Warranty Information

Applicable to All Randell Customers (U.S and Canada Sales)

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 40 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.

- 3-year parts replacement of any and all parts that are found defective in material or workmanship
- 3-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.

5-Year Compressor Warranty

Randell will provide to the original customer, that owns a Randell piece of equipment, 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 90 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 type of repairs such as condenser cleaning, temperature adjustments, clogged drains, unit leveling, and gasket replacement or cleaning.
- Repairs caused by abuse such as broken glass, freight damage, or scratches and dents.
- Repairs caused by improper installation.
- Electrical component failure due to water damage from cleaning procedures.

Specification & Product Design

Due to continued product improvement, specification and product design may change without notice. Such revisions do not entitle the buyer to additions, changes or replacements for previously purchased equipment.

Sanitation Requirements

Certain areas require specific sanitation requirements other than NSF & U.L. standards. Randell must be advised of these specifications before fabrication of equipment. In these special circumstances, a revised quotation may be required to cover additional costs. Failure to notify Randell before fabrication holds the dealer accountable for all additional charges.

Cancellations

Orders canceled prior to production scheduling entered into engineering/production and cancelled are subject to a cancellation charge (contact Customer Service for details).

Storage Charges

Randell makes every effort to consistently meet our customers' shipment expectations. If after the equipment has been fabricated, the customer requests delay in shipment, and warehousing is required:

- Equipment held for shipment at purchaser's request for a period 30 days beyond original delivery date specified will be invoiced and become immediately payable.
- Equipment held beyond 30 days after the original delivery date specified will also include storage charges.

Shipping & Delivery

Randell will attempt to comply to any shipping, routing or carrier request designated by dealer, but reserves the right to ship merchandise via any responsible carrier at the time equipment is ready for shipment. Randell will not be held responsible for any carrier rate charges when the Dealer's requested carrier is used. rate charges are entirely between the carrier and purchaser. Point of shipping shall be determined by Randell (Weidman, MI / Vicksburg, MS). At dealers request, Randell will endeavor whenever practical to meet dealers request. Freight charges for Dealer requested carriers will be collect unless otherwise noted.

Damages

All crating conforms to general motor carrier specifications. To avoid concealed damage, we recommend inspection of every carton upon receipt. In the event the item shows rough handling or visible damage, to minimize liability, a full inspection is necessary upon arrival. A notation must be placed on the freight bill and signed for by the truck driver. Appearance of damage will require removing the crate in the presence of the driver. Consignee is responsible for filing of freight claims when a clear delivery receipt is signed. Claims for damages must be filed immediately (within 10 days) by the consignee with the freight carrier. Retain all cartons and merchandise for inspection.

Returned Goods

Authorization for return must first be obtained from Randell before returning any merchandise. Any returned goods shipment lacking the return authorization number will be refused, all additional freight costs to be borne by the returning party. Returned equipment must be shipped in original carton, freight prepaid and received in good conditions. Any returned merchandise is subject to a minimum handling charge (consult Customer Service for rate).

Installation

Equipment installation is the responsibility of the dealer and/or their customer.

Penalty Clauses

Dealer penalty clauses, on their purchase order or contractually agreed to between the dealer and their clients are not binding on Randell. Randell does not accept orders subject to penalty clauses. This agreement supersedes any such clauses in dealer purchase orders.

FOOTNOTES IN REFERENCE TO PARAGRAPHS ABOVE

1. Herein called Randell.
2. NET means list price less discount, warranty, labor policy, freight, Randell delivery and other miscellaneous charges. CASH DISCOUNTS WILL BE CALCULATED ON NET ONLY.

Information contained in this document is known to be current and accurate at the time of printing/creation. Reference our product line website for the most updated product information and specifications. © 2023 Electrolux Professional, Inc. All Rights Reserved. 09/22/23

Part of Electrolux Professional Group