

Norbec Walk-In Cooler and Freezer Limited Warranty

Thank you for purchasing a Norbec Walk-In Cooler and/or Freezer (WICF). At Norbec, we're committed to offering you a product that will satisfy you by its durability and ease of maintenance. The present document will detail the coverage and the terms applicable to your new equipment.

Warranty Coverage:

The different products supplied by Norbec are protected under the **Norbec Walk-In Cooler and Freezer Limited Warranty** to be free of any manufacturing defects. The duration and conditions vary depending on the selected service level agreement as shown in **Table 1**, **Table 2** and **Table 3** below.

No other warranty or commitment is expressed or implied. Warranty applies only on items supplied by Norbec.

Table 1 - Insulated panels and doors:	Standard warranty duration
Manufacturing defects such as: panels and door structural integrity, panel delamination, blisters, panel shrinkage, insulation defects	15 years (parts only)
Accessories, such as handles, hinges, heater wires, thermometers, electronic controllers, etc., are covered for a period of one year.	1 year (parts only)
Labor required to repair or replace items under warranty	Not covered

*The warranty shall be void under the following conditions:

- Use of payloads or handling equipment that exceed the floor's design capacity as published or confirmed in writing by Norbec.
- Excessive washdown procedures or wet mopping beyond standard maintenance recommendations.
- Installation of floor panels on uneven or non-compliant surfaces exceeding Norbec's tolerances.

Table 2 – Refrigeration (if applicable):	Standard warranty duration	Extended warranty
Conventional refrigeration systems	1 year (parts only)	1 + 4 (5 year) total on Compressor available
Self contained refrigeration systems (Pro3)	2 years (parts only)	2 + 3 (5 year) total on Compressor available

*The start date of the warranty begins 30 days following the refrigeration starting day or 45 days after delivery, whichever comes first.

Table 3 - Resale Items (if applicable):	Standard Warranty	Extended warranty
Glass doors / Double acting doors / Strip curtains / Air curtains / Roll up doors	Covered by the product manufacturer's warranty	Not Available

***Technical startup** must be conducted by a contractor specialized in commercial refrigeration. A startup report must be presented to Norbec, at the claim, and must include the following operations to qualify for the warranty duration covered under **"Items with installation"**. Failing to comply with these conditions will **void** the warranty:

- Norbec project #, address, inspected rooms
- Walk-In installation check list (panel joint sealed, panel aligned, door adjusted, electrical conduits sealed, monitoring system programmed, electrical component wired, ...)
- Refrigeration system installation check list (refrigerant type and charge, leak checked, system vacuum data, temperature at critical points, pressures at critical points, electrical charge at compressor, drain line installation, ...)
- Installing contractor, company name, Inspecting contractor company and inspector name and signature, date of inspection

The start date of the warranty begins as follow:

- Project sold without Technical Startup or installation: Upon delivery.
- Project sold with Technical Startup or Installation, starting after the first occurring situation:
 - 60 days after delivery of project or
 - At the startup date for project sold with technical startup or installation (upon date indicated on start-up report completed by an authorized licenced technician).

It is an essential **condition to the applicability of this warranty** that the installation complies with the assembly details delivered with the items under warranty, and that said details are strictly adhered to in keeping with the recommendations of Systemes Norbec Inc., failing which, this warranty will be deemed null and void.

This warranty does not apply to equipment which has been removed from the original installation site, including equipment that has been dismantled and rebuild.

This warranty does not apply to electrical inter-wiring or work provided by others.

This warranty is applicable solely to products sold and installed in the United State of America.

If an Optional **Extended 4-year warranty (5 years total) warranty on compressor** was opted in it will be repaired or replaced free of charge found to be defective within such period. The labour required to replace the compressor or any other parts during the extended period is not covered by the warranty. The replacement compressor will then be warranted for the remaining period covered by the present warranty, providing that the filter dryer has proven to be replaced at the same time. Installation must be completed by Norbec or a proof of technical startup must be presented.

Warranty Claims:

Any claim shall be made within 30 days of the repair or will be discarded. Any parts to be replaced under warranty must be made available in exchange for the replacement parts. Should a service call be performed by a Systemes Norbec Inc. authorized licenced service contractor, warranted service work will be paid according to Norbec's service rates and policies.

For all items supplied by Norbec including refrigeration system compressor, claims must be addressed directly to your licenced service contractor or your walk-in supplier. Depending on the nature of the claim, an inspection, satisfactory to Systemes Norbec Inc., might be required to determine if a defect becomes a condition to apply this warranty.

