



Bison Refrigeration Warranty Information

Includes 2 Year Parts + Labor / 5 Year Compressor Warranty

Sales Terms

Warranty valid only in the USA

Prices & Specifications

Bison Refrigeration reserves the right to change the prices and specifications of their products without notice. Prices are FOB Bison Refrigeration warehouses.

Customer's Freight Damage Procedure

Before signing the carrier's freight bill, the customer should do the following:

1. Inspect shipment for any damage. If you see damage or feel there may be concealed damage, mark the carriers' copy of the freight bill "damaged"
2. If there is damage to your shipment, you must notify Bison Refrigeration of the damage within 24 hrs of receipt.
3. If the damage is concealed, notify Bison Refrigeration within 48 hrs by phone or in writing.

Return of product

EQUIPMENT - Prior authorization must be granted from Bison Refrigeration before product can be returned for credit or discount. Returns will only be authorized within 30 days of invoice date. Return authorizations are only valid for 30 days. Product approved for return is subject to 25% restocking fee. Returned product packed in original or equal packaging, and received in original condition.

PARTS – Prior authorization must be granted by Bison Refrigeration before parts can be returned for credit. Returns will only be authorized within 30 days of invoice date. Parts approved for return are subject to a 25% restocking fee. Returned parts must be shipped freight prepaid, in the original or equal packaging and received in original condition. (ELECTRICAL PARTS ARE NOT AUTHORIZED FOR RETURN IF THE ORIGINAL PACKAGING HAS BEEN OPEN OR TAMPERED WITH).

Limited Warranty: Two (2) year warranty on parts and labor

Bison Refrigeration warrants to the original purchaser of Bison Refrigeration refrigeration branded products, including all parts thereof, that such product is free from defects in material and workmanship, under normal and proper use and maintenance service as specified by Bison Refrigeration and upon proper installation (indoor building only) and start-up in accordance with Bison Refrigeration installation and operations instructions, for a period of two (2) years from the date of purchase invoice or 27 months after shipment from manufacturer whichever comes first. For the purpose of this warranty, the original purchaser shall be deemed to mean the individual or company for whom the product was originally installed.

Our obligation under this warranty should be limited to repairing or replacing, including labor, any part of such product which proves thus defective. Bison Refrigeration reserves the right to examine any product claimed to be defective. If after review the product is not deemed defective Bison Refrigeration reserves the right to deny payment for repair and labor. The labor warranty shall be self-contained units only and for standard straight time labor charges and reasonable travel time as determined by Bison Refrigeration. Standard straight time is defined as normal service rate time, for service performed during normal working hours. Any service requested outside of a servicer's normal working hours will be covered under this warranty at the normal rate and any additional overtime rate will be responsibility of the equipment purchaser.

Any part determined to be defective and requested to be returned should be returned to the company within thirty (30) days under the terms of this warranty and must be accompanied by a record of the cabinet model, serial number and identified with a return authorization number issued by Bison Refrigeration.

Additional three year compressor warranty:

In addition to the two (2) year warranty stated above Bison Refrigeration warrants the compressor to be free from defects in both material and workmanship under normal and proper use and maintenance service for a period of three (3) additional years from the original date of purchase invoice but not to exceed five (5) years and three (3) months after shipment from manufacturer. Any compressor deemed defective by Bison Refrigeration during this period will be replaced one time only. This replacement includes compressor and ground shipping charge only. No labor is included in this additional warranty.

Warranty is not transferable. This warranty is not assignable and applies only in favor of the original purchaser/user.

Unauthorized service on a unit (other than preventative maintenance) will void warranty.

It is the responsibility of equipment owner to have unit ready and adequate space necessary for repair service.

Warranty does not cover standard wear parts which include but are not limited to gaskets, light bulbs, doors, hinges, handles, glass, door locks, shelves, shelf clips and casters unless deemed defective within 30 days from date of purchase.

Warranty also does not cover issues caused by improper installation or lack of basic preventative maintenance including but not limited to regular cleaning of condenser coils. Condenser coils must be cleaned at regular intervals. Failure to do so can cause compressor malfunction and will void the warranty. Although cleaning requirements may vary in accordance with the operation of various products, we recommend a minimum monthly cleaning.

Installation in unstable, mobile and enclosed area will not be considered proper installation.

This warranty does not apply outside the limits of the United States of America, nor does it apply to any part which has been subject to misuse, neglect, alteration, accident, flood, fire, electrical voltage spikes or acts of God.

Bison Refrigeration assumes no liability for units connected to improper electrical connections. Bison Refrigeration is not responsible for the repair or replacement of faulty or damaged components resulting from incorrect supply voltage, unstable supply voltage, electrical power failure, the use of extension cords, surge protectors, low voltage or voltage drops to the unit. All units must be plugged into a dedicated wall outlet.

USE OF EXTENSION CORDS AND/OR SURGE PROTECTORS WILL VOID WARRANTY

Improper operation resulting from factors, including but not limited to, low/high voltage conditions, inadequate wiring, and accidental damage are not manufacturing defects and are strictly the responsibility of the purchaser.

Bison Refrigeration assumes no liability for parts or labor coverage for component failure, factory defect or any other damages for units installed in non-commercial food service, mobile or residential applications.

Units in remote locations are limited under this warranty to two (2) years parts and labor within a reasonable travel time as determined by Bison Refrigeration. Excessive travel charges due to location will not be covered.

All warranty claims require prior authorization and must be made directly through Bison Refrigeration. All claims should include: model number of the unit, the serial number, invoice for proof of purchase date and all pertinent information supporting the existence of the alleged defect. Please call 855-525-5505. If service turns out to be a non-warranty issue the equipment owner will be billed for the service and non-payment for service will result in warranty being voided.

NO CLAIMS CAN BE MADE AGAINST THIS WARRANTY FOR SPOILAGE OF PRODUCTS, LOSS OF SALES OR CONSEQUENTIAL DAMAGES.

Limitation of Liability

Bison Refrigeration Corporation or their affiliates shall not be liable for any indirect, incidental, special or consequential damages, or losses of a commercial nature arising out of malfunctioning equipment or its parts or components thereof, as a result of defects in material or workmanship.

Unfortunately, Bison Refrigeration products are sometimes sold by companies that are not authorized to do so. Goods sold by these unauthorized companies are not purchased from Bison Refrigeration; instead they are acquired from a host of other sources. Due to the nature of the goods sold by unauthorized dealers and their business practices, products sold by unauthorized dealers are not entitled to Bison Refrigeration warranty coverage. We are using our best efforts (including this warning) to prohibit these companies from taking advantage of consumers, but these practices still exist. We urge you to use diligence when selecting a dealer to make your purchase.

This warranty applies only to units shipped from manufacturer after 10/01/2018