

# WARRANTY

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## Mueller® Falling Film Chiller Warranty

### One-Year Parts Warranty

Paul Mueller Company (*hereinafter referred to as Company*) will repair or (at the *Company's* option) replace any part or portion of a Mueller Falling Film Chiller found to be defective in workmanship or material under normal use, service, and installation procedures, for a period of one (1) year from the date of installation by the original purchaser-user, or eighteen (18) months from the date of shipment from the *Company* factory, whichever occurs first. This Warranty covers replacement of parts or repair of the equipment only. (See General Provisions.)

### Claim Procedures for One-Year Warranty

All defective parts covered by the one-year parts warranty must be returned to the *Company* with an attached Returned Goods Tag (O-209) and with transportation cost prepaid. Current instructions, provided by the *Company's* Service Department for return procedures, must be followed to receive warranty.

### Five-Year Evaporator Warranty

The *Company* warrants to the original purchaser-user that the Mueller Falling Film Chiller, stainless steel evaporator (cooling plate) will remain free from defects in material and workmanship under normal use, service, and installation procedures, for a period of five (5) years from the date of installation by the original purchaser-user or sixty-six (66) months from the date of shipment from the *Company* factory, whichever occurs first. Under this Warranty, the *Company's* obligation shall be limited to the repair or, at the *Company's* option, the replacement of the Falling Film Chiller Evaporator. (See General Provisions.)

### Claim Procedure for Five-Year Warranty

A return authorization number must be obtained from *Company's* Service Department prior to returning Mueller Falling Film Chiller evaporator. Current instructions for return procedures, provided by the *Company's* Service Department, must be followed to receive warranty.

### General Provisions

This warranty does not cover items such as refrigerant, transportation, mileage, freight, product loss, cost of substitute storage facilities, or parts and labor charges by others. Replacement and/or repair of certain components not manufactured by the *Company* will be handled by authorized service stations designated by the manufacturer of the component. Transportation and inspection cost incurred by the *Company* will be charged to the purchaser-user if returned material is not found to be defective. The above will constitute the *Company's* total responsibility. The above warranties will not apply in the event of abuse or misuse; negligence; improper installation procedures; alterations by unauthorized service; damage by flood, fire, windstorm, lightning; or acts of God. Oral statements made by employees or representatives of the *Company*, will not constitute warranties. The above warranties apply only to the original purchaser/user and original installation and are not transferable.

**This warranty is effective on equipment purchased from Paul Mueller Company  
within the Continental United States and Canada.**

**Contact Mueller's International Sales Department for warranty provisions and policies  
outside of the Continental United States and Canada.**

**MUELLER®**

**Paul Mueller Company**

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