



LEER, INC. WALK-IN WARRANTY PACKET

Please fill out the below information for your records. Information will be required for all warranty claims.

Model: _____

Serial Number: _____

Ship Date: _____

Installation Company: _____

Installation Date: _____

Leer, Inc. | 206 Leer Street | New Lisbon, WI 53950

www.leerinc.com | (800) 766-5337

WE'RE WITH YOU EVERY DEGREE OF THE WAY





The warranty set forth in this Warranty Packet (the “**Warranty**”) applies only to the Walk-In products (the “**Products**”) that are manufactured by Leer, Inc., an Iowa corporation (“**Leer**”). This Warranty does not cover Products, parts or equipment that are purchased or used outside of the United States of America or Canada. Under no circumstances shall the warranty remedies available under this Warranty cover any product, part, equipment, or any other addition to the Product that is not manufactured by Leer (the “**Field Installed Components**”). This Warranty is non-transferable and is given only to the original end-user purchaser (the “**End User**”), and not to any distributor or dealer.

TEN (10) YEAR LIMITED PANEL WARRANTY

Warranty. Leer warrants to the End User that the foamed-in-place polyurethane panels manufactured by Leer (the “**Panels**”) will be free from defects in material and workmanship under normal use and service for a period of ten (10) years beginning 30 days after shipment date.

Remedy. If, within such warranty period, the Panel or a part thereof shall be proved to Leer's satisfaction to be defective, Leer shall reimburse the End User solely for the documented cost paid by End User for a replacement Panel or the defective part thereof, subject to the “Warranty Exclusions” section of this Warranty. Leer shall not be responsible to the End User or any third party for the labor charged to remove the defective Panel and/or to install the replacement Panel.

ONE (1) YEAR PANEL PARTS WARRANTY

Warranty. Leer warrants to the End User that the Walk-In hardware, components, and parts, not including Panels or Refrigeration Equipment (as defined below), manufactured by Leer (such hardware, components, and parts, other than the Panels and Refrigeration Equipment, the “**Parts**”) will be free from defects in material and workmanship under normal use and service for a period of one (1) year beginning 30 days after shipment date.

Remedy. If, within such warranty period, a Part shall be proved to Leer's satisfaction to be defective, Leer shall reimburse the End User solely for the documented cost paid by End User for a replacement Part, subject to the “Warranty Exclusions” section of this Warranty. In addition, if within the first 30 days of such warranty period, a Part shall be proved to Leer's satisfaction to be defective, Leer shall reimburse the End User (or the applicable third-party technician on End User's behalf) for the labor charged to remove the defective Part and install the replacement Part, subject to Leer's Labor Reimbursement Limitation Policy in effect from time to time (the “**Labor Reimbursement Limitation Policy**”). After such first 30 days of such warranty period, Leer shall not be responsible to the End User or any third party for the labor charged to remove the defective Part and/or install the replacement Part.

REFRIGERATION EQUIPMENT STANDARD WARRANTY

One (1) Year Remote / Split System Refrigeration Equipment Warranty.

Leer warrants to the End User that the Remote / Split System Refrigeration equipment (“**Remote/Split Refrigeration Equipment**”) manufactured by Leer will be free from defects in material and workmanship under normal use and service for a period of one (1) year beginning 30 days after shipment date.



Two (2) Year Drop-In / Self-Contained Refrigeration Equipment Warranty.

Leer warrants to the End User that the Drop-In / Self-Contained Refrigeration equipment (“**Drop-In/Self-Contained Refrigeration Equipment**”, and together with the Remote/Split Refrigeration Equipment, the “**Refrigeration Equipment**”) manufactured by Leer will be free from defects in material and workmanship under normal use and service for a period of two (2) years beginning 30 days after shipment date.

Refrigeration Equipment Remedy. If, within the applicable Refrigeration Equipment warranty period set forth above, the Refrigeration Equipment or a part thereof shall be proved to Leer’s satisfaction to be defective, Leer shall reimburse the End User solely for the documented cost paid by End User for replacement Refrigeration Equipment or the defective part thereof, subject to the “Warranty Exclusions” section of this Warranty. In addition, if within the first 30 days of such warranty period (such first 30 days of such warranty period, the “**Standard Refrigeration Labor Warranty Period**”), the Refrigeration Equipment or a part thereof shall be proved to Leer’s satisfaction to be defective, Leer shall reimburse the End User (or the applicable third party technician on End User’s behalf) for the labor charged to remove the defective Refrigeration Equipment or defective part thereof and install the replacement Refrigeration Equipment or part thereof, subject to the Labor Reimbursement Limitation Policy. After such Standard Refrigeration Labor Warranty Period, Leer shall not be responsible to the End User or any third party for the labor charged to remove the defective Refrigeration Equipment and/or install the replacement Refrigeration Equipment, unless the Extended Labor Coverage is purchased by End User as set forth below.

