



## WALK-IN/REFRIGERATION WARRANTIES

### 15 YEAR ORIGINAL EQUIPMENT PANEL WARRANTY – RSG FOAM WALK-IN ROOM PANELS

**WARRANTY COVERAGE:** This warranty neither assumes, nor authorizes any person to assume, any obligation other than that covered by this warranty, and applies only within the continental boundaries of the United States of America, its territories and possessions, and Canada.

Master-Bilt Products, LLC or Norlake, Incorporated, as applicable (the applicable entity, “RSG”), warrants this product to be free from defects in material or workmanship under normal use and service. In the event of failure, the obligation of RSG under this warranty shall be limited to repairing or replacing with a like panel, at RSG’s option, F.O.B. Hudson, WI, any original equipment panel of the warranted original equipment product which proves defective, and which RSG’s examination shall disclose to its satisfaction to be thus defective, and which cannot be placed back into operation in the field with normal service efforts.

RSG warrants this product to be free from defects in material or workmanship under normal use and service. In the event of failure, the obligation of RSG under this warranty shall be limited to replacement materials.

A replacement panel installed as a result of this warranty is not subsequently covered by this warranty. RSG reserves the right to require the return, collect freight, of any defective panel. **An RSG provided authorization number is required before the return of any panel.**

The warranty is in force for fifteen (15) years from date of installation, but not longer than fifteen (15) years, three (3) months from RSG invoice date. Any claim for defects occurring between fifteen (15) years and fifteen (15) years, three (3) months from RSG invoice date must furnish proof that installation date did occur within three (3) months of RSG invoice date.

**WARRANTY EXCLUSIONS:** RSG’s obligation on non-RSG manufactured items shall be limited only to the extent of the warranty extended by the respective manufacturers of said products. This warranty does not apply to the panel finish. Floor panels are not warranted under the following conditions: wet mopping or use of a water hose for cleaning, rolling wheel traffic (carts, dollies, etc) on non-reinforced (overlay) floors and/or weight loads exceeding 800 lbs/sq.ft on non-structural floors. This warranty does not apply to equipment which has been subject to removal from original installation site, dismantled and rebuilt, or subject to any accident, alterations by unauthorized service, negligence, abuse, misuse, or improper installation. This warranty does not include any labor or mileage charges for replacement or repair of defective panels. This warranty does not apply to any failure as a result of use/abuse, site or environmental conditions.

### 18 MONTH ORIGINAL EQUIPMENT PARTS AND LABOR WARRANTY

#### ALL RSG COMMERCIAL REFRIGERATION PRODUCTS

**WARRANTY COVERAGE:** This warranty neither assumes, nor authorizes any person to assume, any obligation other than that covered by this warranty, and applies only within the continental boundaries of the United States of America, its territories and possessions, and Canada.

RSG warrants this product to be free from defects in material or workmanship under normal use and service. In the event of failure, the obligation of RSG under this warranty shall be limited to repairing or replacing with a like part, at RSG’s option, F.O.B. Hudson, WI, any original equipment part of the warranted original equipment product which proves defective, and which RSG’s examination shall disclose to its satisfaction to be thus defective, and which cannot be placed back into operation in the field with normal service efforts.

A replacement part installed as a result of this warranty is not subsequently covered by this warranty. RSG reserves the right to require the return, collect freight, of any defective part. **An RSG provided authorization number is required before the return of any parts or equipment.**

All warranty replacement parts must be OEM and obtained from either RSG or the master parts distributor. Replacement parts should only be purchased locally at the direction of RSG. For parts purchased locally, RSG’s financial obligation will be limited to reimbursement consistent with the purchaser’s/user’s then current purchase price for the defective part acquired from RSG. A wholesale receipt will be required for reimbursement.

The warranty is in force for one (1) year, six (6) months from date of installation, but not longer than twenty-one (21) months from RSG invoice date. Any claim for defects occurring between one (1) year, six (6) months and twenty-one (21) months from RSG invoice date must furnish proof that installation did occur within three (3) months of RSG invoice date.

