

Warranty Coverage Ultra-Low Temperature Freezers

Model Numbers, Ultra-Low Temperature Freezers			
VIP® ECO	Upright TwinGuard®	Chest Freezers	VIP® ECO SMART
MDF-DU901VHA-PA	MDF-DU702VXC-PA	MDF-DC700VXC-PA	MDF-DU703VH-PA
MDF-DU702VHA-PA	MDF-DU502VXC-PA	MDF-C8V1-PA	MDF-DU703VHA-PA
MDF-DU702VH-PA	MDF-DU302VX-PA		MDF-DU503VH-PA
MDF-DU502VHA-PA			MDF-DU703VHA-PA
MDF-DU502VH-PA			

PHC Corporation of North America takes pride in its products and assures they are manufactured to the highest possible standards. Consequently, PHC Corporation of North America warrants to the original customer (or owner), from the purchase date, the ultra-low temperature freezers listed above for five (5) years parts and labor. PHC Corporation of North America will repair or replace (as necessary) any part(s) found to be defective during the warranty period with no cost to the purchaser.

Obligations of the Original Owner

As a condition of this warranty, the customer is responsible for properly using, maintaining, and caring for the freezer as outlined in the owner's manual. Warranty repair must be performed by an authorized PHC Corporation of North America service group. The dealer's or authorized distributor's original bill of sale must be retained as proof of purchase and must be presented to the qualified service group.

Warranty Exclusions

Periodic filter cleaning, removal of ice build-up, adjustment of doors, door hinges, handles and/or latches are considered routine maintenance on the equipment and is excluded from this warranty. Recommended replacement timers exist within the product for consumables and those consumable items are excluded from warranty, i.e., battery, fan motors.

The warranty does not cover:

- Calibration
- Validation
- Accident
- Misuse
- Fire
- Flood
- Other acts of God
- Incorrect line voltages
- Damage caused by improper installation
- Improper or unauthorized repair
- Broken or marred cabinet
- Torn gaskets or seals
- Chamber or shelf corrosion from unauthorized use of chemicals/solvents*
- Consumable items—batteries, fan motors
- Filters
- Failure caused by lack of or improper maintenance
- Customer adjustments which are not covered in the instruction manual

*If unsure of what the correct chemical or solvent to use is please consult the user's manual or reach out to PHC Corporation of North America

Warranty is void and of no effect if the serial numbers on the PHC Corporation of North America product are missing or altered. This warranty only applies to products purchased via PHC Corporation of North America's authorized distribution channels in the United States and serviced in the United States.

This is the entire PHC Corporation of North America warranty and it may not be changed or amended by any person, agency, distributor, dealer, or company without prior written authority from PHC Corporation of North America. PHC Corporation of North America does not authorize any party to assume for it any obligation or liability.

This warranty gives the customer specific legal rights, but he/she may have other legal rights, which may vary from state to state. In no event shall PHC Corporation of North America be liable, and specifically denies responsibility for any consequential damages arising from the use of this product beyond the repair or replacement of the laboratory instrument, or for any delay in the performance of this warranty due to causes beyond our control.

Should the customer need repairs or assistance in locating the nearest qualified authorized service group, contact the distributor from where the product was purchased, or call PHC Corporation of North America at 800-858-8442 or contact through email at service@us.phchd.com.

PHC Corporation of North America