

Bally Warranty

Bally Warranty Coverage

10 year Panel Warranty

1 year Parts Warranty

Bally Refrigeration Warranty Coverage

1 year Parts Warranty

Optional 5 Year Compressor Warranty, parts only (purchase at time of sale)

Optional 5 Year Refrigeration System Warranty, parts only (purchase at time of sale)

Optional 1 Year Labor Warranty on 3 HP units or lower (purchase at time of sale)

How to Process a Parts Warranty Claim:

Secure parts locally or through Bally.

Contact Bally Parts or Sales Department (1-800-24BALLY) for a Return Authorization Form.

Before you call, have your Bally Walk-In serial number. ([How to find a Bally serial number](#))

For refrigeration claims, have the refrigeration model and serial number ready.

****Please note that claims can not be processed without the serial and model numbers****

If required, return defective part to Bally.

If securing part(s) locally, send copy of wholesaler's invoice to Bally for reimbursement.

How to Process a Refrigeration Warranty Claim:

Semi-Hermetic Compressors

1. Secure replacement compressor from local compressor wholesaler.

2. Return defective compressor to the wholesaler for salvage credit.

**If the date of manufacture for the compressor is less than 18 months and it has been in service less than one year, it will be replaced at no charge by the wholesaler. Notify Bally's Warranty Dept. (1-800-24BALLY) of the serial numbers for both the new and defective compressors as well as the serial number of the Walk-In or Refrigerated Building ([Find a Bally serial number](#)).

**If the compressor is out of the manufacturer's warranty but has Bally's 5 Year Compressor Warranty, Bally will pay the difference between the replacement compressor and the defective compressor's salvage credit. Submit to Bally's Warranty Dept.:

- a. The wholesaler's invoice for the replacement compressor.
- b. The wholesaler's salvage credit for the defective compressor.
- c. Serial number of the walk-in cooler or refrigerated building. ([Find a Bally serial number](#))
- d. Letter stating to whom payment should be made.

Scroll and Hermetic Compressors

1. Secure replacement compressor from local compressor wholesaler

**If the date of manufacture for the compressor is less than 18 months and it has been in service less than one year, it will be replaced at no charge by the wholesaler. Notify Bally's Warranty Dept. (1-800-24BALLY) of the serial numbers for both the new and defective compressors as well as the serial number of the Walk-In or Refrigerated Building ([Find a Bally serial number](#)).

**If the compressor is out of the manufacturer's warranty but has Bally's 5 Year Compressor Warranty, Bally will pay for the replacement compressor. Submit to Bally's Warranty Dept.:

- a. The wholesaler's invoice for the replacement compressor
- b. Compressor tag physically taken off compressor
- c. Serial number of the walk-in cooler or refrigerated building ([Find a Bally serial number](#))
- d. Letter stating to whom payment should be made.

Other Parts

Contact Bally's Parts Dept. for Return Authorization Form.

**If replacement part is requested from Bally:

- a. Supply serial number of Walk-In or Refrigerated Building. ([Find a Bally serial number](#))
- b. Order new part.
- c. Return defective part plus Return Authorization Form for credit.

**If replacement part has been purchased locally and reimbursement is requested: return defective part plus Return Authorization Form along with wholesaler's invoice for part.

Special Payment Requests

Any invoice from a service company must have the following information:

itemized list of exactly what service was performed including parts used (if any).

serial number and model number of the equipment serviced.

serial number of walk-in or refrigerated building on which the equipment is installed.

Items not covered by warranty:

Equipment rental including torches, vacuum pumps, reclaim systems

Truck charges, mileage

Overtime charges

Failure caused by improper installation

Acts of God

Per diem charges

Crane or forklift charges

Product Loss

Refrigerant covered at wholesaler's cost.

**Please note that labor is only covered if the optional
1 Year Labor Warranty has been purchased**