

# SINOWER

## COMMERCIAL REFRIGERATION WARRANTY

Dear SINOWER Customer,

At SINOWER, we are committed to delivering dependable commercial refrigeration equipment along with responsive and professional warranty support. Our goal is to ensure clear communication, efficient service handling, and long-term customer satisfaction.

When service is required, our warranty team will assist in coordinating support and guiding you through the warranty claim process.

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### TWO (2) YEAR LIMITED WARRANTY

All warranty claims for parts or labor must be submitted directly to **SINOWER**.

Each claim must include: Model number/Serial number/Proof of purchase/Date of installation/Detailed description of the reported issue.

Failure to comply with SINOWER warranty policies or provide complete documentation may result in denial of warranty claims.

SINOWER warrants all new refrigerated equipment, including cabinets and all factory-installed components, to be free from defects in materials and workmanship for a period of **two (2) years from the date of shipment from SINOWER**.

During this period, SINOWER's obligation is limited to the **repair or replacement of defective parts or assemblies**, including standard straight-time labor charges and reasonable travel time, as determined by SINOWER.

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### Additional Three (3) Year Compressor Warranty

In addition to the two (2) year warranty stated above, SINOWER warrants the **sealed compressor** to be free from defects in materials and workmanship for an **additional three (3) years**, not to exceed a total warranty period of **five (5) years from the date of shipment**.

This extended compressor warranty:

- Applies **only to sealed compressor parts**
- Does **not** include labor
- Does **not** apply to any other components, including but not limited to cabinets, paint finish, temperature controls, refrigerant, metering devices, motors, fans, or electrical components

Replacement or repair of the compressor shall be at SINOWER's sole discretion.

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### Compressor Warranty Conditions

The five (5) year compressor warranty will be **void** if the following procedures are not strictly followed:

1. The refrigeration system contains refrigerants and lubricants that are highly moisture-sensitive.
  2. The filter drier **must be replaced** whenever the refrigeration system is opened for service.
  3. Proper micron-level vacuum must be achieved to ensure low moisture levels.
  4. Replacement compressors must be obtained through SINOWER, unless otherwise authorized in writing by SINOWER's Warranty Department.
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## What Is Not Covered by This Warranty

SINOWER's obligation under this warranty is limited solely to the repair or replacement of parts, subject to the following exclusions:

- Routine maintenance requirements not performed
- Consequential or incidental damages, including food loss, profit loss, or economic loss
- Unauthorized alterations or modifications
- Neglect, misuse, abuse, or improper operation
- Damage during transit or installation
- Fire, flood, or acts of God
- Equipment used outside the United States

**⚠ Routine maintenance requirements must be followed or the warranty is void.**

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## Electrical & Installation Exclusions

SINOWER is not responsible for repair or replacement of components damaged due to:

- Improper electrical connections
  - Incorrect voltage
  - Power failure or electrical surges
  - Use of extension cords
  - Improper installation conditions
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## Warranty Limitations & Disclaimer

This warranty is **non-transferable** and applies only to the original purchaser/user. The TWO (2) year Parts & Labor Warranty and the additional THREE (3) year Compressor Warranty described herein are exclusive and in lieu of all other warranties, express or implied, including any implied warranty of merchantability, fitness for a particular purpose, or non-infringement.

There are no warranties that extend beyond the description contained herein.