

Limited Warranty

Commercial Refrigeration and Foodservice Equipment

1. Warranty Coverage

Hardline warrants new equipment to be free from defects in material and workmanship under normal commercial use and proper maintenance, for the periods below, to the original purchaser.

Product line	Parts & labor	Compressor
Reach-in refrigerators and freezers, undercounters, worktops, prep tables	3 years	5 years
Merchandisers, back bars, display cases	3 years	5 years
Ice machines	2 years	5 years
Countertop and small refrigerated units	1 year	1 year
Powered food prep equipment: meat slicers, meat mincers, bone saws, vegetable cutters, food cutting machines, mixers, and cutting mixers	1 year	Not applicable
Manual food prep equipment: hamburger presses, tomato cutters, and sausage cutters	1 year, parts only	Not applicable
Countertop cooking and buffet equipment: fryers, soup kettles, bain maries, coffee urns, beverage dispensers, and chafing dishes	1 year	Not applicable
Replacement parts sold separately	90 days from invoice, parts only	Not applicable

Models not listed carry a 1-year parts and labor warranty unless their spec sheet states otherwise.

2. When Coverage Begins

Coverage begins on the date the equipment ships from Hardline. Equipment held in a stocking distributor's inventory may have up to six (6) months of stock time added before coverage begins, when the claim includes the model number, serial number, and dated proof of sale to the end user.

Registration. Registering equipment with Hardline is recommended but not required. Coverage runs from the ship date whether or not a unit is registered, so the purchaser should keep dated proof of purchase for every unit.

3. What Hardline Will Do

During the coverage period, Hardline will repair or replace, at its option, any part it determines to be defective. Labor coverage includes standard straight-time labor at Hardline's warranty labor rates and repair times, plus travel of up to 100 miles round trip, performed by a service provider Hardline has dispatched or authorized. Replacement parts are shipped from Hardline's warehouses or its manufacturer by a method Hardline selects.

4. Extended Compressor Coverage

Where the table above provides compressor coverage beyond the parts and labor period, that extended coverage applies to the hermetically sealed compressor part only. It does not cover labor, controls, fans, refrigerant, metering

devices, driers, starting components, or the cabinet, and does not include freight for the replacement compressor or for returning the failed one. It covers one (1) compressor replacement per unit during the extended period. Coverage is void unless the technician:

- 1 Replaces the filter drier with an XH-9 molecular sieve drier or better whenever the sealed system is opened, and replaces the compressor oil if the system was left open to air;
- 2 Pulls a vacuum to 500 microns or lower before recharging; and
- 3 Uses a replacement compressor supplied or approved in writing by Hardline.

5. How to Obtain Warranty Service

All warranty claims for parts or labor go directly through Hardline Warranty Support, using the toll-free number and email address published by Hardline. No work is reimbursed without a warranty authorization number issued before the repair, and work by a service provider Hardline did not dispatch or authorize is not covered.

- 1 Report the problem to Hardline Warranty Support with the model number, serial number, installation date, proof of purchase, and a description of the problem. Photos or video may be requested.
- 2 Hardline verifies coverage, troubleshoots with the caller, and issues a warranty authorization number.
- 3 Hardline dispatches or authorizes a service provider to diagnose and repair the unit.
- 4 When requested, return failed parts within 30 days, marked with the return authorization (RMA) number, model, and serial number. For a compressor replacement, submit a photo of the failed compressor's model tag; Hardline may also request the compressor itself.
- 5 The service provider submits the claim within 30 days of the repair, with the authorization number, service invoice, labor hours, travel, and parts used.
- 6 Hardline reviews the claim and pays approved amounts within a reasonable time, by a payment method Hardline selects.

Claims may be denied for: no authorization number; missing model, serial number, or proof of purchase; a defect not reported within three (3) months of first appearing; late submission; parts not returned when requested; a compressor replaced without following Section 4; or labor beyond the allowed time without approval.

6. What Is Not Covered

- Damage from alteration, neglect, abuse, misuse, accident, or damage during shipping or installation
- Fire, flood, terrorism, or other acts of God
- Failures caused by power outages, incorrect or unstable supply voltage, inadequate wiring, or extension cords
- Nuisance tripping of GFCI outlets
- Moisture or water damage, or damage from harsh chemicals or chlorine-based cleaners
- Failure to install, start up, clean, or maintain the unit as described in its installation and operation manual, including regular condenser coil cleaning (Hardline recommends monthly)
- Units installed anywhere other than inside a building, including food trucks, trailers, and other mobile, unstable, or enclosed installations; units in an unconditioned space or where room temperature falls outside 50–100°F, unless the model is rated for it
- Residential installations; Hardline equipment is for commercial use only

- Pulling hot food down to temperature; refrigeration units are designed to hold product at temperature, not to store pharmaceuticals, lab samples, or other products that need precise temperature control
- Damage caused by non-OEM parts or parts not approved by Hardline
- Casters, shelves, shelf clips, pans, bin and pan dividers, and airflow guards. Door gaskets and light bulbs or lamps are covered for 90 days only
- Food prep wear items, including slicer knives and blades, saw blades, mincer plates and knives, cutting blades and discs, belts, and mixer agitators (beaters, whips, and hooks), unless defective on arrival
- Overtime, holiday, weekend, or after-hours labor premiums
- The cost to move the unit or other equipment to make a repair, or extra labor or travel to reach units in remote or hard-to-access locations, including ferry fees, permits, and time to access mobile units
- Food or product spoilage, lost sales or profits, or other consequential damages
- Equipment with a removed or altered serial plate
- Third-party extended warranties
- Shipping damage, which must be claimed with the carrier

7. Additional Conditions

Original purchaser. The original purchaser is the business where the unit was first installed. This warranty is not transferable or assignable to later owners.

Inspection. Hardline may request photos or examine a unit before dispatching service and may require any failed part to be returned. If a service call is found to be non-warranty, the end user is responsible for its cost.

Territory. This warranty applies only to equipment sold and used in the continental United States and Canada. It does not apply in Alaska, Hawaii, or U.S. territories.

Contract terms. Customers buying under a master purchasing agreement should refer to that agreement, which may modify these terms. No distributor, dealer, service provider, or other person may change or add to this warranty.

8. Limitation of Liability

HARDLINE'S SOLE OBLIGATION AND THE PURCHASER'S EXCLUSIVE REMEDY UNDER THIS WARRANTY IS THE REPAIR OR REPLACEMENT OF DEFECTIVE PARTS AS DESCRIBED ABOVE. THIS WARRANTY IS GIVEN IN PLACE OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE DISCLAIMED. HARDLINE IS NOT LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING FOOD OR PRODUCT SPOILAGE AND LOST PROFITS, WHETHER OR NOT CAUSED BY REFRIGERATION FAILURE.

Some jurisdictions do not allow the exclusion or limitation of certain warranties or damages, so some of the above limitations may not apply. Hardline may update these terms; the version in effect on the date of shipment governs that equipment.