



Technical Manual, Installation and Maintenance

Reach-In

KIN23R-HC KIN49R-HC KIN72R-HC KIN23F-HC KIN49F-HC
KIN72F-HC KIN-GDR26-HC KIN-GDR52-HC KIN-GDR78-HC

Please read this manual completely before attempting to install or operate this equipment.
Notify carrier of damage! Inspect all components immediately



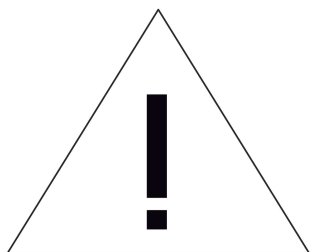
KIN23R-HC



KIN49R-HC



KIN72R-HC



**Important information read before use.
Please save these instructions!**

COMMERCIAL REFRIGERATOR SAFETY

Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.

**Our product instructions will be uploaded on our
company official website.**

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Durable performance and modern design for every commercial need.

Kool-It Infinity introduces a new era in commercial refrigeration—where cutting-edge technology, durability, and modern design come together to meet the demands of today's foodservice professionals. Built with precision and engineered for performance, Kool-It Infinity delivers top-of-the-line refrigeration solutions that ensure freshness, efficiency, and reliability in every environment. From busy restaurant kitchens to high-volume operations, this innovative brand sets a higher standard for commercial cooling, combining advanced features with sleek, professional styling to power the future of foodservice.





KIN23R-HC



KIN49R-HC



KIN72R-HC



KINGDR26-HC



KINGDR52-HC



KINGDR78-HC

KOOLIT INFINITY utilizes R-290 refrigerant, which is flammable.

Refer to data tags to see what refrigerant is used on your product of choice.

WARNING: Do not damage the refrigerant circuit. Do not store explosive substances, such as aerosol cans with flammable propellant, in this appliance. Component parts shall be replaced with like components, and service shall be done by authorized service personnel to reduce the risk of possible ignition.

SERIAL DATA TAG:

A serialized data tag is permanently attached to the inside left-hand wall of your unit. In addition to identifying the specific product, this label provides important information regarding electrical requirements and refrigeration charge, as well as agency listings and factory contacts.

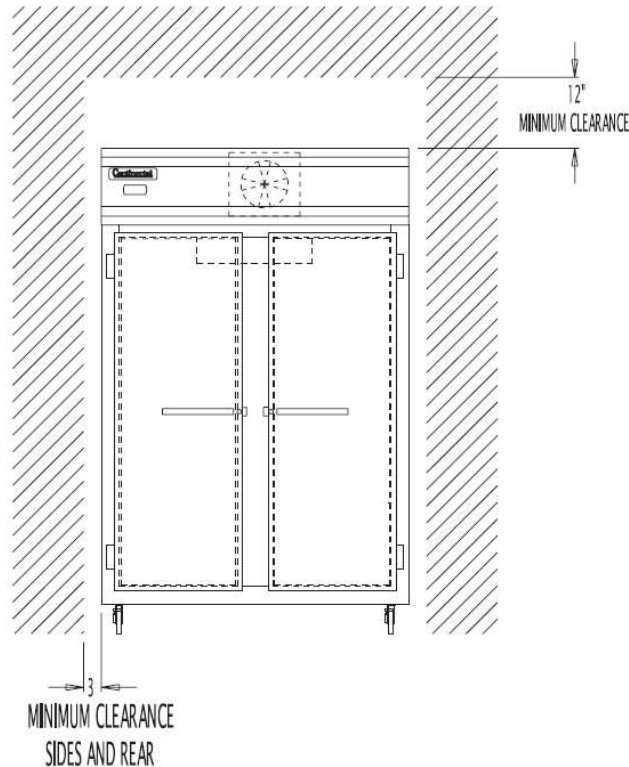
VENTILATION:

The final location site of your air-cooled refrigerator or freezer must provide a sufficient quantity of cool, clean air. All refrigeration systems operate more efficiently and trouble-free with cool, dry air circulation. Avoid locations near heat and moisture generating equipment including ovens, fryers, dishwashers, steam kettles, etc. Do not install in direct sunlight (where temperatures may exceed 90°F) or in an unheated area (where temperatures may drop below 55°F).

Air supply to the condensing unit is critical. Restricting airflow places excessive heat load on the unit, adversely affecting its operation and may cause premature failure. The condenser coil must be kept clean and free from obstruction. Condenser air filters **are not** recommended, since they hinder airflow, especially if they are not replaced frequently. Contact our factory Service Department for more information.

For optimum performance, all models should be installed on casters or legs with a minimum 12" above the grill and 3" on each side and back of cabinet. This spacing will provide sufficient room for proper air circulation and clearance to access components for cleaning and maintenance. If any of these conditions cannot be met, the installer should provide special venting or air ducts, as required.

