



HUSSMANN STANDARD 2-YEAR WARRANTY POLICY

Applicable to the following models only:

DDSS, FSOB, FSOT, GSVM, ISFGG, ISMGG, MD (MD-10 & MD14), NAV, NAVC, SHM, SIM, SM, S5S3S, S5S4S (S-SERIES for Specialty line only)

2-YEAR LABOR WARRANTY

Husmann warrants to the original purchaser 2-years, **not to exceed 27 months** labor from date of shipment from Husmann factory. The labor warranty shall include standard straight time labor charges only as determined by Husmann.

2-YEAR PART WARRANTY

Husmann will provide a new part if determined it is a valid warranty failure. The agreement is to provide a one-time replacement for the original OEM part only for a period of 2 years, **not to exceed 27 months** from date of shipment from Husmann factory.

Husmann reserves the right to request failed part(s) claimed under OEM warranty returned to Husmann for testing and analysis for consideration of reimbursement.

5-YEAR LED WARRANTY

(if so equipped)

Husmann warrants to the original purchaser 5 years labor & parts from date of shipment from Husmann factory. The labor warranty shall include standard straight time labor charges only as determined by Husmann. -- ***Excludes Eco Shine Quick Connect LED lighting and the Limited Motion Sensor Dimming System***

Husmann's obligation under this warranty shall be limited to exchanging the defective LED fixture and/or power supply with a similar or equivalent fixture and/or power supply. This Warranty applies only when fixtures are properly wired and installed as a system per the detail in the Husmann standard installation instruction manual. LED fixtures must use a Husmann approved power supply unit, operating within the electrical specifications for that power supply unit. LED fixtures must be used in equipment designed and approved for the LED light fixture's application and in environmental conditions (temperature, humidity, water exposure) within the approved operating environment of the system. The LED power supply **is not for use in damp or wet applications.**

5-YEAR COMPRESSOR WARRANTY

This excludes model: MD (MD-10 & MD-14)

(Model MD gets a one-time compressor replacement for period of 1 year from date of shipment from Husmann factory and is applicable to the original OEM compressor only.)

Husmann warrants a one-time compressor replacement for a period of 5 years from date of shipment from Husmann factory and is applicable to the original OEM compressor only. This warranty does not include any other components or materials. The commitment of replacement must prove to the satisfaction of Husmann that the compressor is inoperative due to defects in the material or workmanship under normal use and service. Husmann reserves the right to inspect the jobsite, installation, and reason for failure, as well as obtain failure analysis from the compressor supplier as a condition precedent to honoring any warranty.

PROCESS TO OBTAIN COMPRESSOR

To obtain a compressor under this warranty, the customer's service provider must go to the nearest compressor manufacturer's authorized wholesaler. When the said failed compressor is within the compressor manufacturer's coverage period, the authorized wholesaler will exchange at no cost to the customer's service provider when the service provider returns the failed compressor to the wholesaler location. Should the said failed compressor fall outside the compressor manufacturer's coverage, the customer's service provider is required to purchase the compressor, return the failed compressor to the authorized wholesaler for core credit, if applicable, and submit the claim to Husmann with the final bill of sale (noting the core credit, if applicable, and without mark-ups) for reimbursement consideration.

*****Please note. A Husmann Compressor Form must be completed and attached in the claim along with other applicable documentation if any applicable claim is filed associated to a compressor replacement.***

REPORTING WRONG/MISSING ITEMS

Report any parts wrong/missing to Hussmann no more than 30 days from delivery to site, not to exceed 60 days from shipment from Hussmann factory. After this time has expired, Hussmann will assume the parts are correct or lost during the installation and Hussmann OEM warranty coverage will not cover those items.

LABOR STANDARDS FOR HUSSMANN STANDARD EQUIPMENT

(If so equipped)