EXTENDED COMPRESSOR WARRANTY (OPTIONAL)

Four (4) Year Extended Remote Refrigeration / Split System Compressor Warranty (Optional).

If End User pays to Leer Leer’s additional charge for the Extended Remote/Split Refrigeration Equipment Compressor Warranty, Leer will warrant to the End User that the refrigeration compressor of the Remote/Split Refrigeration Equipment (the “**Remote/Split Refrigeration Compressor**”) will be free from defects in material and workmanship under normal use and service for a period of four (4) years beginning at the completion of the standard warranty period for the Remote/Split Refrigeration Equipment. Such four-year warranty, when purchased, covers the compressor only and does not include refrigerant, parts, or labor.

Three (3) Year Extended Drop-In Refrigeration / Self-Contained Compressor Warranty (Optional).

If End User pays to Leer Leer’s additional charge for the Extended Drop-In/Self-Contained Refrigeration Equipment Compressor Warranty, Leer will warrant to the End User that the refrigeration compressor of the Drop-In/Self-Contained Refrigeration Equipment (the “**Drop-In/Self-Contained Refrigeration Compressor**”, and together with the Remote/Split Refrigeration Compressor, the “**Compressors**”) will be free from defects in material and workmanship under normal use and service for a period of three (3) years beginning at the completion of the standard warranty period for the Drop-In/Self-Contained Refrigeration Equipment. Such three-year warranty, when purchased, covers the compressor only and does not include refrigerant, parts, or labor.



Extended Compressor Warranty Remedy. If End User has paid Leer for the applicable extended warranty above, then, if the Compressor shall be proved to Leer's satisfaction to be defective within the applicable extended warranty period set forth above, Leer shall reimburse the End User solely for the documented cost paid by End User for a replacement Compressor or the defective part thereof, subject to the "Warranty Exclusions" section of this Warranty.

Extended Compressor Labor Coverage. If End User pays to Leer Leer's additional charge for the extended labor coverage for the Compressor in addition to the additional charge for the extended Compressor warranty set forth above, then Leer shall reimburse the End User (or the applicable third party technician on End User's behalf) for the labor charged to remove the defective Compressor or defective part thereof and install the replacement Compressor or part thereof (subject to the Labor Reimbursement Limitation Policy) if the Compressor or part thereof shall be proved to Leer's satisfaction to be defective within the period that begins on the date of expiration of the Standard Refrigeration Labor Warranty Period and continuing until the date that is one year after the date of expiration of the Standard Refrigeration Labor Warranty Period. Thereafter, Leer shall not be responsible to the End User or any third party for the labor charged to remove the defective Compressor or part thereof and/or install the replacement Compressor or part thereof.

This one-year extended labor coverage, when purchased, covers the repair or replacement of the refrigeration components only and does not include refrigerant or parts. This allows the End User (if they choose) to contact a pre-approved refrigeration company for technical advice or repairs to the components, subject to the Labor Reimbursement Limitation Policy.

SOLE AND EXCLUSIVE REMEDY

In lieu of the remedies described above, Leer may choose, in its sole discretion to refund the purchase price of the Product paid by End User for the Product of which the defective component is a part. **THE REMEDIES SET FORTH IN THIS WARRANTY SHALL BE LEER'S SOLE OBLIGATION AND END USER'S EXCLUSIVE REMEDY FOR ANY DEFICIENCY IN ANY PRODUCT OR COMPONENT, AND SHALL BE CONDITIONED UPON (A) END USER'S RETURN OF SUCH COMPONENT TO LEER, AT END USER'S EXPENSE AND RISK OF LOSS, OR LEER'S INSPECTION OF SUCH DEFECTIVE COMPONENT IN THE FIELD, AND (B) END USER PROVIDING THE REQUIRED INFORMATION AS SET FORTH BELOW.** A component repaired or replaced under this Warranty is warranted only for the balance of the warranty period on the original component that was repaired or replaced. Leer shall not be liable for any breach of the Warranty unless Leer is informed immediately upon the discovery of the defective component.

