



ENTREE REFRIGERATION EQUIPMENT WARRANTY

(NON-TRANSFERABLE)

For Warranty Service Call: 704-900-2068 Option #1

**This policy supersedes any previous policy and is effective
April 1, 2023**

TWO (2) YEAR PARTS & LABOR WARRANTY

All new ENTREE Equipment is warranted to the original purchaser of new equipment, to be free from manufacturing defects in material and workmanship under normal use and service for a period of two (2) years from the date of original purchase when installed by a qualified installer where applicable. Warranty coverage is valid only to the original commercial customer. (Proof of purchase required.) This equipment is for indoor environmentally controlled commercial use only in a commercial establishment. The warranty is not transferrable. Coverage cannot be modified after the time of purchase. Entrée will repair, replace with equivalent equipment, or refund the purchase price of the equipment at Entrée's discretion to satisfy warranty obligation. ***(Chef Base Models will have a one (1) year parts & labor on drawer system, and a two (2) year parts & labor warranty on the refrigeration system with the additional three (3) year compressor warranty) ***

ONE (1) YEAR PARTS AND LABOR WARRANTY, TWO (2) COMPRESSOR WARRANTY

Models covered under the One (1) Year Parts and Labor Warranty are CR1-EC-HC, CR1-EC-G-HC, CF1-EC-HC, and CF1-EC-G-HC, ERB12X, EFB12X, ECM5X, ECM7X, ERT Topping Rails, EDC Deli Cases, EDC Ice Cream Dipping Cabinets, ECD Cake Display Models, All Chest Freezers, Hotel Refrigerators, and Wine Coolers. All new ENTREE Equipment is warranted to the original purchaser of new equipment, to be free from manufacturing defects in material and workmanship under normal use and service for a period of one (1) year from the date of original purchase when installed by a qualified installer where applicable. Warranty coverage is valid only to the original commercial customer. (Proof of purchase required.) This equipment is for indoor environmentally controlled commercial use only in a commercial establishment per local codes. The warranty is not transferrable. Coverage cannot be modified after the time of purchase. Entrée will repair, replace with equivalent equipment, or refund the purchase price of the equipment at Entrée's discretion to satisfy warranty obligation.

ADDITIONAL THREE (3) or TWO (2) YEAR COMPRESSOR WARRANTY

In addition to the Two (2) year warranty, or One (1) year warranty stated above, ENTREE LLC, warrants its hermetically sealed compressor to be free from defects in both material and workmanship under normal and proper use and maintenance service for a period of three (3) additional years or two (2) year depending on the model, from the date of original installation. Removal or defacement of the original Serial Number or Model Number from any unit shall be deemed to release ENTREE LLC. from all obligations hereunder or any other obligations, express or implied. **Models excluded in this three (3) year compressor warranty will have an additional two (2) year compressor warranty are CR1-EC-HC, CR1-EC-G-HC, CF1-EC-HC, and CF1-EC-G-HC, ERB12X, EFB12X, ECM5X, ECM7X, ERT Topping Rails, EDC Deli Cases, EDC Ice Cream Dipping Cabinets, ECD Cake Display Models, All Chest Freezers, Hotel Refrigerators, and Wine Coolers are exempt from compressor warranty.**

This warranty is limited to the repair and replacement, including standard labor charges of defective parts and/or assemblies. Labor, travel, and mileage covered for the warranty period include straight time labor charges and travel charges, a maximum of 100 miles, or a round trip of 50 miles, not exceeding a total of 100 miles. If the service is not available within 50 miles there will be additional travel charges to be incurred by the product owner. *Warranty cannot be offered for extreme remote locations over 100 miles away where service is not available.* This warranty does not cover overtime, holiday or off-hour and weekend rates. Kintera reserves the right to deny coverage after a service technician is on site based on the above exclusions. Entrée and its authorized dealers/distributors will not be responsible for service charges incurred on non-warranty matters.

*All services must be authorized by the dispatching agent by calling the above noted phone number. No exceptions.

IN ADDITION

The use of any Non-OEM part will void any existing warranty on the equipment. All service charges incurred at the time of discovery will be billable to the customer.

