



LIMITED WARRANTY GUIDELINES EFFECTIVE 7-31-07

NOTE: THE SERVICE COMPANY MUST SUPPLY KOOL STAR WITH THE CABINET OR WALK-IN SERIAL NUMBER ON THEIR INVOICE.

The recommended maximum allowances for labor and refrigerant are listed on page three of this attachment. Labor allowance amounts cover total time needed to diagnose a problem and complete needed repairs. **An additional 1-hour temperature pull down is allowed (only for part change outs that require the equipment to be shut down.)** Repairs not listed should be negotiated prior to submission of a warranty claim.

SERVICES EXCLUDED FROM WARRANTY

At no time will Kool Star honor any claim for the following services:

- 1) Bulb or fluorescent light bulb replacement
- 2) Refrigerant leaks occurring at threaded mechanical joints on remote systems
- 3) Adjustments/Resetting (i.e. doors, valve adjustments, defrost component adjustments, pressure control or room thermostat adjustments or circuit breakers, door thermometer or alarms, **(UNLESS AUTHORIZED BY THE FACTORY)**)
- 4) Field wiring.
- 5) Additional components or controls **(UNLESS AUTHORIZED BY THE FACTORY)**
- 6) Condenser or Evaporator Coil cleaning
- 7) Service on compressor components or oil level adjustment
- 8) Refrigerant top-off charge on remote systems
- 9) More than one service call for the same problem
- 10) Normal maintenance items for equipment used by service companies (i.e. batteries, filters, etc.).
- 11) Clean-up of "iced" equipment or coils due to improper control settings or application problems.
- 12) Product loss or Product storage charges.
- 13) Labor overtime rate **(UNLESS AUTHORIZED BY THE FACTORY)**

NOTE: Kool Star will pay either a Truck charge or a Travel charge, not both....

REPLACEMENT PARTS

During the term of this warranty, replacement parts that are not **OEM** are to be obtained from local part wholesalers. Such purchased parts will be reimbursed. The service company may bill Kool Star cost plus a 30% mark-up, provided the original invoice from the supplier accompanies the claim. Kool Star reserves the right to adjust the compensation amount paid on any parts submitted for warranty reimbursement when a parts supplier's original invoice is not provided with a claim.



LABOR ALLOWANCE GUIDELINES

FAILED COMPONENT	LABOR ALLOWANCE
Evaporator Fan Motors on	
Reach-In (if more than one fan motor is replaced at the same time, we will allow up to 30 minutes additional for each motor replaced)	1 hour
Walk-In less than 1/3 Hp (if more than one fan motor is replaced at the same time, we will allow up to 30 minutes additional for each motor replaced)	1.5 hours
Walk-In more than 1/3 Hp (if more than one fan motor is replaced at the same time, we will allow up to 1 hour additional for each motor replaced)	2 hours
Condensing Unit Fan Motors	3 hours
Electrical Components (i.e. breaker, contactor, timer, etc.)	1.5 hours
Electronic Control Boards (Master Controller, ERC2, Dixell, etc.)	2.5 hours
Electronic Temp Sensors (Master Controller, ERC2, Dixell etc.)	1 hour
Pressure or Temperature controls	1.5 hours
Defrost Heaters (per heater)	2 hours
Expansion Valve	5 hours
Solenoid Valve	4 hours
Coil icing (due to component failure)	3 hours
Evaporator Coil Replacement	
Cabinet Evaporator Coils (Less Than Four Doors)	4 hours
Cabinet Evaporator Coils (4 Doors & Up)	8 hours
Walk-in Evaporator Coils (4000-9000 BTU's)	4 hours
Walk-in Evaporator Coils (10,000-50,000 BTU's)	5 hours
Walk-in Evaporator Coils (51,000-131,000 BTU's)	7 hours
Walk-in Evaporator Coils (132,000-240,000 BTU's)	9 hours
Condenser Coil Replacement	
1/4 through 1-1/2 H.P.	3 hours
2 through 6 H.P.	4 hours
7 through 15 H.P.	5 hours
20 through 40 H.P.	6 hours
Compressor Replacement	
1/4 through 1-1/2	5 hours
2 through 6 H.P.	7 hours
7 1/2 through 40 H.P.	10 hours



REFRIGERANT LEAKS (@factory joint and internal piping) *See notes below.

Evaporators:

Reach-In	4 hours + Refrigerant loss
Walk-In	
0-39,000 BTUH	5 hours + Refrigerant loss
40,000 - 119,000 BTUH	7 hours + Refrigerant loss
120,000 & higher BTUH	10 hours + Refrigerant loss
Condensing Units	
1/4 through 5 H.P.	5 hours + Refrigerant loss
7-1/2 through 15 H.P.	7 hours + Refrigerant loss
20 through 40 H.P.	10 hours + Refrigerant loss

NOTES:

- Kool Star will allow a recovery/disposal fee when applicable.
- If time allowed is exceeded, you must have prior factory approval before submitting the service bill.
- Refrigerant leak labor rates include time for refrigerant recovery and recharge.
- Refrigerant and labor paid only on leaks that are permanently repaired.
- Maximum amount of refrigerant to be allowed, under any circumstance, is one system charge. System charge is defined as the receiver capacity at 90% full on a single condensing unit or the charge on the nameplate for a self-contained system.
- Due to current volatility in the price for refrigerant, refrigerant will be invoiced at a rate of invoice cost times 1.3.

Please be aware that if you are called out on a job by Kool Star, our Rep, Dealer, or the end user on Kool Star products, if it is not under warranty or does not fall within our warranty guidelines, or without prior approval, the claim will be rejected. Please make sure the customer is aware of this. FOR ANY CLAIMS TO BE CONSIDERED FOR PAYMENT, THE CLAIM MUST BE ACCOMPANIED BY THE MODEL AND SERIAL NUMBER OF THE EQUIPMENT BEING SERVICED.