

Warranty Guide



MINT
BY GLACIER PRO

GLACIER PRO
HEAT EXCHANGE TECHNOLOGY

In case you ever have a problem, we're here to help.

CLAIMS PROCESS OVERVIEW

1

Notify Us*

Contact your supplier to get your claim started.

2

Team Member Assigned

You will be contacted by your assigned team member.

3

Trouble Shooting

80% of warranty claims can be resolved by our Engineers.

4

Returns Paperwork

If trouble shooting fails, the product may need to be returned.

5

Resolution

After an inspection, the product may be repaired if possible or replaced.

What if the item is not actually faulty?

This happens fairly often. If the item is OK it will be returned to you. There may be a small charge for the inspection and associated costs. If you have purchased a replacement, you will need to pay for both items unless one can be returned unused and undamaged in original packaging.

WHAT IS COVERED?

All parts and equipment are covered by a "**parts only return to base warranty**".

WHAT IS NOT COVERED?

Warranty does **not cover** things like **product loss, freight, travel time, labour or refrigerant**. These and other associated losses should be covered by the owner's insurance.

* No warranty claim will be considered if work is carried out prior to written approval from your MINT/Glacier Pro supplier.

Useful Information

WHO CAN CLAIM?

Any parts or equipment **installed in Australia** by a licensed refrigeration technician are eligible for consideration in the warranty process.

HOW LONG ARE YOU COVERED FOR?

All products are covered for a period of 12 months from the date of original supplier invoice. We do not consider the **date that a contractor invoices** the end user, or the **date of installation** when determining warranty period.

WHAT WILL MINT/GLACIER PRO DO?

First, we will try to fix the problem with phone or email **troubleshooting**. We find about **80% of problems** can be fixed without having to return items. If that doesn't resolve it, we will continue the warranty process which may require some paperwork and for the item to be returned.

HOW DO YOU GET SERVICE?

Simply **contact your supplier** and they will guide you.

IS THIS GOING TO BE DIFFICULT?

Hopefully not! The process is **straight forward**, and we are **here to help**. The most important thing is that you send us good quality pictures and information, so we can work things out as fast as possible.

WHAT IF I HAVE ADDITIONAL COSTS?

Just as the end user should have their products insured, the contractor should **make allowances** for the possibility of a problem occurring. This might include allowing for extra commissioning and travel time, additional refrigerant and the possibility of small miscellaneous problems. While building in some safety is good practice, MINT/Glacier Pro are always happy to **discuss the situation** and may offer to assist as a **gesture of goodwill**.

Innovation. Customisation. Quality. Expertise.

For service, get in contact with your supplier.

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