Warranty repairs must be completed by an RSG Authorized Service Provider. Repairs completed by a company outside of the RSG Authorized Service Provider network are not eligible for reimbursement. Authorized Service Providers can be found on the Master-Bilt Products, LLC or Norlake, Incorporated websites ([www.master-bilt.com](http://www.master-bilt.com) or [www.norlake.com](http://www.norlake.com)), as applicable.

**WARRANTY EXCLUSIONS:** This warranty does not apply to equipment which has been subject to removal from original installation site, dismantled and rebuilt, or subject to any accident, alterations by unauthorized service, negligence, abuse, misuse, or improper installation. This warranty does not include any labor or mileage charges for replacement or repair of defective parts. This warranty does not include replacement of any expendable items such as refrigerants, oils, filters or driers. This warranty does not apply to electrical inter-wiring, refrigerant piping, drain lines or field work provided by others. Floor panels are not warranted under the following conditions: wet mopping or use of a water hose for cleaning, rolling wheel traffic (carts, dollies, etc) on non-reinforced (overlay) floors and/or weight loads exceeding 800 lbs/sq.ft on non-structural floors. This warranty does not apply to any failure as a result of use/abuse, site or environmental conditions. This warranty does not apply to work performed by a non-Authorized Service Provider.

### NINETY DAY REPLACEMENT PARTS WARRANTY – ALL RSG COMMERCIAL REFRIGERATION PRODUCTS

**WARRANTY COVERAGE:** This warranty neither assumes, nor authorizes any person to assume, any obligation other than that covered by this warranty and applies only within the continental boundaries of the United States of America, its territories and possessions, and Canada.

RSG warrants this replacement part to be free from defects in material or workmanship under normal use and service. In the event of failure, the obligation of RSG under this warranty shall be limited to repairing or replacing with a like part, at RSG’s option, F.O.B. Hudson, WI, the replacement part only of the warranted product which proves defective, and which RSG’s examination shall disclose to its satisfaction to be thus defective, and which cannot be placed back into operation in the field with normal service efforts.



A replacement part installed as a result of this warranty is not subsequently covered by this warranty. RSG reserves the right to require the return, collect freight, of any defective part. **An RSG provided authorization number is required before the return of any parts or equipment.**

All warranty replacement parts must be OEM and obtained from either RSG or the master parts distributor. Replacement parts should only be purchased locally at the direction of RSG. For parts purchased locally, RSG's financial obligation will be limited to reimbursement consistent with the original purchaser's/user's then current purchase price for the defective part acquired from RSG. A wholesale receipt will be required for reimbursement.

The warranty is in force for ninety (90) days from date of installation, but not longer than one hundred twenty (120) days from RSG invoice date. Any claim for defects occurring between ninety (90) days and one hundred twenty days (120) from RSG invoice date must furnish proof that installation date did occur within thirty (30) days of RSG invoice date.

**WARRANTY EXCLUSIONS:** This warranty does not apply to equipment which has been subject to removal from original installation site, dismantled and rebuilt, or subject to any accident, alterations by unauthorized service, negligence, abuse, misuse, or improper installation. This warranty does not include any labor or mileage charges for replacement or repair of defective parts. This warranty does not include replacement of any expendable items such as refrigerants, oils, filters or driers. This warranty does not apply to electrical inter-wiring, refrigerant piping, drain lines or field work provided by others. Floor panels are not warranted under the following conditions: wet mopping or use of a water hose for cleaning, rolling wheel traffic (carts, dollies, etc) on non-reinforced (overlay) floors and/or weight loads exceeding 800 lbs/sq.ft on non-structural floors. This warranty does not apply to any failure as a result of use/abuse, site or environmental conditions.