IMPORTANT NOTE: For maximum efficiency, your new cabinet must be located where an unrestricted air supply can circulate above and behind it. Never obstruct the face of the condenser or the grill area in the front of the cabinet and never place or store anything on the condenser or on top of the cabinet machine compartment. These rules are essential for long life. **FAILURE TO FOLLOW THESE GUIDELINES MAY VOID YOUR WARRANTY.**



ELECTRICAL CONNECTIONS:

To ensure proper operation, your new model **must be connected to an individual circuit** that can supply the full voltage as stated on the cabinet serial data plate. For correct voltage, power draw, and wire accommodations, check the data on the serial data plate located on the inner right wall of your new model. Verify that this information exactly matches the electrical characteristics at the installation location.

Refrigeration compressors are designed to operate within +/-10% of the rated voltage indicated on the cabinet serial plate. Excessively high or low supply power can burn out the compressor. This can be easily detected and will void the factory warranty. Full voltage at the correct rating, on a separate, designated circuit, not affected by the operation of other electrical appliances, must be available to the refrigeration unit at all times. **Extension cords should never be used on commercial equipment, as they can overheat and/or result in low voltage.**

GFI/GFCI RECEPTACLES:

Ground-Fault Circuit Interrupter (GFCI or GFI) devices are not recommended for most commercial refrigerators and freezers, since nuisance trips may occur, typically due to moisture. This can cause temporary loss of power, which may result in high storage temperatures and potentially unsafe food products.

NOTE: GFI RECEPTACLES ARE NOT RECOMMENDED, PRODUCT LOSS OR SERVICE PROBLEMS RESULTING FROM NUISANCE TRIPS, CONNECTION TO A DEFECTIVE OR IMPROPER POWER SUPPLY, AND UNAUTHORIZED MODIFICATIONS TO YOUR EQUIPMENT CAN CAUSE A HAZARD AND WILL VOID FACTORY WARRANTY.

REFRIGERATED CYCLE

Refrigerators:

During the refrigeration cycle, the evaporator fans will run continuously even when one or more doors are open. The door switch will activate the lights when opened.

1. Every 6 hours, the unit will turn off and allow the evaporator coil to defrost. The controller now displays defrost symbol. When the coil temperature reaches 41°F or after 20 minutes of defrost, the unit will turn on again.
2. Anti-condensation heaters on door frames work in conjunction with the compressor.
3. The factory setting for the temperature range is 33° to 41° F.

Freezers:

During the refrigeration cycle, the controller supplies power to the condensing unit and evaporator fan motors. The evaporator fans will run at any time when the evaporator coil temperature is below 54° F. They will also keep running when door is open but cycle off during a defrost period. The door switch will activate the lights when opened.

1. Every 6 hours, the unit will turn off, and electric heater will turn on to defrost. The controller now displays the defrost symbol. When the coil temperature reaches 45°F or after 20 minutes of defrost, the unit will turn on again.
2. Anti-condensation heaters on door frames work in conjunction with the compressor.

DIGITAL THERMOSTAT CONTROLLER:



SET

To display target set point, in programming mode it selects a parameter or confirm an operation



To start a manual defrost



In programming mode it browses the parameter codes or increases the displayed value



AUX

In programming mode it browses the parameter codes or decreases the displayed value

HOW TO SEE THE SET POINT

1. Push and immediately release the **SET** key, the set point will be shown.
2. Push and immediately release the **SET** key or wait about 5s to return to normal visualization.

HOW TO CHANGE THE SETPOINT

1. Push the **SET** key for more than 2 seconds to change the Set point value.
2. The value of the Set point will be displayed and the “°C” or “°F” LED starts blinking.
3. To change the Set value, push the  or  arrows.
4. To memorize the new set point value, push the **SET** key again or wait for 10s.

HOW TO START A MANUAL DEFROST

Push the  key for more than 2 seconds and a manual defrost will start.

HOW TO CHANGE A PARAMETER VALUE

To change the parameter's value, operate as follows:

1. Enter the Programming mode by pressing the **SET**+  keys for 3s (“°C” or “°F” LED starts blinking).
2. Select the required parameter. Press the “**SET**” key to display its value
3. Use  or  to change its value.
4. Press “**SET**” to store the new value and move to the following parameter.

To exit: Press **SET**+  or wait 15s without pressing a key.

NOTE: the set value is stored, even when the procedure is excited by waiting for the time-out to expire.

HIDDEN MENU

The hidden menu includes all the parameters of the instrument.

HOW TO ENTER THE HIDDEN MENU

1. Enter the Programming mode by pressing the **SET+**  keys for 3s (“°C” or “°F” LED starts blinking).
2. Released the keys, then push again the **SET+**  keys for more than 7s. The L2 label will be displayed immediately followed from the Hy parameter.

NOW YOU ARE IN THE HIDDEN MENU.

3. Select the required parameter.
4. Press the “**SET**” key to display its value
5. Use  or  to change its value.
6. Press “**SET**” to store the new value and move to the following parameter.

To exit: Press **SET+**  or wait 15s without pressing a key.

