

## Limited Product Warranty

### WARRANTY PROCESS FOR DRAUGHT BEER EQUIPMENT

UBC Group offers three options for addressing warranty claims for draught beer equipment:

**1. Service by Dealer/Installer:**

UBC Group may request the original dealer or installer to address and resolve the issue. In such cases:

- UBC Group will reimburse labor costs at the agreed wholesale rate of CAD \$80 per hour.
- All necessary replacement parts will be provided by UBC Group.
- All repairs involving compressor replacement or dealing with refrigeration must obtain an estimate of repair cost to be approved by UBC Group.

**2. Third-Party Service Contractor:**

UBC Group may engage a qualified third-party contractor specializing in HVAC, refrigeration, or electrical services to address the issue directly.

- All repairs and costs will align with UBC Group's warranty guidelines.
- All repairs involving compressor replacement or dealing with refrigeration must obtain an estimate of repair cost to be approved by UBC Group.

**3. Inspection and Repair by UBC Group:**

The customer may choose to send the defective equipment back to UBC Group for inspection and repair.

- A return goods number (RGN) will be issued for this purpose.
- The customer is responsible for securely packaging and shipping the equipment back to UBC Group following the provided guidelines.
- UBC Group will cover the cost of shipping if the defect is determined to fall under warranty.

---

## INSTALLATION REQUIREMENTS

Important basic installation requirements, failure to follow which may result in a voided warranty:

1. **Dedicated Power Line/Breaker** – Equipment must be connected to a dedicated breaker with no other electrical devices connected to the same line.
2. **Recommended Ambient Temperature Range** – The unit should operate within 60°F-90°F (15°C-32°C). It **cannot** be installed in a walk-in cooler or in an area where the ambient temperature is below 50°F (10°C).
3. **Adequate Air Circulation** – Proper airflow must be maintained:
  - The air condenser **must not** be obstructed or covered in any way.
  - **No filters** are allowed to be used with the unit.

Failure to comply with these installation requirements may void the warranty.

---

## **MAINTENANCE REQUIREMENTS**

To ensure continued warranty coverage, refrigeration equipment must have regular maintenance performed, including:

1. **Inspection and cleaning of the air condensers** to prevent dust and debris buildup.
2. **Ensuring there are no obstructions to air circulation**, keeping the unit in a well-ventilated area.
3. **Checking glycol concentration** to maintain a proper mixture between 30-50% propylene glycol.
4. **Checking the power supply** to confirm the refrigeration unit is connected to a dedicated circuit.

**A maintenance record must be kept**, and failure to provide this record upon request may result in the **warranty being voided**.

---

## **WARRANTY FOR NON-REFRIGERATORS**

UBC products are warranted to be free of defects in **material** and workmanship under typical use and regular service. Unless otherwise specified, the warranty period for non-refrigerated units is **one year from the date of sale**.

### **Exclusions:**

UBC Group is not responsible for parts or products that are damaged due to:

- Mistreatment, disregard, revision, accident, unauthorized service, mishandling, or transportation.
- Normal wear and tear.

### **WARRANTY CLAIM PROCESS FOR NON-REFRIGERATORS:**

If any defect is discovered during the warranty period, the purchaser must:

1. Notify UBC Group promptly.
2. Submit a warranty claim form along with any required supporting documentation.

UBC Group has the option to:

- Repair the product.
- Authorize a third party to repair the product.
- Request that the product be shipped to UBC Group for repair or replacement.

Shipping costs for warranty claims are covered by UBC Group for standard ground (LTL) service only. Expedited shipping is available at the customer's expense.

When making a warranty claim, the following information must be provided:

- Model and serial number of the equipment.
- Photos and videos of:
  - The equipment nameplate.
  - The installation from a distance to see the complete setup.
  - The power outlet to which the equipment is connected.
  - The problem, including a photo and video demonstration.

UBC Group reserves the right to refuse the warranty if this information is not provided.

