

NON-WARRANTY GUIDELINES



INNOVATIVE DESIGNS FOR YOUR FOODSERVICE NEEDS

Things not covered under warranty:

- Clogged or dirty condenser coils / blocked air flow supplying condensing unit
- Thermostat or thermometer calibration or adjustment
- End user adjustments to electronic control (does not include Tech Service Parameters)
- Damage or poor performance due to misuse or negligence
- Damage / malfunction due to improper supply voltage
- GFCI nuisance tripping (inductive motors can cause nuisance trips of GFCI protection devices)
- Gaskets & light bulbs (they are wear and tear items)
- Poor / no drainage caused by unit not being level
- Clogged or kinked drain lines
- Improper air flow inside the cabinet due to product blocking evaporator air flow
- General hardware adjustments to items including, but not limited to: castors, legs, doors and hinges
- Improper installation of equipment
- Poor performance due to inadequate clearance around unit as described in the Operations Manual
- **Any of these non-warranted topics diagnosed are the responsibility of the customer to cover.**

PLEASE NOTE: if any of the issues above are found, immediately inform the customer and give them the opportunity to pay for the needed maintenance. If they are unwilling, please detail your findings and submit an invoice to Continental Refrigerator for the trip charge ONLY. Along with your trip charge invoice, please submit pictures of any non-warranty issues.

Submit all warranty service invoices to: continentalinvoicing@nrac.com

For assistance, please call **1-800-523-7138** and ask for Continental Service Department or visit us at <http://www.continentalrefrigerator.com/product-question/>

HOURS: 8:00 AM to 5:00 PM EST, Monday thru Friday

Operation Manuals, including a comprehensive **Electronic Control Manual**, can be found at:

<http://www.continentalrefrigerator.com/operation-manuals.html>

****By confirming the warranty service request, you AGREE to the NON-Warranty Guidelines.**