		CASES	RETROFITS	
		Hours	Hours	
ELECTRICAL				
Controller (system)	Board	2	X	
	Controller, Display	2.5	X	
	Transducer	3	X	
Heater	Drain, Evaporator Pan	3	X	
	Defrost (coil), Frame	4.5	X	
Lighting	Ballast	2	X	
	LED Fixture	1	1	1 hour covers up to 10 fixtures & each additional fixture is 5 minutes per fixture.
	LED Power Supply	1	1	1 hour for first case, 30 minutes for each additional case.
Motor	Air Sweep, Evaporator, Humidity	2	X	When more than one failure on like component on service call, standard labor guidelines apply on first motor & each additional motor is 1 hour.
	Condenser, Exhaust	2.5	X	
Component (other)	Contact, Relay, Sensor, Switch, Thermostat, Time Clock, Drain Pump	2.5	X	When more than one failure on like component on service call, standard labor guidelines apply on first component & each additional component is 1.5 hours.
Wiring	Repair times vary depending on the problem & case		X	Complete explanation of failure & repair required; photos of the issue found before repair & after the repair must be included with claim.
REFRIGERATION				
Coil	Condenser, Evaporator	5.5	X	
Compressor		5	X	
Valve	Expansion, Shut-off, Solenoid	3	X	When more than one failure on like component on service call standard labor guidelines apply on first valve & each additional valve is 1.5 hours.
Component (other)	Pressure Control, Sight Glass	2.5	X	When more than one failure on like component on service call standard labor guidelines apply on first component & each additional component is 1.5 hours.
Piping	Repair times vary depending on the problem and the case		X	Complete explanation of failure & repair required; photos of the issue found before repair & after the repair must be included with claim.
STRUCTURAL				
Close-off	Front/Rear	1.5	X	
Door	Eco Vision, Innovator	1.5†	1.5†	1 hours covers up to 12 doors
	Sliding Service	1	X	
Glass	Lift-up	2.5†	X	
Component (other)	Hinge, Torque Rod	1.5†	1.5†	
	Handle	.5	.5	
Sealing	Repair times vary depending on the problem and the case			Complete explanation of failure & repair required; photos of the issue found before repair & after the repair must be included with claim.
Hours noted are total man hours allowed				
† Total, inclusive of 2-men repair				
These are the Hussmann standard labor guidelines for component replacement within Hussmann OEM policy terms. Any hours claimed over the guidelines are not guaranteed payment and would require detailed information for review and consideration.				
Hussmann reserves the right to alter or change the labor hours of its limited warranty at any time and without notice. The warranty policy that applies to your purchase shall be the one in effect on the date of product shipment. For current policy guidelines, additional warranty schedules, warranty claim procedures and forms; go to www.hussmann.com .				

Parts Containing Limited Coverages beyond Standard OEM Equipment Parts Warranty
(If so equipped)

PARTS	APPLICABILITY	Requirements/Exclusions (In addition to Hussmann Corporation Warranty Exclusion)	Part coverage‡
Coils (If so Equipped)	With continuous aluminum tubing only	Photos/video of entire coil and leak area required prior to warranty consideration for any parts orders and labor claims. **Signs of corrosion/pitting/exposure are not covered	60
Sealed Multi Glass Assemblies & Deli/Service Doors (If so equipped)	OEM components only (applicable for moisture penetration only)	Photos/video of entire glass required prior to warranty consideration for any parts orders and labor claims. **Glass breakage not covered	36
Eco Vision Retrofit/Upgrade kits	OEM components only (applicable for moisture penetration only)	Photos/video of entire glass required prior to warranty consideration for any parts orders and labor claims. ++Both the Case and the Door Serial numbers are required. **Glass breakage not covered	15
Sealed Multi Glass Door Assemblies: Eco Vision	OEM components only (applicable for moisture penetration only)	Photos/video of entire glass required prior to warranty consideration for any parts orders and labor claims. ++Both the Case and the Door Serial numbers are required. **Glass breakage not covered	60
Sealed Multi Glass Door Assemblies: Innovator Walk-in & Reach In	OEM components only (applicable for moisture penetration only)	Photos/video of entire glass required prior to warranty consideration for any parts orders and labor claims. ++Both the Case and the Door Serial numbers are required. **Glass breakage not covered	120
Electronic Ballasts	In usage with Innovator doors only (applicable to original OEM equipment orders only)	X	36
LED Fixture	OEM & RETROFITS	Any LED fixture with one or more LEDs extinguished, burnt out diodes, and/or flickering and confirmed power supply is functional.	60
Eco Shine Quick Connect LED	OEM & RETROFITS	**No service or labor charges related to component or incidentals will be covered outside of the standard OEM Policy terms and guidelines.	60
LED Power Supply	OEM & RETROFITS	X	60
Led Dimming System (Motion sensor/controller/cable)	OEM & RETROFITS	**No service or labor charges related to component or incidentals will be covered outside of the standard OEM Policy terms and guidelines.	60
‡ All part coverage is total months from Hussmann OEM factory ship date			

WARRANTY EXCLUSIONS

THIS WARRANTY SHALL NOT APPLY TO LOSS OF FOOD OR CONTENTS OF THE PRODUCTS DUE TO FAILURE FOR ANY REASON. HUSSMANN SHALL NOT BE LIABLE FOR:

- Any damages, delays, or losses, direct, consequential, incidental, or otherwise, which may arise in connection with such equipment or part thereof; including loss of profit, additional labor cost, or injury to personnel or property caused by defective material or parts.
- Delays or damages caused by carriers during shipment, handling/managing or installation, customer scheduling conflicts with provider, which incur costs or by environmental exposure; or caused by fire, flood, strikes, vandalism, or other circumstances beyond its control.
- When the product usage is other than as recommended by Hussmann or installed or operated in a manner contrary to the printed instructions covering installation and service, which accompanied such product without the written consent of Hussmann.
- Shelving/wire rack damages caused by improper installation and/or overloading beyond the specified weight limits.
- Improper electrical connections (such as, but not limited to, incorrect supply voltage, low or unstable supply voltage, the use of extension cords, the use of generators, etc.).
- When operation of the product is impaired due to improper drain installation.
- When the equipment is subject to negligence, abuse, misuse; inclusive of the removal, defacing or altering of the serial number tag.
- Items related to lack of maintenance, store conditions, or environmental conditions (such as, but not limited to, mold, biological growth, corrosion, humidity, etc.).
- Installation or operation in a corrosive atmosphere, or otherwise in contact with corrosive materials (e.g., mold, chlorine, fluorine, salt, recycled wastewater, urine, fertilizers, or other damaging substances or chemicals).
- Any parts or labor claims on equipment related to or because of customer installed misting systems.
- Payment of labor for any removal or installation of warranted parts, unless specifically called out on the Warranty Schedule posted on the Hussmann Website, in effect at the date of shipment of the product.