#### **18 MONTH LABOR/SERVICE WARRANTY – RSG COMMERCIAL REFRIGERATION PRODUCTS**

**WARRANTY COVERAGE:** This warranty neither assumes, nor authorizes any person to assume, any obligation other than that covered by this warranty, and applies only within the continental boundaries of the United States of America, its territories and possessions, and Canada.

RSG warrants this product to be free from defects in material or workmanship under normal use and service. In the event of failure, the obligation of RSG under this warranty shall be limited to the reasonable labor cost, on a straight time basis, to repair the warranted product which proves defective. No overtime labor costs or travel time will be paid under this warranty. Unless preauthorized, a maximum of one hour travel is covered.

The warranty is in force for one (1) year, six (6) months from date of installation, but not longer than twenty-one (21) months from RSG invoice date. Any claim for defects occurring between one (1) year, six (6) months and twenty-one (21) months from date of RSG invoice must furnish proof that installation date did occur within three (3) months of RSG invoice date.

Warranty repairs must be completed by an RSG Authorized Service Provider. Repairs completed by a company outside of the RSG Authorized Service Provider network are not eligible for reimbursement. Authorized Service Providers can be found on the Master-Bilt Products, LLC or Norlake, Incorporated websites ([www.master-bilt.com](http://www.master-bilt.com) or [www.norlake.com](http://www.norlake.com)), as applicable.

**WARRANTY EXCLUSIONS:** Excluded from coverage under this warranty are charges for original installation, start-up, control adjustments and general maintenance. This warranty does not apply to equipment which has been subject to removal from original site, dismantled and rebuilt, or subject to any accident, alterations by unauthorized service, negligence, abuse, misuse or improper installation. This warranty does not apply to electrical inter-wiring, refrigerant piping, drain lines or field work provided by others. Floor panels are not warranted under the following conditions: wet mopping or use of a water hose for cleaning, rolling wheel traffic (carts, dollies, etc) on non-reinforced (overlay) floors and/or weight loads exceeding 800 lbs/sq.ft on non-structural floors. This warranty does not apply to any failure as a result of use/abuse, site or environmental conditions. This warranty does not apply to work performed by a non-Authorized Service Provider.

**IT IS EXPRESSLY UNDERSTOOD AND AGREED THAT EACH OF THE WARRANTIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ANY DESCRIPTION OF THE EQUIPMENT, WHETHER WRITTEN OR ORAL, IS FOR THE SOLE PURPOSE OF IDENTIFYING THE EQUIPMENT AND SHALL NOT BE CONSTRUED AS AN EXPRESS WARRANTY. ANY SUGGESTIONS BY RSG OR RSG'S REPRESENTATIVE REGARDING USE, APPLICATION OR SUITABILITY OF THE EQUIPMENT SHALL NOT BE CONSTRUED AS AN EXPRESS WARRANTY UNLESS CONFIRMED TO BE SUCH IN WRITING BY AN OFFICER OF RSG.**

**FOR EACH OF THE WARRANTIES SET FORTH HEREIN, UNDER NO CIRCUMSTANCES WHATSOEVER SHALL RSG BE LIABLE FOR LOSS OF USE, LOST PROFIT, REVENUE OR FOR ANY OTHER INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSSES INVOLVING FOOD SPOILAGE, LOSS OF THE CONTENTS OF THE UNIT, OR OTHER PRODUCT LOSS.**

**FOR EACH OF THE ENFORCEABLE REMEDY OBLIGATIONS SET FORTH HEREIN, UNDER NO CIRCUMSTANCES WHATSOEVER SHALL (I) THE OBLIGATIONS OF NORLAKE, INCORPORATED BE ENFORCEABLE AGAINST MASTER-BILT PRODUCTS, LLC, OR (II) THE OBLIGATIONS OF MASTER-BILT PRODUCTS, LLC BE ENFORCEABLE AGAINST NORLAKE, INCORPORATED.**

ALL WARRANTY CLAIMS MUST BE RECEIVED BY RSG WITHIN 30 DAYS OF EQUIPMENT FAILURE.  
ALL WARRANTY CLAIMS MUST INCLUDE RSG EQUIPMENT MODEL AND SERIAL NUMBERS.  
ALL WARRANTY CLAIMS MUST BE FILED ELECTRONICALLY IN GLOBAL WARRANTY.