PARAMETERS:

MENU	FUNCTION	COOLER	FREEZER
Set Point	Temperature inside Unit	37°F	-7°F
Hy	Differential	4	4
LS	Minimum SET POINT	34°F	-10°F
US	Maximum SET POINT	55°F	25°F
Ot	First Probe Calibration	0.0	0.0
P2	Evaporator Probe Presence	Y	Y
oE	Second Probe Calibration	0.0	0.0
Od	Output's Activation Delay at Start Up	0	0
AC	Anti-short Cycle Delay	2MIN	2MIN
Cy	Compressor ON Time with Faulty Sensor	10MIN	10MIN
Cn	Compressor OFF Time with Faulty Sensor	10MIN	10MIN
CF	Unit Measurement C* or F*	F* SEE NOTE	F* SEE NOTE
Td	Defrost Type	EL	EL
dE	Defrost Termination	45°F	45°F
Id	Intervals Between Defrost	6.0HRS	6.0HRS
nd	Maximum Length for Defrost	30MIN	30MIN
dF	Display During Defrost	dE	dE
Dt	Drip Time	0	0

NOTE: (°C÷°F) °C =Celsius; °F =Fahrenheit. **WARNING:** When the measurement unit is changed the SET point and the values of the parameters Hy, LS, US, oE, o1, AU, AL must be checked and modified if necessary.

ALARMS:

Mess.	Cause	Outputs
"P1"	Room probe failure	Compressor output according to "Cy" e "Cn"
"P2"	Evaporator probe failure	Defrost end is timed
"HA"	Maximum temperature alarm	Outputs unchanged
"LA"	Minimum temperature alarm	Outputs unchanged
"EA"	External alarm	Outputs unchanged
"CA"	Serious external alarm	All outputs OFF
"dA"	Door Open	Compressor and fans restarts



The optimum performance temperature is a Maximum of an ambient temperature of 80°F. If this appliance is operated at or above 95°F ambient and humidity above 70% the unit will cease functioning properly and will not be covered by the warranty. This equipment works best in a controlled environment, (indoors), with ambient temperature below 85°F (29°C).

CAUTION: If this equipment is operated outside these conditions, maintaining temperature and excessive frost accumulation with the equipment will occur that are not covered by the warranty.