---

## WARRANTY FOR REFRIGERATION EQUIPMENT

### Warranty Period:

- **Refrigeration Equipment:** The warranty period is one year from the installation date but no longer than 18 months from the date of sale.
- **Compressor Warranty:** Compressor coverage is extended to five years from installation or 60 months from the sale date.

### MAIN WARRANTY CONDITIONS FOR REFRIGERATION EQUIPMENT:

#### INSTALLATION REQUIREMENTS

Important basic installation requirements, failure to follow which may result in a voided warranty:

1. **Dedicated Power Line/Breaker** – Equipment must be connected to a dedicated breaker with no other electrical devices connected to the same line.
2. **Recommended Ambient Temperature Range** – The unit should operate within 60°F-90°F (15°C-32°C). It **cannot** be installed in a walk-in cooler or in an area where the ambient temperature is below 50°F (10°C).
3. **Adequate Air Circulation** – Proper airflow must be maintained:
  - The air condenser **must not** be obstructed or covered in any way.
  - **No filters** are allowed to be used with the unit.

Failure to comply with these installation requirements may void the warranty.

#### MAINTENANCE REQUIREMENTS

To ensure continued warranty coverage, refrigeration equipment must have regular maintenance performed, including:

1. **Inspection and cleaning of the air condensers** to prevent dust and debris buildup.
2. **Ensuring there are no obstructions to air circulation**, keeping the unit in a well-ventilated area.
3. **Checking glycol concentration** to maintain a proper mixture between 30-50% propylene glycol.
4. **Checking the power supply** to confirm the refrigeration unit is connected to a dedicated circuit.

A **maintenance record must be kept**, and failure to provide this record upon request may result in the **warranty being voided**.

All UBC commercial refrigeration equipment must be connected to a dedicated line (dedicated breaker on the panel with no other electrical devices connected to the same line) with voltage within the standard in the industry. Nominal voltage must be within  $\pm 10\%$  of the specified value. Refer to the attached table for details.

### **WARRANTY COVERAGE:**

UBC Group will, at its discretion:

- Repair the product.
- Authorize a third party to repair the product.
- Replace the defective product or part.

If the equipment needs to be returned for warranty service, UBC Group will issue a return goods number (RGN). Shipping costs are covered by UBC Group for standard ground service if the defect is covered under warranty. Expedited shipping costs must be covered by the customer.

---

### **RESIDENTIAL WARRANTY**

- While the warranty period and prerequisites remain the same for residential equipment as for commercial use, UBC Group technicians and third-party service providers **do not** perform on-site service at residential properties.
- In the event of a warranty claim, the equipment **must be shipped** back to UBC Group for inspection and repair. A return goods number (RGN) will be issued, and the customer is responsible for securely packaging and shipping the equipment following UBC Group's provided guidelines. If the defect is determined to be covered under warranty, UBC Group will cover standard ground shipping for the return. Expedited shipping is at the customer's expense.

---

### **REFURBISHED WARRANTY**

This warranty is available to the first end user for refurbished equipment purchased from UBC or UBC's authorized dealers. Equipment resold without such authorization is not covered under this warranty.

- The warranty period is 90 days from the date of sale and covers parts and labor, as specified in the labor charges section.
  - Refurbished equipment is not eligible for the extended compressor warranty.
-

## LIMITED PRODUCT WARRANTY DETAILS

### Prerequisites

This warranty is available to the first end user for equipment purchased from UBC or UBC's authorized dealers. Equipment resold without such authorization will not be covered under this warranty.

- All equipment must be properly installed by a professional installer according to guidelines found in the product manuals.
  - Approved usage conditions for operation must be maintained, as required in the product manuals.
  - Regular maintenance and cleaning, as outlined in the product manuals, are required.
- 

### Important Notes

- All replacement parts not provided by UBC Group must be pre-approved.
- Claims submitted without proper documentation or within the specified timeline may be denied.
- UBC Group's determination of defects is final.

By adhering to these updated warranty processes, UBC Group aims to provide efficient and reliable support for its draught beer equipment.