



WARRANTY Coverage

Region: North America



The Industry's Best ULT Cooling System Protection.

PRODUCT/SERVICE	LENGTH OF WARRANTY	WHAT'S COVERED
VAULT100	6 Years	Labor, Parts, Stirling Engine, Thermosiphon
SU780XLE	2 Years/7 Years	Materials and Labor/Stirling Engine and Thermosiphon, Parts Only
SU105UE	2 Years/7 Years	Materials and Labor/Stirling Engine and Thermosiphon, Parts Only
ULT25NEU	1 Year	Materials and Labor performed at Stirling Factory
Repairs	1 Year	Must be performed by an authorized Stirling Ultracold Service Technician
Spare Parts	90 Days	-
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 in North America. Valid only to the original purchaser beginning TWO WEEKS after original date of shipment from Global Cooling, Inc. and will repair/replace any part(s) found to be defective during the warranty period, provided, however, that the seven-year parts only warranties listed above are for parts only and DO NOT COVER OR INCLUDE LABOR. Missing or altered serial number will void the warranty, **UNDER NO CIRCUMSTANCES WILL GLOBAL COOLING, INC. BE RESPONSIBLE OR HELD LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES ASSOCIATED WITH THE LOSS OF STORED PRODUCT IN THE EVENT OF EQUIPMENT FAILURE.** Advanced authorization for a service company to diagnose any problems must be approved by Global Cooling, Inc. Global Cooling, Inc. will not be responsible for charges incurred for service calls made to a third party prior to authorization by Global Cooling, Inc. 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). Global Cooling, Inc. reserves the right to exchange the unit with a new or reconditioned replacement of the same model at its discretion. **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. You can also register your warranty online by visiting the website at www.stirlingultracold.com, navigate to Support > Warranty Protection.