

ONE-YEAR LABOR WARRANTY

Polarman Refrigeration warrants to the original purchaser of every new Polarman commercial refrigeration product, 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 Polarman, and upon proper installation and start-up in accordance with the instructional information supplied with each Polarman unit.

Polarman's labor coverage obligation under this warranty is limited to a period of one (1) year from the original date of purchase, or fifteen (15) months from the manufacturer's shipment date, whichever occurs first.

The labor warranty shall include standard straight-time labor charges only and reasonable travel time within one hundred (100) miles roundtrip, as determined by Polarman Refrigeration. Travel beyond one hundred (100) miles roundtrip, overtime, holiday, weekend, or after-hours labor rates are not covered under this warranty.

This labor warranty does not cover issues caused by improper installation, lack of basic preventative maintenance, or service performed without prior authorization.

TWO-YEAR PARTS WARRANTY

Polarman warrants all parts of qualifying new commercial refrigeration equipment to be free from defects in material or workmanship under normal and proper use and maintenance service for a period of:

Two (2) years from the original date of purchase, or twenty-seven (27) months from the manufacturer's shipment date, whichever occurs first.

Any part determined by Polarman to be defective within this time period shall, at Polarman's option, be repaired or replaced.

Warranty does not cover standard wear items, including but not limited to door gaskets and light bulbs.

FIVE-YEAR COMPRESSOR WARRANTY (PART ONLY)

In addition to the warranties stated above, Polarman 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:

Five (5) years from the original date of purchase, or sixty-three (63) months from the manufacturer's shipment date, whichever occurs first.

This compressor warranty is limited to the compressor part only and does not apply to labor, diagnostics, refrigerant, freight or shipping charges, or any other parts or components.

All compressor warranty claims must be supported by a written diagnostic report from a qualified refrigeration technician clearly identifying the compressor as defective.

Polarman reserves the right to review all diagnostic documentation and request return of the failed compressor or related components for inspection.

SCOPE AND INSTALLATION REQUIREMENTS

This warranty policy applies only to Polarman products purchased and used within the 48 contiguous United States; warranty service is not provided for any residential address. For products shipped to Alaska, Hawaii, or other U.S. territories, the purchaser shall bear all applicable shipping costs, customs duties, and other additional fees.

Unless otherwise specified in the product documentation, all Polarman refrigeration products must be installed by qualified technicians within permanent commercial structures indoors.

WARRANTY CLAIMS & SERVICE PROCESS

All claims for labor, parts, or compressor warranty must be submitted through Polarman Refrigeration prior to service or return.

To initiate a warranty claim, please visit:

www.polarmanusa.com and select "Open a Claim".

If you are unable to submit a claim online, you may contact Polarman Warranty Support by email at:

polarman@chefmindgroup.com

When submitting a warranty claim, the following information is required:

- Model number of the unit
- Serial number of the unit
- Place of purchase
- Proof of purchase
- Date of purchase
- Detailed description of the reported issue
- Supporting photos and/or videos, where applicable

For compressor warranty claims, a photo of the compressor model tag and the technician diagnostic report are required.

If proof of purchase cannot be provided, the warranty period shall be determined based on the manufacturer's shipment date.

Failure to return the part within three (3) months after claim approval or request by Polarman will result in forfeiture of the claim.

Prior to returning any product, you must obtain a return authorization from Polarman. Any unauthorized returns will be refused, and you will be responsible for all associated shipping costs.

WHAT IS NOT COVERED BY THIS WARRANTY

All Polarman refrigeration products are for commercial use only. This warranty is not transferable and applies only to the original purchaser. Polarman's sole obligation under this warranty is limited to the repair or replacement of parts at Polarman's discretion.

This warranty does not apply to parts and accessories sold separately, nor does it cover the following: damage or expenses resulting from improper use or installation; damage caused by power surges or voltage fluctuations; unauthorized modifications; negligence; abuse; misuse; accidents; fire; flood; acts of God; damage during transportation or installation; or the use of non-OEM parts.

DISCLAIMER OF WARRANTIES & LIMITATION OF LIABILITY

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

POLARMAN REFRIGERATION SHALL NOT BE LIABLE FOR ECONOMIC LOSS, LOSS OF PROFIT, LOSS OF USE, FOOD SPOILAGE, OR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

MODIFICATION OF WARRANTY

Polarman Refrigeration reserves the right to revise or terminate this warranty at any time. Only products purchased during the period from the revision date of this warranty to any subsequent revision date (or subsequent termination date) shall be covered by the corresponding version of this warranty.