

# 2 Years Parts & Labor & 5 Years Compressor Warranty



## **TWO-YEAR PARTS & LABOR WARRANTY**

Atlas Air provides a comprehensive two-year warranty for every new unit, covering the cabinet and all its components. This warranty guarantees freedom from material or workmanship defects under normal use, maintenance, and proper service as outlined by Atlas Air. It applies upon correct installation and startup following the instructions supplied with each Atlas Air unit. The warranty period is limited to two (2) years from the purchase date or twenty-seven (27) months from the shipment date from Atlas Air, whichever comes first. Defective parts or assemblies covered under this warranty will be repaired or replaced at the discretion of Atlas Air, within two (2) years from the original purchase date or thirty-nine (39) months from the shipment date from the manufacturer, whichever occurs first. Labor charges include standard straight time labor and reasonable travel time as per Atlas Air's warranty procedure and guidelines.

## **ADDITIONAL 3-YEAR COMPRESSOR ONLY WARRANTY**

In addition to the two-year warranty, Atlas Air extends a three-year warranty for its hermetically sealed compressor, ensuring freedom from defects in material and workmanship. This supplementary warranty lasts for three (3) additional years from the original purchase date, not exceeding five (5) years and three (3) months from the manufacturer's shipment date. Compressors deemed defective within this period will be repaired or replaced with similar design and capacity compressor parts.

The extended compressor warranty applies solely to hermetically sealed compressor parts and excludes other components such as temperature control, refrigerant, dryers, motor starting equipment, fan assembly, or any other electrical component, labor charges, etc.

## **WARRANTY CLAIMS**

All warranty claims for labor or parts must be directed to Atlas Air through the Authorized Atlas Air Service Provider. Claims should include the unit's model number, cabinet serial number, proof of purchase, installation date, and relevant information supporting the alleged defect. In the case of a warranty compressor, the compressor must be returned to Atlas Air with the provided information. Actions or breaches of these warranty provisions must commence within two (2) months after the cause of action, and claims must be submitted by the Authorized Atlas Air Service Provider within 30 days from the repair date to prevent processing delays.

## **SIX-MONTH LIMITED PARTS & LABOR WARRANTY FOR SPECIAL APPLICATIONS**

Atlas Air offers a six-month limited parts and labor warranty from the purchase date for refrigeration equipment installed in mobile vehicles like trucks, trailers, food trucks, or boats. This warranty does not cover non-commercial or residential applications, and any alteration or modification to the equipment nullifies the warranty. The application of this exception to Atlas Air's general warranty policy is at Atlas Air's discretion.

## **COMPRESSOR WARRANTY GUIDELINES**

This system contains R290 refrigerant and polyol ester lubricant (POE). Failure to comply with recommended lubricant specifications will void the compressor warranty due to its rapid moisture-absorbing qualities.

Drier replacement is crucial when servicing the system, requiring the use of a drier with XH-9 desiccant or an exact replacement solid-core drier of the same capacity.

Achieving micron-level vacuums of 500 microns or lower is necessary to ensure low moisture levels in the system. Compressor replacements must be obtained through Atlas Air's warranty department unless waived by Atlas Air.

## **WHAT IS NOT COVERED UNDER WARRANTY**

Atlas Air's sole obligation under this warranty is limited to the repair or replacement of parts, with additional limitations outlined below. This warranty does not authorize any person to assume obligations beyond those expressly covered.



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## **NON-CONSEQUENTIAL DAMAGE**

Atlas Air is not responsible for economic loss, profit loss, or special, indirect, or consequential damages, including losses or damages arising from food or product spoilage claims, whether or not due to refrigeration failure.

## **NON-WARRANTY PARTS**

Atlas Air excludes specific parts exposed to normal wear and tear, such as lamps, gaskets, casters, shelves and shelf clips, pans, bin and pan dividers, and airflow guards.

## **RESIDENTIAL APPLICATIONS**

Atlas Air assumes no liability for parts or labor coverage for component failure or other damages resulting from installation in non-commercial or residential applications.

## **WARRANTY NON-TRANSFERABILITY**

This warranty is non-transferable and applies only to the original purchaser, owner, or lessee of the unit. Any assignment or transfer voids the warranties herein, including any implied warranties of merchantability or fitness for a particular purpose.

## **IMPROPER USAGE**

Atlas Air assumes no liability for parts or labor coverage for component failure or damages resulting from improper usage, installation, failure to clean condenser coil, or failure to maintain the product as outlined in the warranty packet provided with the unit. Alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, flood, or acts of God are not covered.

## **IMPROPER ELECTRICAL CONNECTIONS**

Atlas Air is not responsible for the repair or replacement of failed or damaged components resulting from incorrect supply voltage, the use of extension cords, low voltage, or unstable supply voltage.

## **NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE**

There are no other warranties, expressed, implied, or statutory, except as described above. These warranties are exclusive and replace all other warranties, including implied warranties of merchantability or fitness for a particular purpose. No warranties extend beyond the description on the face hereof.

## **OUTSIDE OF U.S. WARRANTY**

Atlas Air is not responsible for any warranty claims made on products sold or used outside the United States. Atlas Air does not honor warranties in Hawaii or Alaska.



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