

GUIDELINES FOR RECEIVING AND HANDLING LOSS OR DAMAGED SHIPMENTS

F.O.B. Shipping:

Us, Inc. goods are sold F.O.B. Shipping Point, which makes the equipment the property of the buyer while in transit. If loss or damage occurs, the buyer should file a claim.

Receiving and Inspection:

All shipping containers should be inspected for internal loss or damage, including: indentations, punctures, re-taping, open tops, or cartons marked "This Side Up" that are delivered laying on their side. The receiver and the carrier should make a joint inspection prior to acceptance of the shipment. Results should be noted on the delivery receipt.

Concealed Damage:

Contents of all shipments should be checked for concealed damage immediately after delivery. If concealed damage is noted, the delivering carrier should be notified promptly.

The tariff guidelines specify no more than 15 days should pass from the date of delivery to the date of when the damage report is made to the carrier. After the 15-day limit has passed, the liability of the carrier is greatly diminished or void.

Filing A Loss or Damage Claim:

If loss or damage is identified, a claim should be filed with the carrier immediately. Items required to file a claim include:

1. Completed Loss or Damage Form (obtained from the carrier)
2. Copy of Original Invoice
3. Inspection Report
4. Copy of Carrier's Delivery Receipt
5. Copy of Bill of Lading, which would be forwarded on request

Return for Repair:

In some cases, it may be necessary to return the damaged unit for repair to Us, inc. An RMA should be obtained from the Customer Service Department. After the delivering carrier has noted inspection and damage, the unit should be returned with the following notation on the Bill of Lading: "Damaged In Transit. Being returned for repair."

SERVICE PART WARRANTY

(PARTS PURCHASED FOR UNITS NOT UNDER WARRANTY)

- **3 Months on ALL Parts**

COMMERCIAL WARRANTY

US, Inc., ("US") does warrant to the original purchaser from US who buys solely for commercial or industrial uses, or for resale in the ordinary course of business, that each of the Products covered by this Commercial Warranty shall be free from defects in material and/or workmanship, under normal and proper use and service conditions.

Any products covered by this **Commercial Warranty** (including components thereof demonstrated to have been defective when shipped by US will be either repaired, replaced (with new or rebuilt replacement) or the purchase price therefore refunded, as US may determine solely in its discretion. A Product or component thereof covered by this Commercial Warranty supplied as a Warranty Replacement will assume the balance of the Period of Warranty applicable to the original measured from the date of replacement. This Commercial Warranty does not include, and US will not assume or pay, the expense of travel time or mileage, any premium time of any party other than US; any repair, replacement, analysis or any other services or parts furnished by any party other than US unless specifically authorized in advance and in writing by US. This Commercial Warranty does not include labor for diagnosis, removal or installation of any products or components.

Products covered by this Commercial Warranty include all beverage and food dispensing or vending equipment manufactured or sold by US after the date hereof (not excluded hereinafter) and this Commercial Warranty is further limited to the use of that equipment in connection with appropriate foodservice activities including, soft drinks, beer, coffee, hot chocolate, food and any /or food commodities for which use the particular product has been identified by US, Inc..

Specific exclusions to this Commercial Warranty are OEM Sales, water filter cartridges, coin mechanisms, light bulbs, fuses, glass, diaphragms, seals, o-rings, silicone or rubber parts, refrigeration access valves or related refrigeration leaks, parts in contact with water or the product dispensed and which become inoperative due to scale or chemical change, normal maintenance items. This Commercial Warranty shall not apply to damage resulting from improper voltage, inadequate wiring, abuse, accident, alteration, misuse, neglect, unauthorized repair, improper cleaning or failure to follow installation, operating or maintenance instructions. Remote water-cooled refrigeration systems must have properly sized and installed remote cooling towers or systems. Failure of refrigeration components (compressor-valves) due to remote condenser system failure, incorrect sizing, operation, or installation are not covered by this Commercial Warranty.

The Period of Warranty is (i) two (2) years from the date of installation, or, (ii) twenty-seven (27) months from the date of shipment by US of a product covered hereby, whichever time period elapses first. For products incorporating a refrigeration system the Period of Warranty, with respect to the refrigeration system only (defined as the compressor, evaporator, condenser, and interconnecting tubing [not to include any access valves], is five (5) years from the date of installation or sixty-three (63) months from the date of shipment by US, whichever time period elapses first.

Any claim under this Commercial Warranty must be made as promptly as is reasonably possible, but in no event later than thirty (30) consecutive calendar days, after the discovery of the defect. Such claims are to be directed to the US CUSTOMER SERVICE DEPARTMENT at 6980 DISTRIBUTION DRIVE, BELTSVILLE, MARYLAND 20705 USA (888) 556-2112.

