

METALFRIO SERVICE REQUEST FORM

Date:

Name of purchaser:

Equipment location:

Street:

City:

State:

Zip:

Contact name:

Contact telephone:

Hours available:

Manufacturer: Metalfrio Caravell IARP

Serial Number:

How long has unit been down?

Brief description of problem:

TROUBLE SHOOTING CHECKLIST

- | | | |
|---------------------------------------------------------|------------------------------|-----------------------------|
| IS THE UNIT PLUGGED DIRECTLY INTO AN ELECTRICAL OUTLET? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| IS THE UNIT PLUGGED INTO AN EXTENSION CORD? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| IS THE UNIT SHARING A CIRCUIT WITH OTHER EQUIPMENT? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| IS THE BREAKER TRIPPED OR FUSE BLOWN? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| HAS THE THERMOSTAT BEEN ADJUSTED? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| IS THE THERMOSTAT SET TO THE COLDEST SETTING? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| HAS THE UNIT BEEN DEFROSTED RECENTLY? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| IS THE UNIT AT LEAST 4-6 INCHES AWAY FROM ALL WALLS? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

WARRANTY INFORMATION

Parts Warranty - Metalfrio warrants that parts supplied shall be free of defects in material and workmanship for a period of eighteen (18) months from date of original purchase. The parts warranty provides repair or replacement at Metalfrio's discretion of parts found to be defective. Customer could be required, at Metalfrio's request, to ship back defective parts. Compressor is covered for a period of five (5) years as a parts replacement only warranty.

Metalfrio is solely responsible for dispatching an authorized repair service technician to perform warranty services. Repair services provided by any other service provider will void the warranty.

Metalfrio reserves the right to invoice for and collect from the customer actual and replacements costs in the event the warranty claim is deemed to be a nuisance claim and not associated with a defective product or part. Metalfrio reserves the right to replace parts or equipment with equal value. The customer is responsible for transportation.