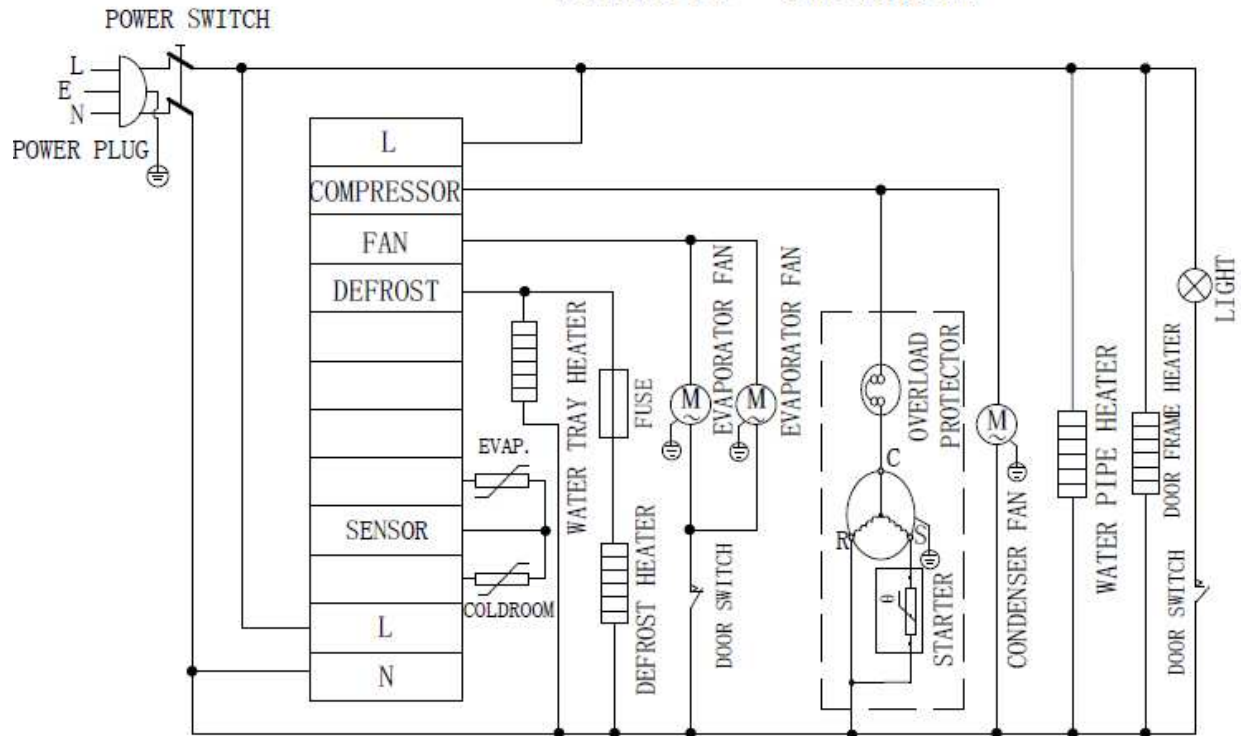
REFRIGERATION INFORMATION

MODEL	COMPRESSOR	REFRIGERANT AMOUNT	COMPRESSOR/HP: VOLTAGE	CAPILLARY/ MM	DIXELL THERMOSTAT
KIN23R-HC	EMY3131U	2.65oz	1/3 - 115V	φ1.2*3200	XR03CX -4N0F1
KIN49R-HC	NUT70NR	2.65oz	1/2 -115V	φ1.2*3200	XR03CX -4N0F1
KIN23F-HC	EMC3134U	3.53oz	2/3 -115V	φ1.0*3200	XR06CX -4N1F1
KIN49F-HC	NEX4170UA	3.88oz	1 - 115V	φ1.2*3200	XR06CX -4N1F1
KIN72R-HC	EMC3140U	4.59oz	4/5 - 115V	φ1.4*3200	XR03CX -4N0F1
KIN72F-HC	NEX4180UA	4.94oz	1 ½ - 115V	φ1.4*3200	XR06CX -4N1F1
KIN-GDR26-HC	FTY55U6ML	2.8oz	1/3 - 115V	φ1.0*3200	XR03CX -4N0F1
KIN-GDR52-HC	FTY66U6ML	3.17oz	1/2 - 115V	φ1.2*3000	XR03CX -4N0F1
KIN-GDR78-HC	NUT100NR	3.88oz	4/5 - 115V	φ1.4*3200	XR03CX -4N0F1

