

BADGER TRUCK REFRIGERATION, INC. WARRANTY POLICY

The manufacturer warrants each new heater, air conditioner or part to be free from defects in materials and workmanship under conditions of normal use and service for a period of 1 year from date originally put into service.

The manufacturers' obligation under this warranty shall be limited to repairing or replacing, at its option, any part or parts of said unit found to the manufacturers' satisfaction to be defective.

I. GENERAL CONDITIONS

- A) No unit is guaranteed to maintain a specific temperature output or cab temperature since many variables in installation and geographical location affect this output.
- B) Many system failures are the result of poor installation practices (e.g. lack of proper hose brackets). Failures resulting from installation are not covered.
- C) Badger Truck Refrigeration, Inc. reserves the right to make design improvements without any obligation to change units or parts previously manufactured.
- D) Badger Truck Refrigeration, Inc. retains the right to inspect faulty parts at its factory and determine whether such parts are defective. No materials should be returned to Badger Truck Refrigeration, Inc. without prior written permission.
- E) In no event shall Badger Truck Refrigeration, Inc. be liable for consequential damage or contingent liabilities including, without limitation, such things as damage to vehicles contents or product cargo or expenses incurred arising from failure of any part of any unit or parts thereof to operate properly.
- F) Alterations or modifications, in any form to a unit or parts thereof, shall nullify and void this warranty. The only exception is a modification with the express written approval of Badger Truck Refrigeration, Inc.

II. COMPONENTS LIMITATIONS

- A) Warranty coverage on receiver/driers is limited to leaking or desiccant breakdown only.
- B) No warranty is offered for compressor mounting brackets or related parts used to attach the compressor to the engine or drive belts. The materials are used at the risk and option of the installer.

III. WARRANTY REPAIRS

- A) Warranty repairs must be done by a certified technician adhering to all applicable regulations.
- B) Warranty repairs should be accomplished to put the air conditioner in "like new" working order. If items such as evaporator coils or condensers can be easily repaired, this approach would be preferred over replacement.

IV. WARRANTY CLAIMS

- A) Warranty claims should be submitted through original installer.
- B) For full warranty consideration, claims and parts (parts returned transportation prepaid) must be submitted within 60 days of date repaired.
- C) Warranty claims will be paid based on the most current settlement schedule released by Badger Truck Refrigeration, Inc. No allowance will be made for mileage, travel time, down time, or related expenses.

This warranty becomes invalid when a unit or component has been discontinued and has been out of production for a period of 12 months.

This warranty supersedes all previous warranty policies expressed or implied and frees the manufacturer of any other obligations or liability including consequential incidental damages. The manufacturer will not assume or allocate the assumption of any other liability in connection with the sale of units or components.





**Badger Truck Refrigeration,
Inc.
Warranty Repair Schedule**



*LABOR ALLOWANCE FOR DIAGNOSIS AND LOCATION OF DIFECTIVE COMPONENT	1.0	RECOVERY/RECYCLE/RECHARGE	1.0
CONTROL PANEL R&R	0.7	RELAY R&R	0.5
SOLENOID R&R	0.5	WATER VALVE R&R	0.5
*EXPANSION VALVE R&R	0.5	HEATER CORE R&R	0.8
THERMOSTAT R&R	0.5	*EVAPORATOR COIL R&R	0.8
MODE SWITCH R&R	0.5	RESISTOR R&R	0.5
*HOSE ASSEMBLY R&R	0.5	FAN SWITCH R&R	0.5
CONDENSER MOTOR R&R	0.8	*CONDENSER COIL R&R	1.0
*COMPRESSOR R&R	0.8	CONDESNSER FAN R&R	0.7
CLUTCH R&R (SANDEN, ZEXEL)	1.0	CLUTCH R&R	0.7
*PRESSURE SWITCH R&R	0.3	*RECEIVER/DRIER R&R	0.5
DIODE R&R	0.5	BLOWER MOTOR R&R	0.8
TRAVEL TIME	NOT ALLOWED	*FREON FTG R&R & CRIMP	0.2

*A maximum of four pounds of refrigerant will be credited for all operations requiring charging due to component leakage.

ALLEGED DEFECTS NOT “CONSIDERED” AS WARRANTY

BLOWER MOTORS/ RADIATOR

FAN MOTOR

- Bent or alter flange, bent shaft, brackets altered
- Dismantled, rusted, weather-beaten
- Burned out due to electrical problems
- Improper installation/ stripped threads
- Wires cut off at motor housing

COMPRESSORS

- Stripped threads/ Bent or cracked fittings
- Compressor contamination
- Bent/ cracked shaft
- Evidence of being dropped
- Altered, disassembled or missing parts
- Seized due to improper service installation
- Abuse or improper service install
- Fittings/ ports not capped before returning

COMPRESSOR CLUTCHES/ COILS

- Improper installation
- Burned or locked up clutches due to system problem
- Wires cut off at base of coil
- Improper voltage/ amperage on coil
- Broken off coil terminals/ abuse/ dropped

