

Congratulations on your purchase of a Randell manufactured piece of equipment. Randell believes strongly in the products it builds. Standard with every unit comes the peace of mind that this unit has been thoroughly engineered, properly tested, and manufactured to excruciating tolerances by a manufacturer with over 45 years of industry presence. On top of that front end commitment, Randell has a dedicated staff of certified technicians that monitor our own technical service hotline at 1-888-994-7636 to assist you with any questions or concerns that may arise after delivery of your new Randell equipment.

- 1-year parts replacement of any and all parts that are found defective in material or workmanship
- 1-year labor reimbursement for any repairs that are caused by Randell's use of defective material or workmanship (Repairs to be performed by a Randell Authorized Service Agent at contracted rate)
- Warranty begins at the time of installation or 3 months from factory shipment, whichever occurs first.

For warranty inquiries or questions regarding current ASAs please contact the Randell technical support hotline at 1-888-994-7636 or visit the Randell page of our web site.

When Optional 5-year Compressor Warranty Applies (not available for export)

Randell will provide to the original customer, that owns a Randell piece of equipment, and has the optional 5-year compressor warranty with one of the following options:

- Provide reimbursement to an ASA for the cost of locally obtained replacement compressor in exchange for the return of the defective compressor sent back freight prepaid. Note: Randell does limit amount of reimbursement allowed and does require bill from local supply house where compressor was obtained (customer should not pay servicing agent up front for compressor).
- Provide repair at the manufacturing facility by requiring that the defective unit be sent back to Randell freight prepaid. Perform repair at the expense of Randell and ship the item back to the customer freight collect.
- Furnish a complete condensing unit freight collect in exchange for the return of the defective compressor sent back freight prepaid. (Decisions on whether or not to send complete condensing units will be made by Randell's in-house service technician)

When Optional Parts and Labor Extension Policy Applies (not available for export)

Randell will provide reimbursement of parts and labor to an ASA for any customer that has an optional parts and labor extension of our standard warranty. Contracted rates do apply. Randell offers both 1 and 2 year extensions. Labor extensions begin at the end of our standard warranty and extend out 21 months to 2 calendar years or 33 months to 3 calendar years from date of purchase. Please contact Randell technical service hotline at 1-888-994-7636 for details and any question on Authorized Service Agents (ASA).

***When Export Warranties Apply Outside the U.S, Puerto Rico and Canada**

- Randell covers all non-electrical components under the same guidelines as our standard domestic policy.
- All electrical components operated on 60 cycle power are covered under our standard domestic policy.
- All electrical components operated on 50 cycle power are covered for 180 days from shipment only.
- Extended warranty options are not available from the factory.
- Labor and Travel restrictions to 100 miles radius, ground transport only, Monday through Friday, standard business hours.

Items Not Covered Under Warranty

- Maintenance (e.g. condenser cleaning, temperature adjustment, clearing clogged drains, unit leveling, gasket replacement and general cleaning)
- Repairs caused by lack of maintenance
- Repairs caused by abuse
- Repairs caused by improper installation
- Repairs caused by freight damage
- Cosmetic repairs (e.g. scratches and dents) after delivery of the product has been accepted
- Broken glass replacement after delivery of the product has been accepted
- Electrical repairs due to water damage