- Travel to and from store locations and work sites beyond Hussmann standard travel allowance as per the Hussmann repair guidelines—travel exclusions include truck charges, fuel surcharges, mileage, driver fees, parking, and tolls.
- Store visits where providers are unable to get into store, work was already performed, and or not limited to No Trouble Found.
- Diagnostics beyond Hussmann standard diagnostic allowance as per the Hussmann repair guidelines—diagnostic exclusions include, but no limited to, time spent with Tech Support/Hussmann reps or equipment/part suppliers for troubleshooting/resolution.
- Per diem (such as, but not limited to, lodging, meals, rentals, etc.).
- Administrative fees for preparing claims or entering them into Hussmann claim system.
- No mark-ups of any kind.
- Refrigerant is not covered.
- Costs related to expedited shipping or handling/managing of replacement parts, item freight and duty.
- Periodic maintenance items such as: filters, driers, gaskets/seals, door gaskets, lamps, fuses, etc. or ancillary components that have not been compromised and are otherwise in good working condition.
- Adjustments such as, but not limited to, temperature, defrost, superheat, door tension, etc.
- Collateral damages to components/equipment related to other parts.
- Tightening of components such as, but not limited to, quick connects, drain lines, valves, packing nuts, caps, electrical plugs/connections, etc.
- Store visits where providers are unable to get into store, work was already performed, and or not limited to No Trouble Found.
- Overtime, double-time, or holiday charges regarding labor.
- Tools/materials or other items used for repair.
- LED failure resulting from subjecting the LED fixture or its components to stress or use in an abnormal manner including under/over voltage conditions, incorrect installation, usage with a non-approved power supply and/or usage outside approved environmental conditions. *Approved operating environment: Operation at a rated DC voltage or DC current; Operating temperature range of power supply unit must conform to power supply manufacturer's recommendations. This warranty applies only when fixture is used for temperature-controlled display applications within an operating temperature range of -22° to +77° F (-30° C to +25° C).
- Condensation/frost build-up on inside and outside of LED light fixture.
- Use of non-approved power supply or LED fixture failures caused by applying unapproved power supply.
- Lumen degradation or variation in any optical properties of LED light fixture.
- The performance or integrity of the fluorescent lamp holders or failures stemming from lamp holder performance.
- Standard or fluorescent bulbs are not covered under OEM.
- Use of LED power supplies in damp or wet applications.
- All other LED failure modes not listed in limited warranty coverage section.
- To defend, indemnify or hold harmless any purchaser or end-user for any claims, demands, lawsuits or actions of any nature.

***+Hussmann reserves the right to alter or change the terms of its limited warranty at any time and without notice. The warranty policy that applies to your purchase shall be the one in effect on the date of product shipment. For current policy guidelines, additional warranty schedules, warranty claim procedures and forms; go to www.hussmann.com.**

***+ Hussmann's product warranty is processed through the Tavant warranty management system (TWMS) and will be administered to the aforementioned policy and labor standards published on the Hussmann website at www.hussmann.com/support/warranty. Failure to comply to the terms and conditions of service and the Hussmann policies will result in a denial of warranty.**

PATENT WARRANTY

Hussmann warrants that its products do not infringe the claims of any existing United States patent, but Hussmann makes no warranty against infringement by reason of the use thereof either in combination with other products or in the operation of any process or use of the products other than for their intended purpose. This warranty is subject to purchaser promptly notifying Hussmann in the event of any action for such infringement brought against purchaser and permitting Hussmann to participate in the defense of such action. Hussmann reserves the right to modify or replace any product alleged to constitute an infringement, or to remove such product and refund the amount paid by purchaser, therefore. This warranty is not transferable. The foregoing patent warranty shall not apply to any product or part thereof made to purchaser's design, and as such product or part. Hussmann assumes no liability for patent infringement. The foregoing states the entire liability of Hussmann regarding patent infringement. Any warranty repair made by Hussmann or other providers shall not extend the term of the warranty. THE WARRANTIES RECITED ABOVE ARE THE ONLY WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, MADE BY HUSSMANN WITH RESPECT TO ITS PRODUCTS, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS, AND HUSSMANN NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT, ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH THE SALE OF ITS PRODUCTS OR ANY PART THEREOF.