



Important Product Information:

Product Name: Rivacold Monoblock Refrigeration Unit 2023

Warranty Information:

Manufacturer's Warranty: 12 Months Parts Only

- **Coverage:** The manufacturer's warranty covers replacement parts for 12 months from the date of purchase. Please note that this warranty is limited to PARTS ONLY.
- **Exclusions:** The warranty does not cover labour costs, consequential losses, replacement parts fitting, refrigerant, or stock losses associated with the Rivacold monoblock refrigeration units.
- **Restocking Fee:** In the event of a return, a 25% Rivacold restocking fee is applied to any returned units. This fee covers processing, inspection, and restocking costs.

Returns:

- Obtain prior authorization from Absolute Coldroom Ltd before returning any Rivacold monoblock units. Customers are responsible for covering return costs, including shipping and packaging expenses.
- Returned units will undergo inspection by Rivacold UK. If deemed faulty under warranty, customers will be reimbursed for return costs.

Replacement Parts:

- Any parts required as part of a warranty claim are to be supplied by Rivacold. Reimbursement for any parts purchased by the customer will not be refunded.

Important Notes:

- **Limited Warranty:** The Rivacold monoblock refrigeration units come with a manufacturer's warranty of 12 months, covering parts only. This means that any defects or malfunctions within this period will be addressed by providing replacement parts. Labour and other associated costs will not be covered under this warranty.
- **Matching Coldroom Capacity:** Ensure that the selected refrigeration unit matches the capacity of your coldroom. Using a unit with insufficient capacity may result in suboptimal performance, increased energy consumption, and potential damage to the equipment. Refer to the product specifications and consult with our team for the appropriate unit.



- **Ventilation and Ambient Temperature:** The Rivacold monoblock refrigeration unit produces heat during operation. Situate it in a well-ventilated area, considering a maximum ambient temperature of 32 degrees Celsius when planning the installation location.
- **Intended Use in Holding Coldrooms:** The Rivacold monoblock refrigeration units are specifically designed for use in holding coldrooms. The product should enter the room at or around the temperature at which it is to be stored at. They are not designed for use as blast chillers or freezers.

Customer Responsibility:

Proper Installation, Usage and Maintenance:

Customers are responsible for:

- Ensuring correct installation according to provided guidelines by a qualified Refrigeration Engineer.
- Following recommended guidelines for usage.
- Conducting regular maintenance as per product documentation.

Consultation with a Qualified Refrigeration Engineer:

- **During Selection:** Seek the expertise of a qualified refrigeration engineer before purchasing a unit.
- **During Installation:** Involve a qualified refrigeration engineer to guarantee correct installation.
- **During Commissioning:** Oversee the commissioning process with a qualified refrigeration engineer.

Optimising Performance and Safety:

- The involvement of a qualified refrigeration engineer is critical to optimize the performance of the refrigeration units throughout the selection, installation, and commissioning process.

Disclaimer:

- Absolute Coldroom Ltd shall not be liable for any direct, indirect, incidental, consequential, or special damages arising out of or in any way connected with the use or performance of the Rivacold monoblock refrigeration units. This includes, but is not limited to, damages for loss of profits, business interruption, or the loss of information.



- This disclaimer extends to, but is not limited to, any defects or malfunctions covered under the manufacturer's warranty. Customers are encouraged to carefully read and understand the product documentation, specifications, and warranty terms provided by Rivacold.

Contact Information:

For enquiries, warranty claims, or assistance in selecting the appropriate refrigeration unit for your coldroom, please contact our customer support team at websales@absolutecoldroom.co.uk.

By proceeding with the purchase and use of the Rivacold Monoblock Refrigeration Unit, you acknowledge that you have read and understood this disclaimer.