**California Residents Only.**



**WARNING:** This product can expose you to chemicals including 1, 3-Butadiene which is known to the state of California to cause cancer, birth defects or other reproductive harm. For more information go to – [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

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## OPTIONAL WARRANTIES

### FIVE YEAR ORIGINAL COMPRESSOR WARRANTY – RSG REFRIGERATION SYSTEMS

**WARRANTY COVERAGE:** This warranty neither assumes, nor authorizes any person to assume, any obligation other than that covered by this warranty, and applies only within the continental boundaries of the United States of America, its territories and possessions, and Canada. This optional warranty is in lieu of any other applicable standard warranty.

RSG warrants this product to be free from defects in material or workmanship under normal use and service. In the event of failure, the obligation of RSG under this warranty shall be limited to repairing or replacing with a like compressor, at RSG's option, F.O.B. Hudson, WI, the original equipment compressor only from the warranted original equipment product which proves defective, and which RSG's examination shall disclose to its satisfaction to be thus defective, and which cannot be placed back into operation in the field with normal service efforts.

A replacement compressor installed as a result of this warranty is not subsequently covered by this warranty. RSG reserves the right to require the return, collect freight, of any defective part. **An RSG provided authorization number is required before the return of any parts or equipment.**

All warranty replacement parts must be OEM and obtained from either RSG or the master parts distributor. Replacement parts should only be purchased locally at the direction of RSG. For parts purchased locally, RSG's financial obligation will be limited to a reimbursement consistent with the purchaser's/user's then current wholesale price for the defective compressor acquired from RSG minus any applicable salvage value. A wholesale receipt will be required for reimbursement.

The warranty is in force for five (5) years from date of installation, but not longer than five (5) years three (3) months from RSG invoice date. Any claim for defects occurring between five (5) years and five (5) years three (3) months from RSG invoice date must furnish proof that installation date did occur within three (3) months of RSG invoice date.

Warranty repairs must be completed by an RSG Authorized Service Provider. Repairs completed by a company outside of the RSG Authorized Service Provider network are not eligible for reimbursement. Authorized Service Providers can be found on the Master-Bilt Products, LLC or Norlake, Incorporated websites ([www.master-bilt.com](http://www.master-bilt.com) or [www.norlake.com](http://www.norlake.com)), as applicable.

**WARRANTY EXCLUSIONS:** This warranty does not apply to equipment which has been subject to removal from original installation site, dismantled and rebuilt, or subject to any accident, alterations by unauthorized service, negligence, abuse, misuse, or improper installation. This warranty does not include any labor or mileage charges for replacement or repair of defective parts. This warranty does not include replacement of any expendable items such as refrigerants, oils, filters or driers. This warranty does not apply to electrical inter-wiring, refrigerant piping, drain lines or field work provided by others. This warranty does not apply to any failure as a result of use/abuse, site or environmental conditions. This warranty does not apply to work performed by a non-Authorized Service Provider.

### FIVE YEAR REPLACEMENT COMPRESSOR WARRANTY – RSG REFRIGERATION SYSTEMS

**WARRANTY COVERAGE:** This warranty neither assumes, nor authorizes any person to assume, any obligation other than that covered by this warranty, and applies only within the continental boundaries of the United States of America, its territories and possessions, and Canada. This optional warranty is in lieu of any other applicable standard warranty.

RSG warrants this product to be free from defects in material or workmanship under normal use and service. In the event of failure, the obligation of RSG under this warranty shall be limited to repairing or replacing with a like compressor, at RSG's option, F.O.B. Hudson, WI, the first replacement compressor only from the warranted original equipment product which proves defective, and which RSG's examination shall disclose to its satisfaction to be thus defective, and which cannot be placed back into operation in the field with normal service efforts.

