



Replacement Unit under Warranty Agreement

This program is designed to provide the customer with a replacement cooling unit for their wine cellar when the customer has unilaterally come to the conclusion that the WhisperKOOL unit is either not working correctly by cooling the cellar to 55°F or if water is leaking from the unit. In an effort to reduce the unnecessary expenses and inconvenience associated with replacing the cooling unit in the field, it is essential to perform the following troubleshooting steps* in order to ensure that the customer's conclusion is correct.

*Details for troubleshooting steps are found on the Vinothèque website at www.Vinotheque.com under Contact Us – Customer Service.

Situation A – The unit is not cooling the wine cellar correctly

Keep in mind that approximately 50% of cooling unit problems are associated with improper installation or poor ventilation. To troubleshoot, conduct the following tests:

1. Bypass plug test to determine if the problem is an issue with the cooling unit itself or the thermostat.
2. Temperature differential test to check whether the unit is cooling at all.
3. Supply digital photographs of the installation space (both the exhaust room and the wine cellar itself) to verify proper airflow and ventilation.

Situation B – Water is leaking from the unit

The unit is designed to strip out excess moisture from the air in the cellar, maintaining relative humidity between 50-70%. A properly built wine cellar must include a completely sealed vapor barrier which will prevent excessive moisture from entering the cellar. If the cooling unit continually strips water from the air, it indicates an improper vapor barrier installation. In high humidity areas of the country, the humid air on the exhaust side of the WhisperKOOL unit may have limited capacity to absorb the additional moisture from the condensate evaporator system, therefore the customer is required to install the external drain line to dissipate excessive condensate. Failure to do so voids the warranty. To troubleshoot, inspect the following:

1. Assure that there is an adequate door seal (an insulation strip around the entire opening of the door).
2. Assure that the external drain line is installed.

After the troubleshooting steps have been completed and communicated to a customer service representative, the customer can request a replacement unit to be shipped under the following Terms and Conditions:

Terms and Conditions

1. Vinothèque will cover the charges for shipping the replacement unit to the customer via "Fed Ex Ground." The customer may request faster shipping service but must cover the additional cost.
2. Factory Authorized Replacements have been tested at the factory and are in proper operating condition at the time of shipment.
3. Install the replacement unit into the cellar and use the packaging to pack up the original unit for return to the factory. Be sure to write the RMA (Return Merchandise Authorization) number clearly on the package when sending the unit back to the factory. RMA will be provided at time of ordering replacement.
4. In order to complete the Replacement Unit Agreement, please fill out the credit card information below. Your credit card will only be charged in the following two circumstances.

► **After the original unit is evaluated, if the unit is inspected and found to be working properly, if there is evidence of improper use, or if there is evidence of improper installation not according to WhisperKOOL specifications with the accompanying installation materials and supplies, you will be charged for the following:**

- an hour of labor for inspection (\$75.00)
- repackaging the original unit (\$40.00)
- recovering freight charges for the replacement unit shipped to the customer (\$75.00 on 6000 and 8000 models; \$50.00 on all others)

Vinothèque will provide documentation and analysis from inspection upon request.

► **If you fail to return the original WhisperKOOL unit to the factory within 30 days, we will charge your credit card with the minimum retail price shown on the website at www.vinotheque.com**

Additional Considerations

- This program is only for existing WhisperKOOL units under warranty.
- Replacement units are subject to availability. Your size replacement may not be available at all times.
- The unit must be returned to the factory with its thermostat.
- It is the customer's responsibility to secure safe haven/storage for ANY AND ALL items that are kept and stored in the their wine cellar. Vinothèque takes no responsibility for the safety and preservation of the aforementioned items in the event that the environment becomes unsuitable to maintain a proper storage environment.
- If you have any questions or require further assistance, please contact our Customer Service Department at (800) 343-9463.

Customer hereby agrees to the Replacement Unit program and its Terms and Conditions described herein:

Date: _____
Customer Signature: _____
Name (Print): _____
Address: _____
Phone Number: _____

Credit Card Information:

Cardholder's Name: _____
Card Number: _____
Billing Address: _____
Exp. Date: _____
CVS: _____

Card Type (Circle One):
AMX MASTER VISA