



Warranty Policy Update September 2019

Should any Classic/TGM air conditioner present a defect or failure, the Classic/TGM distributor or wholesaler will need to follow the following guidelines and claim procedure.

Warranty coverage includes the following components and warranty periods.

- Compressors Five (5) years from date of Refricenter of Miami's invoice
- All other components Two (2) from date of Refricenter of Miami's invoice

Warranty coverage will only apply if the Classic/TGM distributor/wholesaler has filled out completely and provided warranty claim form. Incomplete warranty claim forms will not be processed as the information is critical for purposes of continuous quality improvement.

The warranty will cover the value of the defective part or unit and will consist of a credit to the distributor/wholesaler's account for the value of the defective component or replacement of the defective component freight collect from Refricenter International's Miami warehouse to the distributor/wholesaler's location. All warranty claims will require that the defect or failure be verified by an authorized air conditioning technician.

Warranty coverage will apply under the following circumstances:

- The warranty claim form is submitted together with a copy of the corresponding Refricenter of Miami commercial invoice.
- The unit or component was installed per the corresponding Classic air conditioning installation guidelines and/or installation manual.

Warranty coverage will not apply under the following circumstances:

1. When the unit or component has not been operated correctly per its corresponding application guideline and/or installation manual.
2. When any safety warnings contained in the installation and/or installation manual have not been followed.
3. When any component or unit is damaged due to "Acts of God" such as floods, tornadoes, earthquakes, lightning, fire, among others.
4. When any component or unit is damaged due to abuse or improper handling.
5. When the unit or component has not been installed per the Classic air conditioner installation manual.
6. When the failure is due to unstable voltage supply.
7. When the unit has been repaired by an unauthorized repair technician.

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