



REV. 12.18.2023

MANUFACTURER'S LIMITED PARTS AND LABOR WARRANTY

IRINOX North America (hereafter stated as "IRINOX") warrants to the original owner of every new IRINOX refrigerated unit, the cabinet, and all parts thereof, to be free from defects in material or workmanship, under normal and proper use and maintenance service as specified by IRINOX and in accordance as stated in the IRINOX owner's manual.

The warranty starts from the date of installation and its officialized with the receiving of the installation report, or it starts within 60 days of shipment from the Irinox warehouse to customer warehouse, dealer, end customer without any registration.

Installations and start-up must be in accordance with the instruction packet supplied with each IRINOX unit. IRINOX's obligation under this warranty is limited to the following.

With the receiving of the installation report properly filled:

Parts Two (2) years

Labor Two (2) years

Compressor Five (5) years

The installation report must be properly filled out and emailed to service@irinoxnorthamerica.com within 72 hours from the date of installation or start-up.

All parts covered under this specific above stated warranty that are determined as failures by IRINOX, are limited to the repair or replacement, including labor charges of defective parts or assemblies. IRINOX'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 those expressly covered by this warranty.



WARRANTY CLAIM PROCEDURE

All warranty claims for labor or parts must be made directly through IRINOX by contacting our Service Department by phone at (786) 870-5064 or by email at service@irinoxnorthamerica.com. All claims must include model and serial numbers of the unit, proof of purchase, date of installation, or any of the above noted criteria and all pertinent information and pictures supporting the existence of the alleged defect or claim.

IRINOX reserves the right to troubleshoot and advise on field correction by phone or email or will dispatch an authorized IRINOX Service Technician to the original installation site indicated by the customer in order to troubleshoot and/or solve the situation or will send the necessary spare parts for its repair by an authorized service company or to the end user when applicable.

This warranty does not apply outside the limits of the USA, its territories and Canada. Nor does it apply to any part which has been subject to misuse, neglect, alteration, accident or to any damage caused by transportation, flood, fire, or the acts of nature/God. This warranty is not effective unless the IRINOX North America Technical Installation/Testing Report is properly filled out and emailed to service@irinoxnorthamerica.com within 72 HOURS from the date of installation or start-up.

Only IRINOX North America authorized accessories and/or parts can be installed on IRINOX machines, unauthorized accessories and/or parts will automatically void warranty. IRINOX North America cannot be held liable in case of accidents, or any damages caused by misuse of the equipment or installation of unauthorized or aftermarket parts and/or accessories on all IRINOX equipment.

WHAT IS NOT COVERED BY THIS WARRANTY

This warranty does not apply to:

- Any aesthetic components
- Door Gaskets, Hinges, Handles, Closing Mechanisms
- Fuses, Relays, Remote Control Switches
- Capacitors
- Sanigen Bulbs, Condenser Filters, Damaged or Misused Probes
- Core Probes (Damages due to water/liquid or bent probe)
- Unit(s) moved from original installation site or location or during any shipping.
- Software update/parameter modification
- FreshCloud connection activities or any other kind connection (Modbus, Wi-Fi, and Ethernet)

IRINOX North America will not assume:

- Responsibility for economic loss; profit loss or special indirect or consequential damages, including but not limited to, losses or damages arising from food or product spoilage claims, delayed installations or shipping, parts shortages, labor shortages or strikes.
- 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.
- Responsibility for the repair or replacement of any parts that IRINOX determines have been subjected after the date of manufacture to alteration, neglect, abuse, misuse, accident, damage during transit or installation.
- Responsibility for the repair or replacement of failed or damaged components resulting from improper voltage feeds, electrical power failure, electrical storm or grid power surges, the use of extension cords, low voltage, or voltage drops or spikes to the unit.
- Responsibility for any damages caused during or at any storage facility including but not limited to, dealer and on/off site storage.

This warranty is not assignable and applies only valid to 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. There aren't any other warranties expressed, implied or statutory, except the warranties 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.

TRANSPORTATION DAMAGE AND CLAIMS

All IRINOX equipment is sold **FOB** shipping point, and when accepted by the carrier, such shipments become the property of the consignee.

Should damage occur in shipment, it is a matter between the carrier and consignee. In such cases, the carrier is assumed to be responsible for the safe delivery of merchandise, unless negligence can be established on the part of the shipper.

- Make an immediate inspection while equipment is still in the truck or immediately after it is moved to the receiving area.
- Do not sign a delivery receipt or freight bill until you have made a proper count and inspection of all merchandise received.
- Note all damage to packages directly on the carrier's delivery receipt.
- Make certain the driver signs this receipt. If he refuses to sign, make a notation of this refusal on the receipt.
- If the driver refuses to allow inspection, write the following on the delivery receipt, "Driver refuses to allow inspection of containers for visible damage".
- Save any packages and packing material for further inspection by the carrier.
- Promptly file a written claim with the carrier and attach copies of all supporting paperwork.

IRINOX requires that the consignee unpack and fully inspect their unit(s) for any concealed freight damage. Any claims for concealed freight damaged must be reported to IRINOX within 72 hours of receipt of shipment via email to shipping@irinoxnorthamerica.com

IRINOX will continue its policy of assisting our customers in collecting claims which have been properly filed and actively pursued. IRINOX will not assume the responsibility of any claims nor accept deductions in payment for such claims.