FREEZER WIRING DIAGRAM

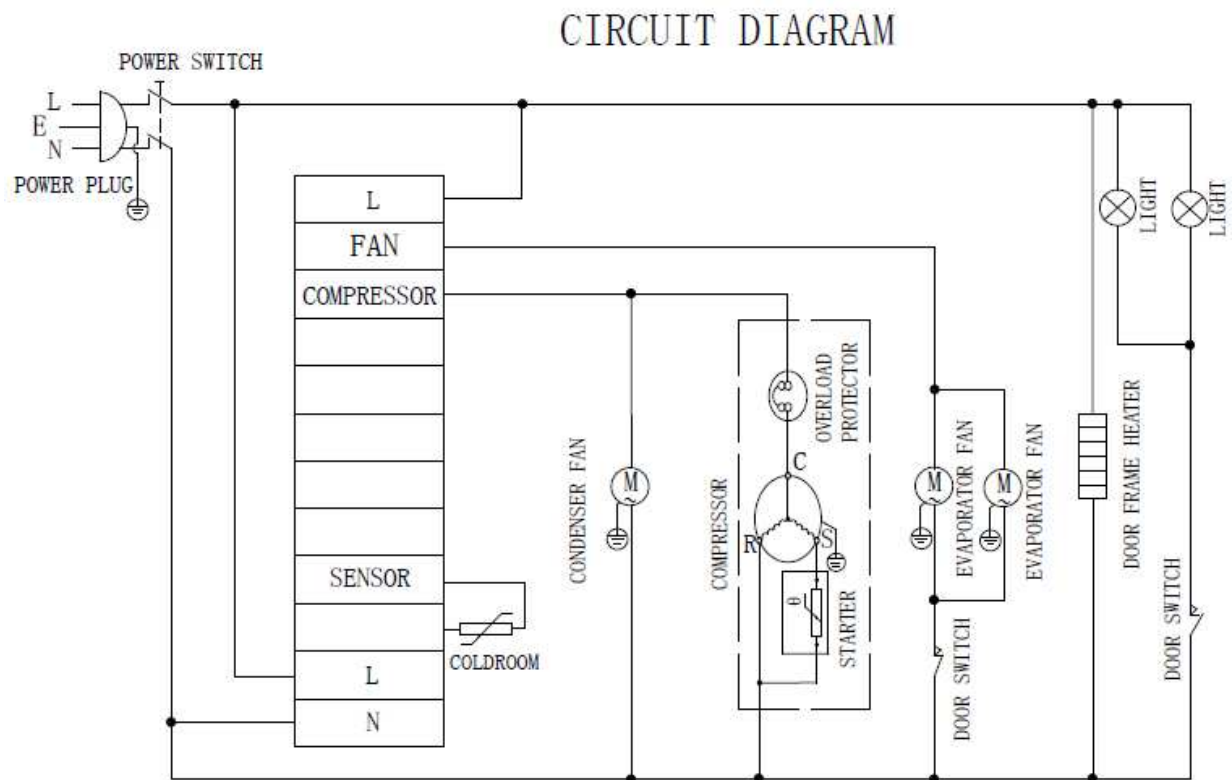
3 DOOR EXAMPLE

CIRCUIT DIAGRAM



REFRIGERATOR WIRING DIAGRAM

3 DOOR EXAMPLE



TROUBLESHOOTING GUIDE

PROBLEM	PROBABLE CAUSE	CORRECTION
Condensing unit will not start - no hum.	1. Line disconnected, switch open. 2. Fuse removed or blown. 3. Overload protector blown. 4. Control "Off" due to cold location. 5. Control stuck in open position. 6. Wiring improper or loose.	1. Close start or disconnect switch. 2. Replace Fuse. 3. Determine reason and correct/replace. 4. Relocate control. 5. Repair or replace control. 6. Check wiring against diagram.
Condensing unit will not start - hums but trips on overload protector.	1. Improperly wired. 2. Low voltage to unit. 3. Starting capacitor defective. 4. Relay failing to close. 5. Compressor motor has a shorted or open winding. 6. Internal mechanical trouble in compressor. 7. Insufficient air supply.	1. Check wiring against diagram. 2. Determine reason and correct. 3. Determine reason and replace. 4. Determine reason and replace. 5. Replace compressor. 6. Replace compressor. 7. Clear condenser and allow compressor to cool down.
Condensing unit starts and runs, but short cycles on overload protector.	1. Additional current passing through overload protector. 2. Low voltage unit. 3. Overload protector defective. 4. Run capacitor defective. 5. Excessive discharge pressure. 6. Excessive suction pressure. 7. Insufficient air supply.	1. Check wire diagram. Check for added components connected to wrong side of overload protector. 2. Determine reason and correct. 3. Check current, replace protector. 4. Determine reason and replace. 5. Check ventilation, restrictions in cooling medium or refig. system. 6. Check for misapplication. 7. Clear condenser and allow compressor to cool down.
Condensing unit starts, but fails to switch off of "start" winding.	1. Improperly wired. 2. Low voltage to unit. 3. Relay failing to open. 4. Run capacitor defective. 5. Excessively high discharge pressure. 6. Compressor motor has a shorted or open winding. 7. Internal mechanical trouble in compressor.	1. Check wiring against diagram. 2. Determine reason and correct. 3. Determine reason and replace. 4. Determine reason and replace. 5. Check discharge shut-off valve, possible overcharge. 6. Replace compressor. 7. Replace compressor.
Condensing unit runs, but short cycles on:	1. Overload protector. 2. Thermostat. 3. High pressure cut-out due to: (a) Insufficient air supply. (b) Overcharge. (c) Air in system. 4. Low pressure cut-out due to: (a) Valve leak. (b) Undercharge. (c) Restriction in expansion device.	1. Check current, replace protector. 2. Differential setting must be widened. 3. (a) Check air supply to condenser. (b) Evacuate and re-charge. (c) Evacuate and re-charge. 4. (a) Replace, evacuate and re-charge. (b) Evacuate and re-charge. (c) Replace expansion device.
Condensing unit runs, but for prolonged periods or continuous.	1. Shortage of refrigerant. 2. Control contacts stuck closed. 3. Excessive heat load placed into cabinet. 4. Prolonged or too frequent door openings. 5. Evaporator coil iced. 6. Restriction in refrigeration system. 7. Dirty condenser. 8. Filter drier clogged.	1. Fix leak, evacuate and re-charge. 2. Clean contacts or replace control. 3. Allow unit sufficient time for removal of latent heat. 4. Plan or organize schedule to correct condition. 5. Defrost evaporator coil. 6. Determine location and remove. 7. Clean condenser coil. 8. Replace, evacuate and re-charge.

TROUBLESHOOTING GUIDE

PROBLEM	PROBABLE CAUSE	CORRECTION
Start capacitor open, shorted or blown.	1. Relay contact not opening properly. 2. Prolonged operation on start cycle: (a) Low voltage to unit. (b) Improper relay. (c) Starting load too high. 3. Excessive short cycling. 4. Improper capacitor.	1. Clean contacts or replace relay. 2. (a) Determine reason and correct. (b) Replace with correct relay. (c) Correct by using pump down. 3. See "Condensing Unit Short Cycles" above. 4. Determine correct size and replace.
Run capacitor open, shorted or blown.	1. Improper capacitor. 2. Excessively high line voltage, over 110% of rated maximum.	1. Check size and replace. 2. Determine reason and correct.
Relay defective or blown out.	1. Incorrect Relay. 2. Incorrect mounting angle. 3. Voltage too low or too high. 4. Excessive short cycling. 5. Loose or vibrating mounting position. 6. Incorrect run capacitor. 7. Loose wiring on relay or overload.	1. Check relay and replace. 2. Remount relay in correct position. 3. Determine reason and correct. 4. See "Condensing Unit Short Cycles" above. 5. Remount rigidly. 6. Replace with proper capacitor. 7. Tighten all wiring screws.
Product zone temperature too high.	1. Control setting too high. 2. Inadequate air circulation. 3. Dirty condenser.	1. Adjust T-stat. 2. Rearrange product load to improve air circulation. 3. Clean condenser coil.
Suction line frosted or sweating.	1. Overcharge of refrigerant. 2. Evaporator fan not running. 3. Expansion valve stuck open. 4. Expansion valve superheat too low.	1. Evacuate and re-charge. 2. Determine reason and correct. 3. Clean valve, evacuate and re-charge. 4. Adjust superheat to required setting.
Liquid line frosted, cold or sweating.	1. Restriction in drier strainer. 2. Liquid line service valve partially closed.	1. Replace drier, evacuate and re-charge. 2. Open valve fully or replace if necessary.
Noisy condensing unit.	1. Loose parts or mounting. 2. Tubing rattle or vibration. 3. Bent fan blade causing excessive vibration. 4. Fan bearings worn.	1. Tighten all mounting parts and shroud cover. 2. Reform tubing to be free of contact. 3. Replace fan blade. 4. Replace fan motor.
Thermometer reads different than actual temperature.	1. Calibration. 2. Defective.	1. Consult Operations Manual and calibrate. 2. Replace.
Water leak inside unit.	1. Condensate drain pan not installed properly. 2. Unit not level. 3. Drain pan misaligned. 4. Defective drain pan.	1. Consult Operations Manual for install instructions. 2. Make sure unit is level or pitched back slightly. 3. Make sure drain pan is aligned properly. 4. Replace.
Doors misaligned.	1. Shifted during shipping.	1. Refer to Operation Manual for hinge adjustment.

