

# Glass Door Merchandiser

## 2 Year Warranty

### TWO YEAR PARTS & LABOR WARRANTY

Dukers warrants to the original purchase of every new 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 Dukers and upon proper installation and start up in accordance with the instruction packet supplied with each Dukers unit. Dukers obligation under this warranty is limited to a period of two (2) years from the date of purchase or twenty-four (24) months after shipment date from Dukers, whichever occurs first.

Any part covered under this warranty that are determined by Dukers to have been defective within two (2) years of the original date of purchase or (24) months after shipment date from manufacture, whichever occurs first, is limited to the repair or replacement, charges of defective parts or assemblies. The labor shall include standard straight time labor charges only and reasonable travel time, determined by Dukers warranty procedure and guidelines.

### ADDITIONAL 3 YEAR COMPRESSOR ONLY WARRANTY

In addition to the Two (2) year warranty stated above, Dukers warrants its hermetically sealed compressor to be free from defects in both material and workmanship under normal and proper use and maintenance service for the period of three (3) additional years from the date of original purchase but not exceed five (5) years after shipment from manufacturer.

Compressor determined by Dukers to have been defective within this extended time period will, at Dukers option, be either repaired or replaced with a compressor or compressor parts of similar design and capacity.

The two (2) year 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, temperature control, refrigerant, dryers, motor starting equipment, fan assembly or any other electrical component, labor charges, etcetera.

### WARRANTY CLAIMS

All claims for labor or parts must be made directly through Dukers by the Authorized Dukers Service Provider. All claims should include: Model number of the unit, the serial number of the cabinet, proof of purchase, date of installation, and all pertinent information supporting the existence of the alleged defect.

In case of warranty compressor, the compressor must be returned to Dukers along with above listed information. Any action or breach of these warranty provisions must be commenced within two (2) months after that cause of action has occurred. All warranty claims must be submitted by the Authorized Dukers Service Provider within 30 days from date of repair to prevent delays in processing claims.

### TWELVE (12) MONTHS LIMITED PARTS & LABOR WARRANTY: (for any refrigeration units installed in a mobile vehicle)

Dukers provides twelve (12) months limited parts and labor warranty from the time of purchase for any refrigeration equipment that is installed in any kind of mobile vehicles, not limited to, trucks, trailers, food trucks, or boats. Dukers assumes no liability for parts or labor coverage for component failure or other damages resulting from installation in noncommercial or residential building applications. Any equipment that has been altered, modified or utilized in any manner other than how the equipment has originally been designed, or to be used will have the warranty nullified and voided automatically. Application of this exception to Dukers general warranty policy is wholly under Dukers discretion. This exception creates no additional responsibilities or liabilities except as outlined herein.

### R290 COMPRESSOR WARRANTY

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

1. This system contains R290 refrigerant and polyol ester lubricant. The polyol ester lubricant has rapid moisture absorbing qualities. If long exposure to ambient conditions occur, the lubricant must be removed and replaced with new lubricant. Failure to comply with recommended lubricant specification will void the compressor warranty.
2. Drier replacement is very important and must be changed when a system is opened for servicing. A drier using XH-9 desiccant or an exact replacement solid core drier must be used. The new drier must also be the same capacity as the drier being replaced.
3. Micron level vacuums must be achieved to insure low moisture levels in the system. 500 microns or lower must be obtained.
4. All Compressor replacements must be obtained through Dukers warranty department unless Dukers waives this requirement in writing and at its sole discretion. Failure to comply with this requirement will void the compressor warranty.

## WHAT IS NOT COVERED UNDER WARRANTY

Dukers 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.

### NON-CONSEQUENTIAL DAMAGE

DUKERS 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.

### NON-WARRANTY PARTS

Dukers excludes specific parts exposed to normal wear and tear. These parts include, but are not limited to, lamps. Gaskets, casters, shelves and shelf clips, pans, bin and pan dividers and airflow guards.

### RESIDENTIAL APPLICATIONS:

Dukers assumes no liability for parts or labor coverage for component failure or other damages resulting from installation in noncommercial or residential applications.

### WARRANTY IS NON-TRANSFERABLE

This warranty is not assignable and applies only in favor of the original purchaser, owner or lessee of the unit. Warranty does not transfer with change of ownership or lessee. ANY SUCH ASSIGNMENT OR TRANSFER SHALL VOID THE WARRANTIES HEREIN AND SHALL VOID ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

### IMPROPER USAGE

DUKERS ASSUMES NO LIABILITY FOR PARTS OR LABOR COVERAGE FOR COMPONENT FAILURE OR OTHER DAMAGES RESULTING FROM IMPROPER USAGE OR INSTALLATION OR FAILURE TO CLEAN CONDENSER COIL AND/OR MAINTAIN PRODUCT AS SET FORTH IN THE WARRANTY PACKET PROVIDED WITH THE UNIT.

### ALTERATION, NEGLIGENCE, ABUSE, MISUSE, ACCIDENT, DAMAGE DURING TRANSIT OR INSTALLATION, FIRE, FLOOD, ACTS OF GOD.

Dukers is not responsible for the repair or replacement of any parts that DUKERS determines have been subjected after the date of manufacture to alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, flood, or act of God.

### IMPROPER ELECTRICAL CONNECTIONS.

DUKERS IS NOT RESPONSIBLE FOR THE REPAIR OR REPLACEMENT OF FAILED OR DAMAGED COMPONENTS RESULTING FROM INCORRECT SUPPLY VOLTAGE, THE USE OF EXTENSION CORDS, LOW VOLTAGE, OR UNSTABLE SUPPLY VOLTAGE.

### NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE

THERE ARE NO 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. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

### OUT SIDE OF U.S WARRANTY

DUKERS is not responsible for any warranty claims made on products sold or used outside the United States. Dukers does not honor in Hawaii or Alaska