Claim must be accompanied by the following information:

- Invoice made to Norbec (97 Rue de Vaudreuil, QC, J4B 1K7)
- Complete name & address of location (Location of work done)
- Repair PO# must be the Project # C-XXXXXX (located on the CSA sticker located on the interior face of every door frame, above opening)
- Information on CSA sticker which door (P1, P2) # Model
- Description of the issue and breakdown of work done
- For Refrigeration need, Model & Serial # of the Refrigeration Unit worked on
- Wholesalers invoice when replacing parts (Norbec reimbursement will only cover the Wholesaler's invoice value)
- Relevant pictures and videos that could help determine the source of the issue and speed the processing of the claim.

This warranty, if applicable, covers the repair or replacement of the product under warranty, up to the product's value as of the date of replacement, after considering depreciation. Labor cost, if covered under this warranty, will only be covered during normal business hours and at a reasonable / standard industry labor rate. However, labor costs or expenses, except those necessary for replacing defective components, are expressly excluded. This comprises, but is not limited to, labor, travel, and living expenses incurred when the product is installed in a remote area (100 Km / 62 miles) from the main city). Additionally, peripheral work related to the replacement, equipment rental expenses, or any costs associated with consequential or incidental damages are not covered.

Consequential or incidental damages may include, but are not limited to, loss of revenue, loss of sales, and loss of goods or property. It is important to emphasize that Systemes Norbec inc. shall not be liable for an amount exceeding the original purchase price of the sold manufactured equipment.

Exclusions and limitations:

This warranty shall not apply in cases where a product is damaged consequently to an abusive use, mishandling, improper storage, improper use, improper installation, improper maintenance, improper scouring or cleaning procedures or construction delays or negligence.

Any modification made to the plans, specifications or shop drawings that involves the Products and is not approved by Systemes Norbec Inc. will void all or any applicable warranty.

Normal wear and tear, such as minor cosmetic damages or degradation over time of moving parts, is not covered under this warranty.

Any use of the Product that is made outside of the scope of use for which it was intended and/or that does not follow the applicable directions, guidelines, instructions, or industry standards will void all or any applicable warranty and Norbec shall not be liable for any damages resulting from such improper or non-compliant use of the Products.

This warranty shall not apply in cases where damages to the product result from an act of God or force majeure such as an earthquake, tornado, etc., nor in cases where said damages result from structural issues or events of any nature that are not caused directly by the intrinsic quality of the product under warranty.

This warranty shall apply only to the extent that the warranted product has not been altered, changed, damaged nor exposed to conditions that may affect its characteristics.

The following items are in all case, excluded from the warranty (unless approved by Norbec):

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| • Refrigeration leaks (threaded mechanical joints) | • Defrost adjustments |
| • Leaks with refrigeration piping | • Oil level adjustments |
| • Leaks on drain line | • Refrigerant (top-off charge) |
| • Expansion valve adjustments | • Coil cleaning (evaporator or condenser) |
| • Resetting controls/pressure devices or breakers | • Evaporator drain cleaning |
| • Thermostat adjustments | • Evaporator drain line issues |

- Electrical, inter-wiring
- Door adjustments
- Door Sweep
- Thermometer calibration
- Light replacements (bulb or fluorescent)
- Travel time

General Terms and Conditions:

Systemes Norbec Inc. is not liable for any indirect, consequential, or incidental damages arising from the use of the product.

The warranty described hereinafter cancels and supersedes all other warranties pertaining to the compliance, suitability and durability of the product and its manufacturing materials.

The Warranties are the full and complete agreement entered by Norbec and shall not be modified, amended, altered, or extended without Norbec's written consent.

Systemes Norbec Inc. reserve the right to modify or terminate the warranty, providing notice to customers regarding any changes.

This warranty shall be interpreted and governed according to the laws applicable in New York, NY, USA. Any litigation shall be submitted to the courts of the State of New York, County of New York.

Customer Responsibilities:

As a valued customer of Norbec, it is your responsibility to ensure the proper use and maintenance of your WICF. This includes following the provided guidelines, operating the equipment as instructed, and adhering to any recommended maintenance guidelines.

Compliance with Guidelines: Please ensure that the walk-in cooler or freezer is installed, operated and maintained in accordance with Norbec guidelines and plans, applicable building codes, local regulations and safety standards. Failure to do so may affect warranty coverage.

Refrigeration units: it is important to ensure a fresh air intake and to adequately manage heat rejection from condensing units, according to the information available in the technical data sheets and on the shop drawings issued by Norbec. Refrigeration units in walk-in coolers and freezers are typically designed to operate in a room-temperature environment, with relative humidity maintained at around 50%. Appliances emitting large quantities of water vapour, located close to cold room doors, can cause breakage to refrigeration units.

Timely Reporting: If you encounter any issues or defects covered under the warranty, it is important to report them to Norbec within the specified warranty period. Please promptly notify us of any concerns, providing relevant details and supporting documentation, so that we can initiate the necessary investigation and take appropriate action.

By adhering to these customer responsibilities, you can help ensure the longevity, performance, and warranty coverage of your Norbec walk-in cooler or freezer.