DISCLAIMER OF IMPLIED WARRANTIES

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER REPRESENTATIONS AND WARRANTIES, EXPRESS OR IMPLIED. LEER EXPRESSLY DISCLAIMS AND EXCLUDES ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY, MERCHANTABILITY, OR FITNESS FOR ANY PARTICULAR PURPOSE, DURABILITY OR WORKMANSHIP AND ANY WARRANTIES ARISING FROM COURSE OF DEALING OR USAGE OF TRADE.



WARRANTY EXCLUSIONS

Notwithstanding anything contained in this Warranty to the contrary, at no time will Leer be responsible for providing the remedies available under this Warranty:

- for any claim arising from damage or delays during transportation and/or delivery; or
- for any claim arising from:
 - accident or negligence; or
 - improper control settings; or
 - rolling wheel stresses; or
 - total rolling weight exceeding 800 pounds per square foot with weight evenly displaced across such square foot; or
 - total static weight exceeding 800 pounds per square foot with weight evenly displaced across such square foot; or
 - hanging shelves and/or equipment from Product wall or ceiling panels; or
 - an “act of god” and/or environmental conditions including, but not limited to, severe weather (including without limitation hurricanes, tornados, severe snowstorms or severe rainstorms), wildfires, flooding, earthquakes, seismic disturbances, hail, wind, excessive snow loads, or other natural disasters, or exposure to chemicals; or
 - Field Installed Components; or
- where the affected Product or component have been subject to:
 - **improper installation or maintenance (including, without limitation, installation of any Field Installed Components or installation or maintenance that is not in compliance with the Proper Refrigeration Installation Checklist (as applicable) and all other written instructions and manuals furnished with the Product);** or
 - Product misuse or abuse, or use of the Product in a manner for which it is not designed or intended; or
 - unnecessary alterations or repair, adverse site conditions, transportation from the original site, or reinstallation; or
 - wet mopping, or cleaning in a manner that saturates the Panels; or
 - any failure to follow any of Leer's manuals or instruction; or
- for any claim for any of the following:
 - standard maintenance including, but not limited to, condenser or evaporator coil cleaning, adjustments and/or resets (including, without limitation, doors, valves, thermostat, defrost components, circuit breakers, thermometers, and alarms); or
 - refrigerant top-off charges; or
 - Product loss or Product storage charges; or
 - field-installed equipment and/or components including, but not limited to, wiring and drain-pipes; or
 - cosmetic damage including, but not limited to, surface corrosion, stains, paint fade, accidental dents, scratches, or punctures; or
 - water damage; or



- damage to or replacement of any expendable items including, but not limited to, bulbs, batteries, refrigerants, oils, filters, and driers; or
- any additional service call other than the initial service call that are unreasonable under the circumstances; or
- any unreasonable travel time, mileage, or premium charges; or
- costs or markups for refrigerant, parts and/or labor outside of the amounts allotted in the Labor Reimbursement Limitation Policy; or
- any part in the Product that is manufactured by a party other than Leer; or
- refrigeration leaks at threaded joints and/or mechanical joints including, but not limited to, flare, pipe thread, and Schrader valve joints.

LIMITATIONS ON LIABILITY

LEER SHALL NOT BE LIABLE WHETHER BASED IN CONTRACT, TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY), STATUTE OR OTHER LEGAL THEORY FOR ANY SPECIAL, INDIRECT, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER, INCLUDING LOSS OF PROFITS, REGARDLESS OF WHETHER SUCH DAMAGES WERE FORESEEABLE AND WHETHER OR NOT LEER WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Without limiting the generality of the foregoing, Leer specifically disclaims any liability for property damages, penalties, special or punitive damages, damages for lost profits or revenues, downtime, lost good will, cost of capital, loss of goods, merchandise or other property, cost of substitute products, or for any other types of economic loss, or for claims of End User's customers or any third party for any such damages, costs or losses. **In no event shall Leer's liability for any breach of contract or warranty, or for any other claim against Leer exceed the total price paid by End User to Leer for the Product to which such liability relates.**