SOLID DOOR INFINITY UNITS

KOOL-IT INFINITY	DESCRIPTION	PART NUMBER
All KIN Units	UPPER RIGHT HINGE	193P-12517020005
2&3 door Units	UPPER LEFT HINGE	193P-12517020004
All KIN Units	MIDDLE BOTTOM HINGE	193P-2500500433
All KIN Units	DOOR GASKET	193P-16401681328
All KIN Units	BOTTOM RIGHT HINGE	193P-12517020007
All KIN Units	4" CASTOR	193P-12533110024

All KIN Units	4" CASTOR WITH BRAKE	193P-12533110025
All KIN Units	FILTER DRYER	193P-2400500032
KIN23R-HC	COMPRESSOR (EMY3131U)	193P-2400100973
KIN23F-HC	COMPRESSOR (EMC3134U)	193P-17209010079
KIN49F-HC	COMPRESSOR (NEX4170UA)	193P-2400100856
KIN49R-HC	COMPRESSOR (NUT70NR)	193P-17209010045
KIN72F-HC	COMPRESSOR (NEX4180UA)	193P-2400100857
KIN72R-HC	COMPRESSOR (EMC3140U)	193P-17209010080
1&2 Door Units	CONDENSER FAN MOTOR	193P-17701000032
3 Door Units	CONDENSER FAN MOTOR	193P-17701001827
1&2 Door Units	BLADE OF CONDENSER FAN MOTOR	193P-2317000243
3 Door Units	BLADE OF CONDENSER FAN MOTOR	193P-2317000245
All KIN Units	K CLIP	193P-22600000492
All KIN Units	SHELF	193P-12502013306
All KIN Units	DRAIN HOSE HEATER	193P-17603110011
All KIN Units	EVAPORATOR FAN MOTOR	193P-2303100470
3 Door Units	EVAPORATOR FAN MOTOR	193P-17701000032
All KIN Units	TEMPERATURE SENSOR OF CABINET INSIDE	193P-17649490043
All KIN Units	BLADE OF EVAPORATOR FAN MOTOR	193P-2317000243
All KIN Units	EVAPORATOR TEMPERATURE SENSOR	193P-17649490053
All KIN Units	FUSE	193P-17799990215
1 DOOR FREEZER	DRAIN PAN HEATER - 115V / 30W	193P-2304100908
2 DOOR FREEZER	DRAIN PAN HEATER - 115V / 35W	193P-2304100907
3 DOOR FREEZER	DRAIN PAN HEATER – 115 / 55W	193P-2304100906
1 DOOR FREEZER	DEFROST HEATER – 115V / 250W	193P-17738230126
2 DOOR FREEZER	DEFROST HEATER – 115V / 400W	193P-17738230127
3 DOOR FREEZER	DEFROST HEATER – 115v / 650W	193P-17738230134
All KIN Units	KEY	193P-12546310002
All KIN Units	LOCK	193P-12546100952
All KIN Units	LOCK BOLT	193P-2129902359
All KIN Units	DOOR SWITCH	193P-17749020001
All KIN Freezers	THERMOSTAT - XR06CX-4N1F1-FREEZER	193P-17709030007
All KIN Coolers	THERMOSTAT-XR03CX-4N0F1 -COOLER	193P-17505200002
All KIN Units	POWER SWITCH 125/250V/20A	193P-17749211297

GLASS DOOR INFINITY

KOOL-IT INFINITY GLASS	DESCRIPTION	PART NUMBER
All GDM-R Units	3-inch flat bottomed universal wheel	193P-12533040010

