

The image shows the Continental Refrigerator logo in blue and red text on the left. To the right, there are four stainless steel commercial refrigeration units: a small chest freezer, a tall upright freezer, a smaller upright refrigerator, and a large double-door upright refrigerator. The background is a light gray with a subtle grid pattern and the word 'Continental' in a large, faint font on the right side.

**Continental**  
Refrigerator

## Continental Warranty Information

### **WHAT IS COVERED?**

All Continental Refrigerator products are warranted to be free from manufacturing defects, material or workmanship, for a period of one (1) year from the date of installation, or fifteen (15) months from date of shipment, whichever comes first. All motor-compressor assemblies are warranted to be free from manufacturing defects, material or workmanship, for a period of five (5) years from the date of installation. The term "motor-compressor assembly" does not include unit base, air or water cooled condenser, receiver, electrical accessories such as relay, capacitors, pressure control or condenser fan/motor assembly, etc.

THERE ARE NO OTHER WARRANTIES, EITHER WRITTEN, ORAL, OR IMPLIED. CONTINENTAL REFRIGERATOR MAKES NO WARRANTY OF MERCHANTABILITY OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

### **COST OF WARRANTY**

This warranty is free of charge. This includes the one (1) year parts and labor and five (5) year compressor warranty.

### **HOW COVERED?**

The obligation of Continental Refrigerator under this warranty is limited to the replacement or repair of any defective part which, upon inspection by Continental Refrigerator, is deemed to be defective.

### **WHO IS COVERED?**

This warranty is for the benefit of the original purchaser/user only, and cannot be assigned. This warranty applies only to a unit installed in the continental United States. The original purchaser/user shall be deemed to mean the person, firm, association, or corporation for whom the equipment was originally installed.

### **WHAT IS NOT COVERED?**

Continental Refrigerator shall not be responsible for the costs of transportation or mileage, costs of labor for removal or installation and costs of parts supplied by third parties. This warranty does not apply to damage or failure resulting from normal wear and tear (including failure to clean and/or maintain product), to damage due to misuse and abuses or resulting from tampering or unauthorized alterations or service, to damage in transit by accident or neglect, or to replacement of breakable components such as glass, plastics or porcelain.

### **PURCHASER'S DUTIES**

All warranty claims must include the following information about the product covered by this warranty: model number, serial number, proof of purchase, installation date, and all pertinent information supporting the allegation of defect. Upon the request of Continental Refrigerator, the purchaser/user shall return part(s) to Continental Refrigerator, freight prepaid, for inspection. The motor-assembly warranty shall only apply to refrigerators and freezers purchased with an installation contract and minimum of one (1) year service contract by a reputable refrigeration service organization.

OTHER LIMITATIONS — REMOVAL OR ALTERATION OF THE ORIGINAL SERIAL NUMBERS SHALL VOID THIS WARRANTY. THIS WARRANTY DOES NOT COVER LOSS OF PRODUCT DUE TO FLOOD OR LOSS OF MECHANICAL OR ELECTRICAL FAILURE. EXPRESSLY EXCLUDED FROM THIS WARRANTY ARE DAMAGES RESULTING IN SPOILAGE OF FOODS. IN NO EVENT SHALL CONTINENTAL REFRIGERATOR BE LIABLE FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES. CONTINENTAL SHALL NOT BE LIABLE FOR FAILURE TO PERFORM DUE TO ANY AVOIDABLE CONTINGENCY, INCLUDING ACTS OF GOD, FIRES, FLOODS, WARS, SABOTAGE, ACCIDENTS, LABOR DISPUTES OR SHORTAGES, GOVERNMENTAL LAWS, ORDINANCES, RULES AND REGULATIONS, INABILITY TO OBTAIN MATERIAL, EQUIPMENT OR TRANSPORTATION, OR ANY OTHER SUFFICIENT EXCUSE.

#### **WARRANTY PROCEDURE**

Consult Continental Refrigerator Customer Service at 1-800-523-7138 prior to any warranty service work. Be prepared to provide the model and serial number. Continental Refrigerator will issue a 5-digit work authorization number to put on your invoice for payment. Exceptions will be made. For example, after hours you must leave a message with Customer Service providing contact name, place of business, where unit is located, model and serial number, description of the problem and if possible, installation date. Contact Continental Refrigerator the following business day during normal business hours of 8 A.M. to 5 P.M. EST.

NOT COVERED UNDER WARRANTY ARE TEMPERATURE ADJUSTMENTS, CALIBRATIONS, LEVELING, DIRTY CONDENSER, AND ANY PREVENTATIVE MAINTENANCE. FAILURES DUE TO LACK OF MAINTENANCE MAY VOID YOUR WARRANTY.

Service contractors should consult Continental Refrigerator for any parts needed under warranty. Continental Refrigerator will issue a 5-digit Return Goods Authorization number (RGA) to put on the outside of the box to return defective part to factory, freight prepaid. Exceptions will be made. For example, if you use truck stock or purchase parts, Continental Refrigerator can either replace your stock or issue a check for our cost of the part.