

# WARRANTY Coverage



Region: Outside North America

## The Industry's Best ULT Cooling System Protection.

PRODUCT/SERVICE	LENGTH OF WARRANTY	WHAT'S COVERED
VAULT100	6 Years	Parts, Stirling Engine, Thermosiphon, Parts Only
SU780XLE	2 Years/7 Years	Materials/Stirling Engine and Thermosiphon, Parts Only
SU105UE	2 Years/7 Years	Materials/Stirling Engine and Thermosiphon, Parts Only
ULT25NEU	1 Year	Materials
Repairs	1 Year	Contact Distributor
Spare Parts	90 Days	Contact Distributor
R-Stock	Refer to Official Quote	Per Case Basis

Warranty terms listed above are for Stirling Ultracold freezers, repairs, spare parts and R-stock units outside North America. Valid only to the original purchaser beginning ONE MONTH after original date of shipment from Global Cooling, Inc., with the exception of the ULT25NEU, which begins TWO MONTHS after original date of shipment. Missing or altered serial number will void the warranty, **UNDER NO CIRCUMSTANCES WILL GLOBAL COOLING, INC. NOR THE DISTRIBUTOR BE RESPONSIBLE OR HELD LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES ASSOCIATED WITH THE LOSS OF STORED PRODUCT IN THE EVENT OF EQUIPMENT FAILURE.** Neither Global Cooling, Inc. nor the Distributor will be held responsible for charges incurred for service calls made to a third party prior to authorization by the Distributor or Global Cooling, Inc. The Distributor must provide Global Cooling, Inc. with proper trouble shooting information. Distributor, on behalf of Global Cooling, shall perform such ordinary and customary servicing, repairs, and parts replacement within Distributor's territory at Distributor's expense. These expenses outside of parts covered under this Warranty may be passed to Customer at Distributor's discretion. Global Cooling, Inc. and the Distributor retain the right to replace any product in lieu of servicing it in the field. Liability in all events is limited to the purchase value of the unit only (excluding the costs of any taxes, shipping, assessments, tariffs, or any other ancillary costs). **THE LIMITED WARRANTY CONTAINED HEREIN SHALL BE EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR WARRANTY OF MERCHANTABILITY OR ANY OTHER EXPRESS OR IMPLIED WARRANTIES WHICH MAY BE CLAIMED TO ARISE BY OPERATION OF LAW, CUSTOM, TRADE USAGE, OR COURSE OF DEALING.**

### Warranty Exclusions

- Calibration
- Accident
- Misuse
- Natural disaster(s)
- Incorrect line voltage
- Consumables - Batteries (2 years), filters
- Material stored in cabinet
- Improper installation
- Cosmetic defects in cabinet
- Improper/Unauthorized repair(s)

Should a customer need assistance with their warranty or service, contact Stirling Ultracold by calling 740.274.7980 or email [service@stirlingultracold.com](mailto:service@stirlingultracold.com). You can also register your warranty online by visiting the website at [www.stirlingultracold.com](http://www.stirlingultracold.com), navigate to Support > Warranty Protection.