

**Rest Assured.
We've got your back.**

Subzero Engineering is committed to being a company of the highest quality in every aspect of our business.



DATA CENTER CONTAINMENT | ALL PRODUCTS

Warranty Coverage

Subzero Engineering offers two warranty options based on the installation method:

One-year warranty

Subzero Engineering provides a one-year warranty covering parts only for products that customers choose to install themselves. This warranty ensures that any defective parts will be replaced at no cost to the customer for a period of one year from the date of shipment.

Extended two-year warranty

For installations completed by Subzero Engineering or one of our certified partners, we offer an extended two-year warranty that covers both parts and labor. This comprehensive warranty provides our customers with peace of mind, knowing that any issues with both materials and workmanship will be addressed for a full two years after the installation date.

Limited Warranty Terms:

Subzero Engineering warrants all labor performed and material installed at the aforementioned job site. We will, at our sole option, repair or replace this product or any part of this product if we confirm that the product is defective in materials or workmanship under normal use and maintenance. This limited warranty gives you specific legal rights. You may have other statutory rights that vary from state to state or from province to province, in which case this limited warranty does not affect such statutory rights.

This Warranty Does Not Include:

- Defects or damage arising from shipping, installation, alterations, accidents, abuse, misuse, lack of proper maintenance, and use of other than genuine Subzero replacement parts, in all cases, whether caused by a contractor, service company, the owner, or any other person.
- Damages resulting from abuse or misuse from failure to install or maintain this product in accordance with the written instructions furnished by Subzero Engineering.
- Use of cleaning products containing calcium hypochlorite (chlorine), scouring powders, or pads shall not be covered.
- The expense of normal maintenance.
- All costs of removal, transportation, labor, reinstallation, or other costs including postage and/or shipping costs to obtain warranty service shall be paid by the consumer.
- Any liability for consequential or incidental damages, all of which are hereby expressly disclaimed. Any implied warranties, including those of merchantability or fitness for purpose intended are specifically excluded.
- Responsibility for compliance with local code requirements is excluded from this warranty. (Since local code requirements vary greatly, distributors, dealers, installation contractors, and users should determine whether there are any code restrictions on the use of a specific product.)

Important Notes:

- Effective on all products purchased since October 15, 2024.
- Warranty periods begin from the date of shipment.
- For the most up-to-date warranty information, please contact Subzero Engineering directly or visit our official website.
- This warranty supersedes all previous warranties and is subject to change without notice.



Warranty Contact Information

For service under these warranties, the initial claim should be made through the contractor or dealer from or through whom the product was purchased. Or submit a service request (including a description of the product model and of the defect) to the following address. Or warranty information may also be obtained by calling (801) 810-3500:

Americas Warranties

Subzero Engineering
Attn: Director of Consumer Affairs
805 South 3600 West, Ste 100
Salt Lake City, UT 84104

EMEA Warranties

Subzero Engineering EMEA
Attn: Director of Consumer Affairs
5 Heaney Avenue, Park West
Dublin Ireland 12

APAC Warranties

JPT Global Solutions Ltd.
Unit 1607, 16/F, Westley Square,
48 Hoi Yuen Road, Kwun Tong,
Kowloon, Hong Kong