



LIMITED PRODUCT WARRANTY

65 North Central Dr.
O'Fallon, MO 63366
Tel (636) 379-2226
Fax (866) 659-8904
www.beer-co.us

Refrigeration Units

UBC Group warrants that its products will be free from defects in material and workmanship, under normal use, regular service and preventative maintenance for 1 year from the date of sale. The warranty period for compressors is 5 years as described below.

Prerequisites

This warranty is available to the first end user for equipment purchased from UBC authorized dealers. Equipment resold without such authorization will not be covered under this warranty. All equipment must be properly installed according to guidelines found in the product manuals. Approved usage conditions for operation must be provided as required in the product manuals (including but not limited to ambient conditions, dedicated power circuit and required clearance) All equipment must be maintained and cleaned regularly as specified in the product manuals. Warranty stub must be submitted to UCB Group at the completion of the installation.

In case of equipment failure customer must contact UBC Group for repair authorization before any repairs are made.

Warranty claim form must be completed and submitted to UBC Group.

Warranty Period

Warranty period is one (1) year from the date of installation but no longer than fourteen (14) months from date of sale. Compressor warranty period is five (5) years from the date of installation or sixty two (62) months from the date of sale.

Warranty stub must be completed and returned to UBC Group for warranty to be activated and installation date to be determined. In the absence of a warranty stub warranty period will begin on the date of sale.

Warranty Coverage

Refrigeration Units (including compressor)

If a product is deemed defective by UBC GROUP within the warranty period described above UBC GROUP, at its discretion, will either repair or authorize the repair of the product. UBC GROUP will be responsible for the labor charges according to the Labor Charges segment. within the warranty period provided that all above mentioned prerequisites are satisfied. UBC GROUP may also replace the product at its discretion bearing the labor costs for the product replacement according to the Labor Charges segment. The customer is responsible for the return of the defective part or product to UBC GROUP for inspection and defect determination. Customer must package the part or product according to the specific product's manual before shipping it. UBC Group will cover the shipping costs for the part or product as described in the Shipping segment of this warranty.

Compressor

Compressors are covered for an additional Parts Only warranty for a period of four (4) years beyond the general coverage described above. Under the additional coverage if a compressors is deemed defective by UBC Group providing that all of the prerequisites described above are met it will be exchanged for a new compressor. UBC Group will not cover the labor charges



associated with the compressor replacement. It is the responsibility of the customer to return the defective part to UBC Group. Customer must package the part according to the specific product's manual before shipping it. UBC Group will cover the shipping costs for the part as described in the Shipping segment of this warranty.

The customer has the option to send the unit to UBC Group for compressor replacement and in this case will be responsible for all shipping charges. There will be no additional charges by UBC Group for the compressor replacement.

Defect Determination

Defect determination is the sole discretion of UBC Group. Customers must contact UBC Group to receive authorization for any course of action prior to any repairs. A warranty claim form must be completed and submitted to UBC Group in order to process the claim and authorize any reimbursements. If a repair is made without the explicit authorization from UBC Group it will not be covered by the warranty and will not be reimbursed.

“Authorization for return” is for inspection purposes only. It is the sole discretion of UBC as to whether or not a credit/refund will be allowed.

Product Delivery

The customer is responsible for inspecting units upon receipt for concealed damage caused during shipping. The customer must report damaged or non-working units or components to UBC Group immediately. Deliveries with physical damage should be denied. A claim must be filed with the carrier for any damages during shipping. UBC Group is not responsible for units damaged during shipping.

Warranty does not cover

- Physical damage or water damage to the unit caused by negligence of the user.
- Improper installation and modifications made without UBC Group's explicit approval.
- Damage resulting from electrical supply, water supply, drainage, flood, storm or any other incidents.
- Repairs made without the explicit authorization of UBC Group or without the submission of the warranty claim form.

Note:

UBC GROUP IS NOT RESPONSIBLE FOR ECONOMIC LOSS OR SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSSES OR DAMAGES ARISING FROM FOOD OR PRODUCT SPOILAGE CLAIMS AS A RESULT OF REFRIGERATION FAILURE.

Shipping

During the warranty period UBC Group will be responsible for shipping charges as describe in the previous segments. UBC Group will ship replacement parts using standard ground shipping only. Refrigeration units will be shipped on pallets ground freight (LTL) only. If expedited shipping is needed the customer will incur the difference in shipping cost.



Labor Charges

- ◆ Please present this schedule to the service company to avoid any labor charge misjudgments.

When submitting a bill for warranty work, the hours submitted must be within the guidelines listed below. The form is designed for a single claim for a single unit. If more units serviced additional forms required. The time spent on the job should be multiplied by the straight time labor rate to determine the charge. UBC Group reserves the right to pay no more than the average commercial hourly rates within the particular territory or region of the country. UBC Group will not cover any additional fees charges or material costs associated with a claim, with the exclusion of Freon gas if used to refill the unit. To prevent delays in processing claims, a complete explanation of the diagnosis and repair is required.

Technician making refrigeration system repairs must be certified per EPA requirements For locally purchased parts UBC allows credit up to our dealer/distributor price.

Under no circumstances should UBC Group’s liability for labor charges exceed the purchase price of the unit in the original invoice.

MAXIMUM LABOR TIME ALLOWED FOR A WARRANTY CLAIM

| | |
|--|----------|
| Travel time | 1 hour |
| Diagnosis (check and determine the probable cause of the problem; allowed only once) | 1hour |
| Part replacement (thermostat, pump & motor, start relay, fan & motor, etc.) | 1/2 hour |
| Refrigeration (detect a Freon leak, fix and refill Freon) | 1hours |
| Compressor replacement | 3 hours |
| Unit replacement | 2 hours |

If the repair cannot be finished in one visit and a second visit is required another hour of travel time will be allowed. The maximum travel time for a single claim is two (2) hours.

Instructions for completing form

- All fields must be filled out completely
- All parts replaced must be listed in the claim form
- Must be submitted in legible form (print)
- All claims MUST be submitted directly to UBC Group in order to receive reimbursement:
 Email: warranty@beer-co.us
 Fax: (866) 659-8904
 Phone: (636) 379-2226



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WARRANTY CLAIM FORM

Please see instruction before completing form!

Service invoice
 Number (if attached) _____

Return authorization number _____

| | | | | | |
|--|--|----------------------|---|----------------------------|--|
| Date malfunctioned | | Date repaired | | Date form completed | |
| Model number | | Serial Number | | Installation date | |
| SERVICE COMPANY - Contact name, Phone, Full address | | | CUSTOMER - Contact name, Phone, Full address | | |
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| | | | | | |
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COMPLAINT:

Symptoms and summary of diagnosis made are required. List hours and explanation for each repair made. Give exact location of any leaks.

Service performed

Hours

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Parts replaced or refrigerant used (type and amount)

Price

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* If the problem cannot be fixed and the unit must be replaced please call UBC to obtain an authorization number prior to sending the unit for warranty claim. Make sure to write that number on the top of this form.

Labor Charges Summary

Hours _____

Labor Rate per hour _____ \$ Subtotal hours _____ \$

Parts _____ \$

GRAND TOTAL _____ \$

CUSTOMER SIGNATURE _____

SERVICE TECHNICIAN SIGNATURE _____