Compressors determined by ENTREE LLC. to have been defective within this extended time will, at ENTREE LLC option, be either repaired or replaced with a compressor or compressor parts of similar design and capacity. The freight charges for sending a replacement compressor are not covered by this warranty. Replacement of a defective compressor is limited to one (1) Compressor during the five-year period.

The three (3) year or two (2) extended compressor warranty applies only to hermetically sealed parts of the compressor and does not apply to any other parts or components, including, but not limited to: cabinet, paint finish, temperature control, refrigerant, metering device, driers, motor starting equipment, fan assembly or any other electrical component, etcetera.

COMPRESSOR WARRANTY

The compressor warranty detailed above will be voided if the following procedure is not carefully adhered to:

1. If the refrigerator/freezer does not cool within 1 hour/60 minutes, turn the unit off and call for service. If the refrigeration system is void of Freon and the compressor is allowed to run more than an hour damage will occur to the compressor and will cause it to fail. Failure/replacement of the compressor in this manner is not covered by this warranty.
2. Drier replacement is very important and must be changed when a system is opened for servicing. The new drier must also be the same capacity as the drier being replaced.
3. 500-micron level vacuums must be achieved to insure low moisture levels in the system. 500 microns or lower must be obtained.

NOT COVERED BY THIS WARRANTY

- Failure to install and/or use equipment with proper operating conditions specified by Entrée in the owner's/installer manual. This includes but is not limited to residential, outdoor, or mobile applications.
- Warranty does not cover standard wear parts which include door gaskets, incandescent bulbs, LED lighting or fluorescent bulbs, interior and exterior finishes, lubrication, loosened fasteners of door or lid hinges OR **broken glass**.
- Failures of components resulting from the incorrect voltage supply, unstable or erratic voltages, low voltages, improper/inadequate wiring, or the use of extension cords. The use of piercing valves is prohibited and if left in the system voids all warranties. (*This equipment is for indoor environmentally controlled commercial use only.*)
- The warranty also does not cover issues caused by improper installation or lack of basic preventative maintenance, which includes regular cleaning of condenser coils.
- Any adjustments necessitated by improper operation conditions.
- Customer abuse as determined by Entrée.
- Travel beyond 50 miles round trip and more than 2 hours round trip.
- Products installed in a non-commercial or residential location.
- Equipment that has not been used appropriately or was subject to misuse, neglect, abuse, accident, alteration, negligence, damage during transit, delivery or installation, fire flood or an act of God.
- Equipment that has been altered, modified, or repaired by anyone other than an authorized service agency outside of the preventative maintenance and cleaning.
- Repairs made without prior authorization from Entrée. (For warranty service call 704-900-2068, option 1.)
- Repairs made with Non-OEM or authentic Entrée Replacement Parts. The product warranty will be voided.

ENTREE LLC, 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 those expressly covered by this warranty. **NO CONSEQUENTIAL DAMAGES. ENTREE LLC. 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.**

THE 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, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IMPROPER USAGE. ENTREE LLC ASSUMES NO LIABILITY FOR PARTS OR LABOR COVERAGE FOR COMPONENT FAILURE OR OTHER DAMAGES RESULTING FROM IMPROPER USAGE OR INSTALLATION OR FAILURE TO CLEAN AND/OR MAINTAIN PRODUCT AS SET FORTH IN THE OWNER'S MANUAL PROVIDED WITH THE UNIT.

RELOCATION OF CABINET FOR REPAIR: ENTREE LLC. is not responsible for the cost to move a cabinet for any reason from its position of operation on the customer's premises to make a warranty repair.

NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE: THERE ARE NO OTHER WARRANTIES, EXPRESSED, IMPLIED OR STATUTORY, EXCEPT THE TWO (2) YEAR (or 1 year) PARTS & LABOR WARRANTY AND THE ADDITIONAL THREE (3) YEAR COMPRESSOR WARRANTY AS DESCRIBED ABOVE. THESE WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, INCLUDING IMPLIED WARRANTY AND MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

OUTSIDE U.S.: This warranty does not apply to, and ENTREE LLC. is not responsible for, any warranty claims made on products sold or used outside the United States and Canada.