



## Equipment Limited Warranty CANADIAN CUSTOMERS

IGLOO'S sole obligation under this warranty is limited to either repair or replacement of parts, subject to the additional limitations below.

This warranty neither assumes nor authorizes any person to assume obligations other than expressly covered by this warranty.

**A: IGLOO REFRIGERATION LTD.** Warrants to the original purchaser that **IGLOO** unit sold and all parts thereof to be free from defects in material or workmanship, under normal use and service, for a period of one (1) year following the date of original purchase order, (unless specified otherwise). **IGLOO** will pay reasonable labour charges for the repair or replacement of any part of the sealed refrigeration system for a total period of One (1) year from the date of sale or delivery day, provided that, prior authorization has been issued by **IGLOO'S** Customer Service Department. A repair authorization number with instructions will be issued once the model number and serial number have been provided, and the unit is determined to be within the warranty period.

**B.** Improper operation due to low/high voltage conditions or any power surge, inadequate wiring and damage due to accidents are not manufacturing defects and are strictly the responsibility of the purchaser.

There is no warranty what so ever on the light bulbs, ballast and all glass.

**Condenser coils must be cleaned at regular intervals. Failure to do so can cause compressor malfunction and will void warranty.**

**NO CONSEQUENTIAL DAMAGES:** **IGLOO** is not responsible for economic loss; profit loss; or special, indirect, or consequential damages, including without limitation, losses or damages arising from food or product spoilage claims whether or not on account of refrigeration failure.

**WARRANTY IS NOT TRANSFERABLE:** This warranty is not assignable and applies only in favor of the original purchaser/user to whom delivered. Any such assignment or transfer shall void the warranties herein made and shall void all warranties.

**ALTERATION, NEGLIGENCE, ABUSE, MISUSE, ACCIDENT, DAMAGE DURING TRANSIT OR INSTALLATION, FIRE, FLOOD, ACTS OF GOD:** **IGLOO** is not responsible for the repair or replacement of any parts that **IGLOO** determines have been subjected after the date of manufacture to:

- Equipment failure relating to improper installation, improper utility connection or supply.
- Equipment that has been improperly maintained, calibration of controls, adjustments, damage from improper cleaning and water damage to controls.

- Equipment that has not been used in an appropriate manner, or has been subject to misuse or misapplication, neglect, abuse, accident, alteration, damage during transit, delivery or installation, fire, flood, riot or act of God.

**LIMITATIONS:**

- The warranty covers products shipped within Canada.
- **IGLOO's** warranty covers reasonable travel time which is defined as 50km one way, anything more must be pre-approved. Please contact **IGLOO** warranty support for prior approval before having any unit serviced by a company outside the normal warranty coverage area.
- There will be no labour coverage for equipment located on any island not connected by roadway to the mainland.
- The warranty does not cover services performed at overtime or premium labour rates. Should service be required at times which normally involve overtime or premium labour rates, the owner shall be charged for the difference between normal service rates and such premium rates. **IGLOO** Refrigeration does not assume any liability for extended delays in replacing or repairing any items beyond its control.

**WARRANTY CLAIMS:** All claims should include: model number of the unit, the serial number of the unit, proof of the purchase, date of installation, and all pertinent information supporting the existence of the alleged defect.

**Direct your claim to:**

**IGLOO REFRIGERATION LTD. Warranty Service Support**

124 NORFINCH DRIVE, TORONTO, ONTARIO M3N 1X1

TEL: 416-663-3051 TOLL FREE: 1-888-408-8819 – Monday to Friday – 8:00am to 6:00pm EST

**IMPORTANT: FOR THIS WARRANTY TO BE IN EFFECT**

1. **WARRANTY REGISTRATION CARD MUST BE FILLED IN WITH ALL INFORMATION AND BE RECEIVED BY IGLOO REFRIGERATION LTD. WITHIN 30 DAYS FROM DATE OF PURCHASE, OTHERWISE THIS WARRANTY IS NULL AND VOID.**