Under no circumstances should the entire unit be returned to US except for repair or replacement of the sealed refrigeration unit. Whenever a product is returned to US for repair or replacement of the sealed refrigeration system under the terms of the Commercial Warranty and the defect is found to exist in parts other than the sealed refrigeration system (example: motor, condenser fan motor, start capacitor or relay), an evaluation fee of twenty-five dollars (\$25.00) may be charged. If such defective part needs replacement or repair and is within its Period of Warranty, such part will be replaced or repaired at no charge, except for labor for removal and installation of such part which will be the responsibility of the customer. If not within its Period of Warranty, a charge for such part and the labor will be made.

The product covered by this Commercial Warranty, or components thereof, must not be returned to US without authorization from the US CUSTOMER SERVICE DEPARTMENT. Instructions for return will be given with any such authorization. All returned products and/or parts must be shipped prepaid to US, Inc. Return shipping costs of repaired or replacement products or parts will be prepaid by US, except that as to original purchasers in Alaska or Hawaii, US will pay shipping costs only to Seattle or San Francisco respectively. US will not accept collect shipments. Replaced products or parts become the property of US. Any product or parts returned to US under the terms of this Commercial Warranty must be accompanied by a Returned Goods Tag, properly filled out as to unit model number and serial number and detailed explanation of failure.

Except for descriptions of size, quantity and type, which may appear on US' invoices and other written materials, and except for any statements of conformity of US' products with specifications of certain industry, government or professional organizations standards, which may appear as product information disclosures in US' literature and other documents from time to time. THIS COMMERCIAL WARRANTY IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

US' LIABILITIES ARE LIMITED SOLELY AND EXCLUSIVELY TO THE REPLACEMENT OR REPAIR OF THE DEFECTIVE PRODUCT OR REFUND OF THE PURCHASE PRICE OF SAID PRODUCT. US IS NOT LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND WHATSOEVER, WHETHER ANY CLAIM FOR RECOVERY IS BASED ON THEORIES OF CONTRACT, NEGLIGENCE OR TORT. Without limitation, these liabilities do not include shipping charges, labor, installation or any other losses or expenses incurred in operation or installation of any replaced, repaired or returned product or component. In those jurisdictions where liability for damages cannot be disclaimed, the original purchaser's recovery shall not exceed the cost of the product to which this Commercial Warranty may apply.

US neither assumes, nor authorizes any salesperson, distributor, employee, agent or other person to assume for it, any liability of obligation of any kind which is different from the terms of this Commercial Warranty.

US MAKES NO WRITTEN WARRANTY OF ANY KIND WHATSOEVER TO ANY PURCHASER WHO BUYS FOR PERSONAL, FAMILY OR HOUSEHOLD USE.

For US Warranties on products other than covered hereunder, see the Warranties covering each product category.

US may in its discretion direct an Authorized Service Center or National Service Organizations reasonably proximate to the Original Purchaser to perform its obligations under this Commercial Warranty. This warranty may be assigned or transferred to a national service Organizations to better handle and coordinate Warranty, Extended Warranties and/ or Service related requests. That Service Center may also perform such other services as the purchase may require at purchaser's expense.

US, INC.
6890 Distribution Drive
Beltsville, Maryland 20705 USA
(888) 556-2112

WARRANTY RETURN PARTS LIST

The following parts must be returned for warranty credit:

Compressors - Complete compressors 20 months or less, tag only over 20 months. Electricals must be returned with compressor or tag to receive compressor credit.

Evaporators

Condensers

Refrigeration Valves/ Solenoids

Motors

Circuit Boards

NOTE: Call Customer Service to determine if part needs to be scrapped EXCEPT those listed above.

ACCESSORIES WARRANTY SCHEDULE

YEAR	PARTS	LABOR
1	ALL PARTS	NO LABOR
2	ALL PARTS	NO LABOR
3	NO PARTS	NO LABOR
4	NO PARTS	NO LABOR
5	NO PARTS	NO LABOR

PARTS RETURN POLICY:

SEE FIELD SCRAP GUIDE: All parts not covered under field scrap guide must be returned for credit on a completed claim form. Authorized Distributor / Dealer must contact Customer Service for approval on all parts & accessories included under this Commercial Warranty Program.

FREIGHT: US will pay freight one way.

REFRIGERATED FOODSERVICE EQUIPMENT WARRANTY SCHEDULE

YEAR	PARTS	LABOR
1	ALL PARTS	LIMITED LABOR
2	ALL PARTS	LIMITED LABOR
3	COMPRESSOR ONLY	NO LABOR
4	COMPRESSOR ONLY	NO LABOR
5	COMPRESSOR ONLY	NO LABOR

PARTS RETURN POLICY:

FREIGHT: US will pay freight one way.

COMPRESSOR: Compressors with a date code of less than 20 months must be returned for credit. Compressor with a date code of more than 20 months; return tag only.

Distributor must follow the procedures pertaining to Warranty Claims. If any doubt exists, please contact our Us, Inc Customer Service Department for more details.



Us Refrigeration™

www.us-incorporated.com