

10 Year Panel Warranty

APPLIES ONLY TO COLDLINE MODELS: WCP, WFP, WCPF, WCPG and WCS Series

USR Brands ("Company") warrants to the original purchaser that all new, eligible walk-in panels purchased from an authorized dealer will be free from defects in materials and workmanship when used under normal conditions. This warranty covers the panels and their included hardware, but excludes any accessories or items sold separately. The Company's sole obligation under this warranty is, at its discretion, to repair or replace any defective walk-in panels within ten (10) years from the original date of delivery. Hardware components are covered by a standard two (2) year warranty. This warranty does not cover labor or transportation costs associated with the repair or replacement of defective parts. Under no circumstances will the expenses covered by this warranty exceed the original purchase price. At the Company's discretion, store credit may be provided in place of repair. This remedy is the SOLE AND EXCLUSIVE REMEDY for any claims under this warranty.

Exclusions from Warranty Coverage:

This warranty exclusively covers defects in materials or workmanship under standard usage, as outlined in USR Brands' instructions. The warranty does not cover the following:

- Damage resulting from deliberate or accidental misuse, abuse, unauthorized alterations, vandalism, improper handling, inadequate maintenance, or storage;
- Damage caused by fire, flooding, natural disasters, power fluctuations, improper utility connections (such as using the wrong voltage, phase, or fuel type), or any other external factor;
- Assembly, installation, or usage in disregard of USR Brands' guidelines;
- Unconventional or unintended usage;
- Normal wear and tear, including parts subject to routine replacement, such as gaskets, light bulbs, loose fasteners on door or lid hinges, and the like;
- Panel finish;
- Usage of the product for non-commercial purposes;
- Labor, materials, or expenses incurred for removal, reinstallation, or replacement of the product.
- **Residential Installations:** USR Brands equipment is designed solely for commercial food service use. Warranty will not extend to residential use. We do not recommend using commercial food service equipment in residential settings;
- **Farm Installations:** Due to inconsistent electrical construction and safety standards, Farm installation warranties will be Parts Only. USR Brands Inc. is unable to send commercial food service technicians to perform any diagnoses or repair at a residential or farm location. We will ship covered parts for the duration of the warranty;
- **Food Truck Installations:** Due to difficulty accessing and servicing equipment in food trucks, food truck installation warranties must be limited to parts only. Onsite labor is not offered to food truck installs. Defective parts will be replaced at no cost to the buyer for the length of the warranty;
- **Glass:** Due to its fragile nature, glass is not covered by warranty. If an item arrives with broken glass, we encourage end users to refuse the shipments unless it's an easily replaceable piece like a door. If you receive an item with broken glass we will do our best to get you a replacement quickly and at low or no cost.
- Coldline floor panels are not covered under the panel warranty for:
 - Regular wet mopping, high-pressure water, or steam cleaning;
 - Floor loads exceeding 600lbs. per square foot on non-structural floors;
 - Damage from wheels of carts, hand trucks, dollies, forklifts, or pallet jacks on floors without reinforcement.

USR Brands does not maintain service contracts, and for this reason, cannot ship to, or guarantee products in the following western US states: CA, OR, WA, MT, WY, UT.

IN NO EVENT SHALL USR BRANDS BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, DIRECT, INDIRECT, SPECIAL, PUNITIVE, OR EXEMPLARY DAMAGES, INCLUDING BUT NOT LIMITED TO ECONOMIC LOSS, PROFIT LOSS, OR DAMAGES ARISING FROM THE USE OR INABILITY TO USE USR BRANDS' PRODUCTS OR SERVICES, ENCOMPASSING LOSSES OR DAMAGES RESULTING FROM FOOD SPOILAGE, BUSINESS INTERRUPTION, OR ANY OTHER COMMERCIAL OR ECONOMIC LOSSES, REGARDLESS OF WHETHER SUCH DAMAGES ARE BASED ON CONTRACT, TORT, STRICT LIABILITY, OR ANY OTHER LEGAL THEORY.

For warranty claims, please download and fill out the service form at <https://usrbrands.com/pages/warranty>. Provide the model number, serial number, original order number, images, videos, and a comprehensive description of the issue. Claims must be submitted within 30 days of identifying the defect. Failure to comply may result in your warranty being voided.

This warranty replaces any previous and concurrent agreements, representations, or understandings, whether expressed verbally or in writing, concerning the product. Modifications or changes to this warranty require a written statement signed by an authorized USR Brands representative. USR Brands is not obliged by any statements or claims that exceed the conditions outlined in this warranty.

This warranty is valid only in the **contiguous United States**.

All Coldline walk-in panels (WCP, WFP, WFPN, and WCS Series) purchased prior to January 1, 2025 shall be covered by a one (1)-year hardware and panel warranty. Panels purchased between January 1, 2025 and November 18, 2025 shall be covered by a five (5)-year panel warranty and a one (1)-year hardware warranty.