All GDM-R Units	3-inch flat bottomed edge brake wheel	193P-12533040015
All GDM-R Units	Digital Thermostat (PZGXOJ113K)	193P-2300000564
All GDM-R Units	Rocker switch	193P-17749180002
All GDM-R Units	Power switch	193P-17749211297
All GDM-R Units	Fan shaped switch	193P-17749020001
GDM-29R	Condenser fan motor	193P-17701000035
GDM-54R	Condenser fan motor	193P-17701000032
GDM-79R	Condenser fan motor	193P-17701001827
GDM-29R	Condenser fan blade	193P-16381738082
GDM-54R	Condenser fan blade	193P-16381738112
GDM-79R	Condenser fan blade	193P-16381738142
All GDM-R Units	Filter	193P-2400500032
GDM-29R	Compressor (FTY55U6ML)	193P-2400100873
GDM-54R	Compressor (FTY66U6ML)	193P-2400100874
GDM-79R	Compressor (NUT100NR)	193P-2400100891
GDM-29R	Switching power supply (15W/100-250VAC/12VDC)	193P-2311000285
GDM-54 & 79	Switching power supply (40W/100-240VAC/12VDC)	193P-2311000286
All GDM-R Units	Hinge	193P-12517060308
All GDM-R Units	Hinge	193P-12517060307
All GDM-R Units	Spring hinge	193P-12515030004
All GDM-R Units	Hinge axis	193P-16353010017
All GDM-R Units	Left upper hinge	193P-2500500415
All GDM-R Units	Right upper hinge	193P-2500500416
All GDM-R Units	Door handle	193P-2500300320
GDM-29R	Gasket	193P-2200516704
GDM-54R	Gasket	193P-2200516705
GDM-79R	Gasket	193P-2200516706
GDM-29R	Shelf	193P-2500103306
GDM-54R	Shelf	193P-2500103307
GDM-79R	Shelf	193P-2500103308
GDM-79R	Shelf	193P-2500103309
All GDM-R Units	K clip	193P-2120601268
All GDM-R Units	Evaporator FAN MOTOR	193P-2303100470
All GDM-R Units	Evaporator FAN BLADE	193P-16381738112
All GDM-R Units	Temp sensor	193P-17649490018
All GDM-R Units	Lock	193P-12546100952
All GDM-R Units	Bolt	193P-2129902359

MVP WARRANTY ALLOWANCES

Refrigeration Units

SYSTEM TYPE / REPAIR DESCRIPTION	MAX HOURS ALLOWED
Replace Defective Compressor	4 HRS
Replace Defective Condenser Coil	4 HRS
Replace Defective Evaporator Coil	4 HRS
Repair Refrigerant Leaks	3 HRS
Replace Defective Cap Tube	4 HRS
Replace Lock Assembly	1 HR
Replace Electronic Controller and Sensors	2.5 HRS
Replace Sensors	2 HRS
Replace Door(s)	2 HRS
Replace Door Hinges	2 HRS
Replace Condenser Fan Motor	2 HRS
Replace Evaporator Fan Motor	2 HRS
Replace Compressor Start Components	2 HRS
Replace Defrost Heater	2 HRS
Replace Drain Heater	1.5 HRS
Replace Contactor	1 HR
Repair/replace Drawer Assemblies	2 HRS
Repair Drawer Parts	2 HRS
Repair Cabinet Body	2 HRS

- Recharge system allowance **\$130.00 max.** Vacuum, leak check, access valves, torch/ brazing, solder and MISC Supplies. Nitrogen allowance **\$30.00 max.**
- Allowances for new refrigerant: **R290 & R600a = \$75.00 total for 3-4oz needed in units.**
- We check regularly with local suppliers for actual refrigerant prices so please invoice the MVP GROUP accordingly.
- **One (1) hour travel time allowed unless otherwise approved by Technical Support.**
- Note: If outside of the repair guidelines please contact Technical Support for approval.
- All repairs must be in accordance with standard refrigeration practices.
- All warranty parts must be held for 90 days unless otherwise advised.
- The customer is responsible for overtime rates; MVP GROUP will cover the standard time (M-F 8-5).
- Note: For remote locations, customers would be responsible for travel if out of the 2-hour allotted travel time.
- Normal Preventative Maintenance will not be covered by MVP Group.
- Gaskets and light bulbs covered for 90 days ONLY. No exceptions.

- Problems with the unit due to improper installation are not covered by MVP Group.
- Customer ABUSE and DAMAGE will not be covered by MVP Group.

IF THESE GUIDELINES ARE NOT FOLLOWED YOUR COMPANY MAY NOT BE PAYED FOR THE SERVICES RENDERED.

ITEMS NOT COVERED UNDER WARRANTY INCLUDE, BUT ARE NOT LIMITED TO:

- Poor performance due to inadequate clearance around the unit as described in the Operations Manual
- Improper installation of equipment
- General hardware adjustments to items including, but not limited to, castors, legs, doors, and hinges
- Improper air flow inside the cabinet due to product blocking evaporator air flow
- Clogged or kinked drain lines
- Poor / no drainage caused by unit not being level
- Thawing out frozen evaporators
- Gaskets, light bulbs, locks, overlays, power cords, door hinges (wear and tear items carry a 90-day warranty)
- GFCI nuisance tripping (motors can cause nuisance trips of GFCI protection devices)
- Damage / malfunction due to improper supply voltage
- Damage or poor performance due to misuse or negligence
- End user adjustments to electronic control (does not include Tech Service Parameters)
- Thermostat or thermometer calibration or adjustment
- Clogged or dirty condenser coils / blocked air flow supplying condensing unit

Any of these non-warranted topics diagnosed are the responsibility of the customer and NOT MVP GROUP, LLC.

