



Limited Warranty Guidelines

FEBRUARY 2024

THIS WARRANTY DOES NOT COVER PRODUCT LOSS/CONSEQUENTIAL DAMAGES.

Warranty includes, but is not limited to, Refrigerators, Freezers and Display Cases sold in the Contiguous United States to the original Dealer and the respective customer. This warranty cannot be transferred under any circumstances. **Howard McCray recommends a qualified refrigeration technician preform the start up. Howard McCray products are made for commercial use only**, any warranty claim for residential use will be denied and void immediately.

(1) A Qualified Refrigeration Company is defined as a fully licensed and insured refrigeration company that handles food service equipment.

Warranty for Self-Contained Equipment:

Parts - 1 Year from Date of Installation or 15 Months from Date of INVOICE/SHIPMENT, whichever comes first.

Labor - 1 Year from Date of Installation or 15 Months from Date of INVOICE/SHIPMENT, whichever comes first.

Compressor - 5 Year from Date of INVOICE/SHIPMENT

Extended Warranty for COMPRESSOR on Self Contained Equipment

Compressor - 1 year Copeland over the counter warranty

Compressor - 4 additional years covered by HMC

Compressor age will be prorated according to: **Schedule A. – COMPRESSOR WARRANTY**

Warranty for Remote Cases: The above PARTS & LABOR warranty only applies to items that are installed by the factory, EXPANSION VALVES and other related components involved in the installation of these units are not covered, nor any part affected by the installation of (Howard McCray) Remote Cases.

Refrigerant loss is not covered.

FAILURE TO CLEAN THE CONDENSER WEEKLY WILL VOID THE FACTORY WARRANTY



All Warranty Claims must include the following or they will not be processed. The required is:

1. Service Authorization Number (SA#) – Provided by Howard McCray
2. Date of service
3. Model number of unit being serviced
4. Serial number of unit being serviced
5. Copy of wholesaler receipt for all parts replaced including compressor.
6. Picture of the tag off the failed compressor. (compressor replacement only)

Please fill out Request for Warranty Reimbursement Form – **Schedule D**

The Recommended Service Allowances by HMC is listed on **Schedule B**

ITEMS NOT COVERED BY WARRANTY

Product Loss or failure due to failed refrigeration.

Adjustments of any type including the following; thermostats electric or mechanical, expansion valves, door hinges or cabinet levelness.

Broken or cracked glass including display glass and doors.

Ware & tare parts such as door gaskets, door frames, or door glides.

Improper installation ex. Too close to front door, in direct sunlight, unlevel or an area where the cabinet experiences excessive air disturbance.

Electrical surges which cause components to burn out, or equipment that has experienced other stress or hazards such as floods, fire, or other acts of nature.

Damages due to spraying water into the unit

Claims not submitted within 60 days of date of service

Refrigeration components on Remote units

All Howard McCray equipment is intended for indoor use with ambient temperatures not exceeding 75 degrees and 55% relative humidity.