CONDENSER

- Broken, stripped threads or bent fittings
- Damage to fins due to abuse
- Screw hole in line due to improper installation
- Leakage at seam/ joint due to bending fitting

CONTROL VALVES

- System contamination
- Stripped threads

ELECTRICAL COMPONENTS

- Burned up due to electrical problems
- Improper application installation
- Altering or changing parts to fit application
- Part broken due to abuse or force

EVAPORATOR CORES

- Broken, stripped threads or bent fittings
- Plugged orifice (CCOT) tubes
- System contamination
- Damage to fins
- Screw hole in line due to improper installation
- Bent fitting line causing leakage at seam/ joint

EXPANSION VALVE

- System contamination in part
- Broken off capillary line or pinched line
- Stripped threads
- Part tampered with on heat setting

HEATER CORES

- Broken or bent tubes
- Damaged fins
- Improper application installation

HOSE (Refrigerant, Duct, Tubing, Sleeve)

- Damage due to battery acid
- Damage due to excessive heat or low temperature
- Improper hose routing allowing cutting of hose
- Damaged by moving parts

FITTINGS

- Stripped threads
- Part altered or modified

RECEIVER/ DRIER/ ACCUMULATOR

- Bent or broken lines, stripped threads
- System contamination
- Improper application installation
- Damage due to abuse
- Part modified to fit application/ altered
- Brackets cut off
- Flushing through part

V.I.R ASSEMBLY

- System contamination
- Altered, disassembled, parts missing
- Stripped threads



MERCHANDISE RETURNS AND ALLOWANCES

GENERAL INFORMATION

- All returns regardless of circumstances must obtain authorization (RGA number) from our Customer Service Department.
- All parts returned must be individually tagged with the customer name, part number, reason for return, and authorization code number.
- Provide invoice number and date for each part with the return to assure proper credit and eliminate confusion.
- Improper packaging may be refused.
- All returns are to be shipped **Prepaid**.
- Request for returns due to ordering, shipping, or pricing errors are acceptable.
- Request for return must be obtained within the same year the part was purchased, otherwise requests may be denied.
- Complete packing list to be sent with return code number marked on it.
- Authorization code number to be marked on the outside of carton / pallet, otherwise shipment may be refused
- Special order items/ parts subject to our discretion for return.
- Some items ordered are "Non-Returnable".
- Authorization code good for 60 days only.

WARRANTY RETURNS

- Warranty period is ninety (90) days on remanufactured parts from date of purchase.
- Warranty period is twelve (12) months on new parts from date of purchase.
- Defects resulting from alteration, neglect, misuse, accident, improper service or installation, improper maintenance or lack of maintenance are not subject to warranty.
- Compressors showing signs of seizing up due to insufficient lubrication are not subject to warranty.
- Electrical parts or stripped threads are not subject to warranty.
- Defects must be tagged with a specific reason for defect and date the defect occurred.
- Warranty returns must be packed separately from all other returns.
- Boxes containing defective parts must be marked "defects".
- Compressors must be capped.
- Field repairable parts will be subject to 20% handling charge if returned without authorization.
- All parts returned are subject to manufacturers warranty specifications, and guidelines.

NEW MERCHANDISE RETURNS

- Parts to be packed separately from defects with authorization code marked on outside of carton.
- Packing list to be sent with return and code number marked on packing list.
- Reason for return marked on packing list.
- Invoice number and date provided for all parts returned.
- Non-stock or custom items evaluated on a case by case basis.
- Returns subject to 10% restocking fee





REPLACEMENT PART WARRANTY (AFTERMARKET INSTALLATIONS)

All Badger Truck Refrigeration Commercial vehicle air conditioning replacement parts are warranted to be free from defective materials and/or workmanship for a period of one year from the date of purchase. No labor or refrigerant allowance will be allowed for losses involved in the replacement of these parts. During the warranty period, parts determined by Badger Truck to be covered will be repaired or replaced at Badger Truck's option. Suspected defective parts must be returned with proof of purchase and accompanied with a return goods number to Badger Truck Refrigeration, Inc., 6302 Texaco Drive, Eau Claire, WI 54703. Phone: (715)874-6811 for RGA# Request.

This warranty does not cover defects caused by customer neglect, incorrect application, wiring, alteration or repairs made outside the company's factory.

This warranty is the sole property of the original owner/user. A transfer of ownership terminates the warranty.

This warranty supersedes all previous warranty policies expressed or implied and frees the manufacturer of any other obligation or liability including but not limited to consequential and incidental damages. The manufacturer will not assume or allocate any other liability in connection with the sale of Badger Truck components.

THIS WARRANTY SUPERSEDES ALL PREVIOUS WARRANTY POLICIES EXPRESSED OR IMPLIED AND FREES THE MANUFACTURER OF ANY OTHER OBLIGATION OR LIABILITY INCLUDING CONSEQUENTIAL AND INCIDENTAL DAMAGES. THE MANUFACTURER WILL NOT ASSURE OR ALLOCATE THE ASSUMPTION OF ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF BADGER TRUCK UNITS OR COMPONENTS.