WARRANTY:

MVP Group, LLC warrants all new equipment installed in the United States including Puerto Rico to be free from defects in material or workmanship, under normal and proper use and maintenance as specified by MVP Group, LLC and upon proper installation and startup in accordance with the instruction's manual supplied with each unit. The warranty shall not cover standard wear and tear parts or issues caused by improper installation or lack of basic preventive maintenance. MVP Group, LLC shall bear no responsibility for parts or labor coverage for component failure or other damage resulting from improper usage, installations, or maintenance as described in the owner's manual. For further details see Damages, Alteration, and Connection sections below.

KOOL-IT INFINITY: MVP Group, LLC warrants the original purchaser of all new KOOL-IT units to be free from defects in material or workmanship, under normal and proper use and maintenance service as specified by MVP Group, LLC and upon proper installation and start-up in accordance with the instruction packet supplied with each unit. MVP Group LLC's obligation under this warranty is limited to a period from the date of the original installation.

Two (2) -year parts and labor warranty. Additional three (3) -year warranty on compressor (part only).

Terms Applicability:

Any parts covered under warranty that are determined by MVP Group, LLC to have failed to perform its duty, non-functioning or malfunctioning within the specified applicable warranty time frame, is limited to the repair or replacement, including labor charges, of failed to perform its duty, non-functioning or malfunctioning parts or assemblies. The labor warranty shall include standard straight time labor charges only and reasonable travel time, as determined by MVP Group, LLC service provider agreement. Please refer to the brand in question for full warranty details.

Claims & Limitations:

All claims for labor or parts and/or both must be made directly through MVP Group, LLC. All claims should include model number and serial number of units, proof of purchase, date of installation, and all pertinent information supporting the existence of the alleged defect. In case of warranted compressor, the original purchaser must provide a technical report to MVP Group, LLC stating the parts have failed to perform their duty, non-functioning or malfunctioning. All claims should be filed within 30 days of completed repair, or the warranty claim could be refused.

All other warranties, either express or implied, arising under law or equity or custom of the trade, including but not limited to, warranties or merchantability or fitness for a particular purpose, are excluded. MVP Group, LLC's liability on any claim, including but not limited to negligence, shall not exceed the price of the equipment that gives rise to the claim. In **NO** event shall MVP Group, LLC be liable for any other damage or loss, including, but not limited to, loss of products, loss of profits, loss of sales, loss of use of equipment, claims of Buyer's customers, cost of capital, cost of down time, cost of substitute equipment, facilities, or services, or any other special, incidental, or consequential damages regardless of whether or not they result from equipment failure.

Warranty Limitation:

The parts and labor warranty are the sole warranty policy offered by MVP Group, LLC. MVP Group, LLC's sole obligation under this warranty at its discretion is limited to either repair or replacement of parts and is subject to the limitations listed below.

Non-Transferrable:

This warranty is not assignable and applies only in favor of the original purchaser/user to whom the equipment was delivered. Any such assignment or transfer shall void the warranties herein and shall void all warranties, express or implied, including any warranty of merchantability or labor coverage for component failure.

Alteration, neglect, misuse, abuse, accident, damage during transit or installation, vandalism, terrorism, wind, flood, fire, or Acts of God:

MVP Group, LLC is not responsible for the repair or replacement of any parts that are determined to have been subjected after the date of manufacture to alteration, neglect, misuse, abuse, accident, damage during transit or installation, vandalism, terrorism, wind, flood, fire, or ACT OF GOD. Furthermore, MVP Group, LLC is not responsible for the repair or replacement of failed or damaged equipment and/or components resulting from improper installation and maintenance of either electrical, water or gas connections and their maintenance as it relates to the usage of equipment.

Food Trucks, Food Trailers and Mobile Kitchens:

Twelve (12) Months Limited Parts & Labor Warranty:

MVP Group, LLC provides twelve (12) months limited parts and labor warranty from the time of purchase for any new equipment that is installed in any kind of mobile vehicle, not limited to trucks, trailers, food trucks, or boats. MVP Group, LLC assumes no liability for parts or labor coverage for component failure or other damage resulting from installation in non-commercial or residential building applications. Any equipment that has been altered, modified or utilized in any manner other than how the equipment has originally been designed, or to be used, will have the warranty nullified and voided automatically. The application of this exception to MVP Group's general warranty policy is wholly under MVP Group LLC's discretion.

Residential:

MVP Group, LLC assumes **NO responsibility** nor liability for any parts, or labor coverage for component failure, or other damage for units installed in residential and/or non-commercial applications. MVP Group, LLC equipment is intended for commercial use only and this warranty is void if the equipment is installed anywhere other than commercial applications.



Creating Endless Possibilities