



Refrigeration Warranty Service Work Policy

WA Brown & Son, Inc. - Attn. Refrigeration Warranty
209 Long Meadow Dr., Salisbury, NC 28147
FAX: 704-637-0919 -- PHONE: 800-438-2316
www.wabrown.com

In the event of a malfunction in the operation of your WA Brown walk-in cooler and/or freezer refrigeration equipment, the following steps must be taken in the order stated below:

1. Contact a licensed commercial refrigeration company of your choice or call WA Brown & Son for a recommendation.
WA Brown's recommendation does not constitute liability for payment of service. We retain the right to approve or disapprove any refrigeration service company at our discretion.
2. After the problem has been identified, have the service company call WA Brown for authorization number, if problem occurs during normal business hours (8 A.M.- 5 P.M. EST)
3. If problem occurs outside of these hours, have the service company correct problem and call the following day to obtain an authorization number.
4. Send Invoice and attached Submittal Form to address listed above.

The procedure stated above must be followed. Failure to follow this procedure makes you responsible for all expenses incurred.

Warranty coverage is limited.

For explanation of your warranty coverage, contact WA Brown Refrigeration Department.

To obtain Warranty Service Authorization Number, call: 1-800-640-0602



Refrigeration Warranty Submittals

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Walk-in Serial No. _____

Start Up Date of Equipment: _____

Owners Name: _____

Owners Address: _____

Date of Purchase: _____

Service Tech. Name _____ Phone _____

Condensing Unit M/N _____ S/N _____

Evaporator M/N _____ S/N: _____

Supporting papers required for replacement compressor warranty claim:

1. A copy of the wholesalers invoice for the replacement compressor.
2. A copy of the wholesalers salvage credit for the defective compressor (semi-hermetic)
3. In the event that there is no credit slip the serial no. of compressor will be required. (Hermetic)
4. A copy of the service ticket with itemized charges.

Supporting Papers required for limited service warranty claim:

1. A copy of service ticket with itemized charges.
 - a. Each part used (WA Brown pay wholesale cost parts only)
 - b. Number of hours worked.
 - c. Description of the problem.

Please fill out form and mail with the required work documentation.

10/31/03