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**Equipment Limited Warranty**  
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<b><u>IGLOO REFRIGERATION LTD.</u></b>		<b><u>2019 WARRANTY REGISTRATION</u></b>
<b><u>CARD</u></b>		
NAME OF SELLING DEALER: _____		DATE OF SALE: _____
NAME OF COMPANY/PERSON PURCHASING THE UNIT: _____		
FULL ADDRESS: _____		
CITY/PROV: _____	POSTAL CODE: _____	EMAIL: _____
_____		
TEL: _____	CELL: _____	FAX: _____
_____		
INVOICE #: _____	DATE OF INVOICE: _____	DATE OF DELIVERY: _____
_____		
MODEL #: _____	SERIAL #: _____	

TO ACTIVATE THE WARRANTY YOU MUST FAX OR SEND IN THE COMPLETED WARRANTY REGISTRATION CARD

FAX: 416-663-5793

e-mail: [info@igloorefrigeration.com](mailto:info@igloorefrigeration.com)



124 Norfinch Drive Toronto, Ontario, Canada M3N 1X1  
 Phone: (416) 663-3051 Fax: (416) 663-5793

# MAINTENANCE FORM

Download and print from [www.igloorefrigeration.com](http://www.igloorefrigeration.com)

Date: \_\_\_\_\_

Customer Info	
Name	
Address	
Phone	
Email	

Service Company Info	
Name	
Address	
Phone	Email
Technician Name	License #

Equipment Info			
Model	Serial #	Model	Serial #
1	_____	4	_____
2	_____	5	_____
3	_____	6	_____

Inspection Report	
<input type="checkbox"/> Check and clean evaporator coil surface	<input type="checkbox"/> Check power supply and light bulbs
<input type="checkbox"/> Pressure cleaning of all air cooled condenser coils	<input type="checkbox"/> Check contactor points connection
<input type="checkbox"/> Pressure cleaning of all drains	<input type="checkbox"/> Check all defrost heaters for correct amp and voltage
<input type="checkbox"/> Flush or blowout condensate pan	<input type="checkbox"/> Check capacitors
<input type="checkbox"/> Check system for proper refrigerant charge	<input type="checkbox"/> Check thermostat calibration
<input type="checkbox"/> Check compressor amps and electrical connections inside the compressor electrical box	<input type="checkbox"/> Verify defrost clock setting and operation
<input type="checkbox"/> Check all fan motors and fan blades	<input type="checkbox"/> Temperature check
<input type="checkbox"/> Check air circulation	<input type="checkbox"/> Cycling check
<input type="checkbox"/> Inspect unit wiring	<input type="checkbox"/> Inspection of door gaskets/seals
<input type="checkbox"/> Tighten all electrical connections in the electrical panel	<input type="checkbox"/> Inspection of hinges & or automatic door closers
<input type="checkbox"/> Check all switches for proper connection	<input type="checkbox"/> Lubricate all moving parts where necessary
	<input type="checkbox"/> Check final performance

Extra Comments
_____
_____

**Maintenance Form required in order for igloo's warranty to be valid**

MAINTENANCE MUST be done every 3 months, by a licensed Refrigeration Technician in order for Igloo's Extended Warranty to be valid.

Please have your Licensed Refrigeration Technician Fill out this Maintenance Form, once your Technician has filled out this form please send it by Fax (416-663-5793) or Email [info@igloo400.com](mailto:info@igloo400.com) to Igloo Refrigeration Limited

If the Maintenance Form is not sent in to Igloo, the Four (4) year extended warranty will be null & void & the unit(s) will only be covered for the original One (1) Year Warranty.

**Items NOT covered under Warranty:** Light Bulbs, Glass, Gaskets, Power Supply

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Service Technician Name: _____	Signature: _____	Date: _____
Customer Name: _____	Signature: _____	Date: _____