A replacement compressor installed as a result of this warranty is not subsequently covered by this warranty. RSG reserves the right to require the return, collect freight, of any defective part. **An RSG provided authorization number is required before the return of any parts or equipment.**

All warranty replacement parts must be OEM and obtained from either RSG or the master parts distributor. Replacement parts should only be purchased locally at the direction of RSG. For parts purchased locally, RSG's financial obligation will be limited to a reimbursement consistent with the purchaser's/user's then current wholesale price for the defective compressor acquired from RSG minus any applicable salvage value. A wholesale receipt will be required for reimbursement.

The warranty is in force for five (5) years from date of installation, but not longer than five (5) years one (1) month from RSG invoice date. Any claim for defects occurring between five (5) years and five (5) years one (1) month from RSG invoice date must furnish proof that installation did occur within one (1) month of RSG invoice date.

Warranty repairs must be completed by an RSG Authorized Service Provider. Repairs completed by a company outside of the RSG Authorized Service Provider network are not eligible for reimbursement. Authorized Service Providers can be found on the Master-Bilt Products, LLC or Norlake, Incorporated websites ([www.master-bilt.com](http://www.master-bilt.com) or [www.norlake.com](http://www.norlake.com)), as applicable.

**WARRANTY EXCLUSIONS:** This warranty does not apply to equipment which has been subject to removal from original installation site, dismantled and rebuilt, or subject to any accident, alterations by unauthorized service, negligence, abuse, misuse, improper installation, or general maintenance. This warranty does not include any labor or mileage charges for replacement or repair of defective parts. This warranty does not include replacement of any expendable items such as refrigerants, oils, filters, or driers. This warranty does not apply to electrical inter-wiring, refrigerant piping, drain lines or field work provided by others. This warranty does not apply to work performed by a non-Authorized Service Provider.

Floor panels are not warranted under the following conditions: wet mopping or use of a water hose for cleaning, rolling wheel traffic (carts, dollies, etc) on non-reinforced (overlay) floors and/or weight loads exceeding 800 lbs/sq.ft on non-structural floors. This warranty does not apply to any failure as a result of use/abuse, site or environmental conditions.

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**FOR EACH OF THE WARRANTIES SET FORTH HEREIN, UNDER NO CIRCUMSTANCES WHATSOEVER SHALL RSG BE LIABLE FOR LOSS OF USE, LOST PROFIT, REVENUE OR FOR ANY OTHER INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSSES INVOLVING FOOD SPOILAGE, LOSS OF THE CONTENTS OF THE UNIT, OR OTHER PRODUCT LOSS.**

**FOR EACH OF THE ENFORCEABLE REMEDY OBLIGATIONS SET FORTH HEREIN, UNDER NO CIRCUMSTANCES WHATSOEVER SHALL (I) THE OBLIGATIONS OF NORLAKE, INCORPORATED BE ENFORCEABLE AGAINST MASTER-BILT PRODUCTS, LLC, OR (II) THE OBLIGATIONS OF MASTER-BILT PRODUCTS, LLC BE ENFORCEABLE AGAINST NORLAKE, INCORPORATED.**

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**ALL WARRANTY CLAIMS MUST BE RECEIVED BY RSG WITHIN 30 DAYS OF EQUIPMENT FAILURE.  
ALL WARRANTY CLAIMS MUST INCLUDE RSG EQUIPMENT MODEL AND SERIAL NUMBERS.  
ALL WARRANTY CLAIMS MUST BE FILED ELECTRONICALLY IN GLOBAL WARRANTY.**

**California Residents Only.**



**WARNING:** This product can expose you to chemicals including 1, 3-Butadiene which is known to the state of California to cause cancer, birth defects or other reproductive harm. For more information go to – [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

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