



*Vinothèque* Wine Cellars

1738 East Alpine Ave, Stockton, CA 95205 800-343-9463 Fax 209-466-4606

## SPLIT SYSTEM

### Request for Product Evaluation and Repair Under Warranty

Vinothèque reserves the right to have a certified, Vinothèque-approved HVAC technician go on site and inspect the product if the initial trouble shooting warrants further investigation.

If after on-site inspection of the product, it appears as if the product may be malfunctioning due to a defect in the unit, Vinothèque will cover the costs of the evaluation by the certified HVAC technician. If the product is malfunctioning due to the improper installation of some other act or omission by a party other than Vinothèque, then the user is responsible for the costs of the on-site evaluation by the technician in addition to any repair costs.

#### **1. Split System Field Service Warranty Policy**

This Policy is to clarify what falls under Warranty Service and what becomes the responsibility of the Owner. Vinothèque ("manufacturer") strives to provide our customers with a superior product and we back our product with a Two Year Limited Warranty. Please review the following guidelines to ensure you have a complete understanding of our Policy and coverage of your Split System. Vinothèque will respond to your request for service once this letter has been signed and returned to the manufacturer.

#### **2. Product Warranty Information**

- (a) **LABOR:** For a period of two (2) years from the date of purchase. If this Product is determined to be defective after undergoing customer service trouble shooting, Vinothèque will repair or replace the Product, at its option and discretion, at no charge to the customer. After the Warranty Period, the customer is responsible for ALL labor and freight charges.
- (b) **PARTS:** Vinothèque will supply, at no charge, new or rebuilt replacements parts in exchange for defective parts for a period of two (2) years which include, but are not limited to, Evaporator Coil, Evaporator Side Fan, Evaporator Solenoid Valve, Thermostat, Condenser Sid Fan, Condenser Side Fan Switch, Compressor, Head Pressure Control, Low Pressure Switch, Condenser Coil, Access T's, Sight Glass, Liquid Line Dryer, High Side Receiver.
- (c) **FREIGHT:** For a period of two (2) years from the date of purchase, Vinothèque will cover freight for the repair of units UNDER WARRANTY to customers within the continental United States.

#### **3. Product Installation**

The following part or cause of failure is not the responsibility of the manufacturer, improper voltage supply, line set with screw connectors (high end and low end), leaks found at the braze

points when performing pressure check, unit that has been charged incorrectly, incorrect tubing diameter used on line set, a unit that has been wired incorrectly. (Refer to page 15 of Split System Manual), valve stem on condenser side, improper installation of P-Trap or lack of P-Trap if required (Refer to page 8 of Split System Manual). Condenser install outdoors or in elements that would affect operation without proper cover or housing. (Housing is available from Manufacturer)

#### **4. User Costs and Responsibility**

The following items are not covered under warranty and are the sole responsibility of the user.

- (a) The user is responsible for the costs incurred for the installation and removal of the product.
- (b) Purchasers (users) are reminded that they should satisfy themselves that the product they have purchased is suitable for their needs and requirements and no responsibility will be placed with Vinothèque for their decisions.
- (c) It is the user's responsibility to secure safe haven/storage for ANY AND ALL items that are being kept and stored in the user's wine cellar. Vinothèque takes no responsibility for the safety and preservation of the aforementioned items in the event that the environment becomes unsuitable to maintain a proper storage environment.

#### **5. Arbitration**

Any disputes arising out of or in connection with the installation and warranty of the Split System shall be referred to and finally resolved by a Vinothèque approved Independent Certified HVAC Technician. The evaluation of the Technician on all issues or matters of identifying the responsible party (Vinothèque or Installing Technician) shall be determined in a written report. This report will be made available to all concerned parties, if discovered under warranty Vinothèque will assume the financial responsibility under their warranty guidelines. If the report finds the Owner's Installer, as the responsible party, Vinothèque will provide all documentation to the customer to substantiate their findings; this will include the Invoice from the Independent Certified HVAC Technician and the written report of their findings. The Owner will become responsible for payment directly to Vinothèque for all charges incurred for repairs (labor, parts and shipping costs) on the Split System.

#### **6. Acknowledgement of Terms and Conditions of Field Service Warranty Policy**

Please sign below to indicate that you have read and understand the Request for Product Evaluation and Repair Under Warranty

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Customer Name (Printed)

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Customer Signature

Date