END USER INDEMNITY FOR PRODUCTS NOT MANUFACTURED BY LEER

IN NO EVENT SHALL LEER OR ITS OWNERS, AFFILIATES, EMPLOYEES, CONTRACTORS, OFFICERS, OR AGENTS BE LIABLE FOR ANY DAMAGES (INCLUDING, WITHOUT LIMITATION, INCIDENTAL AND CONSEQUENTIAL DAMAGES, PERSONAL INJURY/WRONGFUL DEATH, LOST PROFITS, OR OTHER DAMAGES) RESULTING FROM THE USE OF PRODUCTS THAT ARE MANUFACTURED BY OTHERS, INCLUDING, WITH LIMITATION, ANY FIELD-INSTALLED COMPONENTS, WHETHER SUCH DAMAGES ARISE FROM OR ARE BASED ON WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY), OR ANY OTHER LEGAL THEORY.



WARRANTY CLAIM PROCESS

For Warranty claims, contact Leer's Customer Service Department at 1-800-766-5337 or warrantyclaims@leerinc.com. Leer's Technical Support Team is available to assist with diagnostics and proper Warranty claim procedures. End User is not required to obtain authorization from Leer prior to servicing a defective Product, provided that Leer reserves the right to review and dispute claims.

All Warranty claims must be submitted within thirty (30) days of the repair to be considered. Incomplete and/or late submissions may be denied.

REQUIRED INFORMATION FOR ALL WARRANTY CLAIMS

To submit a claim under this Warranty, please include the information below and as requested on the Leer Walk-In Warranty Claim Form:

- End User's full name, address, and contact phone number.
- Model and serial number of the Product (the model and serial number is located on the tag typically located on the inside hinge side frame of the door).
- Model and serial number of condensing unit or evaporator coil.
- Job site name, address, and contact phone number (if different than End User's).
- Service provider's full name, address, and contact phone number.
- Full name, address, and contact phone number of End User and, if applicable, institution seeking reimbursement on behalf of End User.
- Current W9 of the person or institution seeking reimbursement on behalf of End User.
- Complete and accurate description of the problem or issue being repaired.
- Complete and accurate description of the service rendered to correct the issue.
- Complete and accurate itemized bill of materials including, but not limited to, parts, labor (hours and rates), and related charges, if applicable.
- For replacement parts available and manufactured by Leer, but which End User purchases from a third party, End User must provide the receipt indicating the price paid. If a receipt is not included, reimbursement will be made according to Leer's wholesale cost. During the applicable warranty period, replacement parts not sold by Leer that are not OEM are to be obtained from a replacement parts wholesaler.
- For Compressor claims only, include a copy of the receipt indicating the price paid along with a copy of the core credit receipt, if applicable.
- For Compressor claims only, include a copy of the Compressor serial tag clearly showing the Compressor model and serial number.



LEER INC. WALK-IN WARRANTY QUICK REFERENCE GUIDE*

Walk-In Warranty (Cooler, Freezer, Combo Box, Customer, or Quick Ship)			
Panels	Labor	Start Date	Notes
10-Years	Not Included	Ship Date + 30-Days	Replacement Panels
Parts	Labor	Start Date	Notes
1-Year	30-Days	Ship Date + 30-Days	

Remote / Split System Refrigeration Equipment Warranty			
Parts	Labor	Start Date	Notes
1-Year	30-Days	Ship Date + 30-Days	

Drop-In / Self-Contained Refrigeration Equipment Warranty			
Parts	Labor	Start Date	Notes
2-Years	30-Days	Ship Date + 30-Days	

Optional Extended Remote Refrigeration / Split System Compressor Warranty			
Parts	Labor	Start Date	Notes
4-Additional Years	Not Included	Completion of Standard Warranty	Additional Cost

Optional Extended Drop-In Refrigeration / Self-Contained / Pro3 Compressor Warranty			
Parts	Labor	Start Date	Notes
3-Additional Years	Not Included	Completion of Standard Warranty	Additional Cost

Optional Extended Refrigeration Labor Warranty			
Parts	Labor	Start Date	Notes
Not Included	1-Additional Year	Completion of Standard Warranty	Additional Cost

* This summary chart is for illustrative purposes only. Please see the full text of the Walk-In Warranty Packet for the warranty terms and exclusions to the warranty, as well as other important terms and conditions.