



## Repair Service Procedure

Delta-T products include a one year warranty on parts and labor. Before contacting Technical support, please follow the instructions in the trouble shooting guide included in the user manual. If the manual has been misplaced, it can be found at [ISCEnclosureCooling.com](http://ISCEnclosureCooling.com) or you can scan the "QR" code on the side of your ISC enclosure air conditioner.

If the problem cannot be resolved using the trouble shooting guide, please contact ISC Sales Technical Support at 800-836-7472. Technical Support will attempt to diagnose and resolve any product issues over the telephone. If an issue is not resolved, you may be instructed to return the product to ISC for repair, or we may dispatch a field service technician to the product site.

### Return Material Authorization (RMA) Procedure

All returns require a Return Material Authorization (RMA) number for warranty or non-warranty repair, rotation of stock, damage or any other reason.

#### IMPORTANT

*Returns without an RMA number will be refused and returned. Improper packaging may void the warranty. Air Conditioners shipped laying down will void the warranty. Collect shipments will be refused. After 60 days, the RMA will be canceled and any returns received will be refused.*

To be issued an RMA number, please be ready to provide:

- Purchase Order Number & Date
- Product Description & Reason for Request
- Model Number & Serial Number
- Customer name and contact info (email, phone number and address)
- Shipping method

Pack unit in suitable packing for shipment, preferably the original packaging if available.

- If suitable packing is not available, arrange for packaging to be shipped to you.
- Air Conditioners must be returned in an upright position properly secured to a pallet.
- Tip unit to empty water from the evaporator and boil off pans.
- Clearly mark the RMA number on the box.
- Customer will pay all freight charges.

### Out-of-Warranty Repair

If your Delta-T product is out of warranty and requires repair, simply call ISC Sales Technical Support at (800) 836-7472. Technical Support will help you determine what repairs or parts are needed and, if possible, will provide a cost estimate.

If it is necessary to return the product to us, an RMA number will be issued. After the unit is received and diagnosed, you will receive a cost estimate for the work and parts needed. If the repairs and test process uncover other issues, you will be informed and given a cost quote for the work needed.

## Warranty Information

ISC Sales products are warranted to be free of defects in workmanship, materials and components. The warranty period applies from date of shipment for one year.

The above warranty applies when the equipment is operated under the following conditions:

- Ambient temperature not in excess of performance rating in normal atmosphere or as stated on product nameplate
- Voltage variation no greater than  $\pm 10\%$  from nameplate rating
- Frequency variation no greater than  $\pm 3\text{Hz}$  from nameplate rating
- Maximum cooling load no higher than air conditioner nameplate rating
- Waiting five minutes before restarting air conditioner after intentional or accidental shutoff
- Compliance to all other installation, maintenance and operating instructions, as supplied

ISC Sales cannot assume responsibility for misapplication of its products or the erroneous selection of an inappropriate product by a non-authorized ISC Sales representative. Our applications engineers will gladly assist in the selection of the proper product provided all required details of the application are furnished.

ISC Sales assumes no liability beyond the repair or replacement of its own product. This Warranty does not cover:

- Labor or reimbursement of labor for evaluation, removal, installation, repair, or cost of any warranted part, except at the ISC Sales factory in Plano, Texas
- Use of equipment for other than its designed purpose or operating conditions
- Operation in harsh, oily, corrosive or other abnormal environmental conditions, without the proper filtration, sealing, protective coatings and/or weather protection
- Damage to hermetic system resulting from continuous operation with dirty or clogged air filters or improper or negligent maintenance
- Use of refrigerant other than designated
- Customer modification or abuse
- Shipping damage or other accident
- Repair or service by unauthorized personnel.

Cracked or broken hermetic tubing or brazed joints caused by shipping damage or mishandling are not covered under the Warranty. Claims for shipping damage are the responsibility of the Consignee. Timely claims must be filed with the freight carrier.

The purchaser assumes the responsibility of grounding the unit and installing it in accordance with local electrical and safety codes, as well as the 2008 National Electric Code (NEC) and OSHA.

THIS WARRANTY CONSTITUTES THE ENTIRE WARRANTY WITH RESPECT TO THE PRODUCT AND IS IN LIEU OF ALL OTHERS, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY AND WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE AND IN NO EVENT IS ISC SALES RESPONSIBLE FOR ANY CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER.