

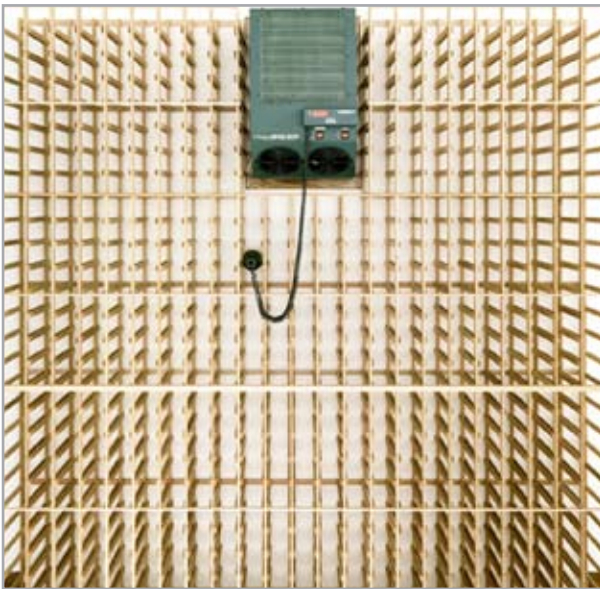
In Warranty Replacement Request

1. Photo Instructions

Please include the following three (3) type of images: 1. front, b) back, c) close-up

1. Front of your WhisperKOOL Unit

(from the furthest distance possible in your cellar)



2. Back of your WhisperKOOL Unit

(from the furthest distance possible in the exhaust area)



3. Close-up of your specific concern (examples of problematic installations below)



2. Locate Serial Number

Please locate and enter your WhisperKOOL's serial number.

Split System - Condenser

The serial number is centered behind the exterior housing

1. Remove the exterior housing
2. View front of the unit
3. Serial number will be in the center of the bottom panel
4. The serial number starts with "S" and the 4 numbers following it. Write the number on a notepad.
5. Replace housing

S

The serial number is located on the back side of the unit just behind the electrical box



Split System - Evaporator

The serial number is in the top, rear right side corner

1. When facing the front of your unit (where the decorative panel is located) look to the back right corner to find the serial number.
2. The serial number starts with the letter "S" and four numbers to follow.
3. Write the number on a notepad

S

The serial number is located on the top of the Split System Evaporator (right back corner)



Extreme Series

The serial number is on the bottom right side of unit

1. Face the front of your unit
2. Look on the right side of your unit approximately 6" back
3. Note side (power) switch outlet
4. Serial number is within 1" of outlet. The serial number starts with the letter "A" and five numbers to follow.
5. Write the number on a notepad

A

The serial number is located on the right side of the Extreme unit.





2. Locate Serial Number

Please locate and enter your WhisperKOOL's serial number.

XLT Series

The serial number is centered behind the exterior housing

1. Ensure your unit power switch is OFF
2. Your thermostat box has 2 screws, one on the left side and another on the right side.
3. Remove both screws and place in a safe location.
4. Remove the thermostat by gently pulling thermostat forward (towards you)
5. Find the serial number (s/n), located behind the thermostat. The serial number starts with the letter "A" and five numbers to follow.
6. On a notepad, write the serial number and model number
7. Replace thermostat (on brackets)
8. Replace each screw: one on left side and the other on the right side
9. Turn power switch ON

A

The serial number is located on the front of the unit behind the thermostat (which must be removed to see the serial number)





3. Inspection Checklist

In the Cellar		
Unit Installation		
1.	Is the unit installed in the correct direction, with front side of unit in wine cellar and back side in exhaust room/space? Refer to page 12 of the owner's manual.	Yes No
2.	Is the unit mounted within 18" from ceiling to allow proper air circulation? Refer to page 6 of the owner's manual.	Yes No
Wine Cellar		
3	Is the cellar door sealed properly? To check, make sure cellar door is closed and lights are turned off within cellar; light from outside should not be visible through any of the four sides around the door.	Yes No
4	Are there any glass windows and/or glass doors in the cellar?	Yes No
5	Are any of the cellar walls in the direct path of the sun?	Yes No
General Ventilation		
6.	Is there at least 3' of unobstructed clearance for the vents on the unit? Obstructions to the air flow greatly reduce the effectiveness of the unit's ability to cool the cellar. Refer to page 7 of the owner's manual.	Yes No
7.	Are there any decorative plates/covers on the unit? If so, remove them. They obstruct air flow to and from the vents. Refer to page 7 of the owner's manual.	Yes No
8.	Is the unit on top of, in, or surrounded by shelving? Nearby flat surfaces, such as shelving, may obstruct air circulation and ventilation.	Yes No
9.	Are all fans in the unit operating? Two are in the front, and two are in the back.	Yes No
Unit is Not Cooling Sufficiently or Not Cooling at All		
10.	On a thermostat with digital readout, what is the set temperature? To check, hold down the "SET" button on the thermostat to see the set temperature. Refer to page 16 of the owner's manual.	Yes No
11.	On a thermostat with digital readout, does the thermostat display two horizontal dashes or the letters "PRB"? This indicates a problem with the thermostat.	Yes No



Unit is Not Cooling Sufficiently or Not Cooling at All - continued		
13.	Is there any level of cooling from the unit? Is the air coming out of the unit any cooler than the air in the cellar?	Yes No
14.	<p>If so, approximately how much cooling is occurring?*</p> <p>0°F <5°F <10°F <15°F</p> <p>*Note: To check air temperature, use a digital thermostat which can be purchased at any hardware store under kitchen supplies.</p>	
Water is Leaking from the Unit		
15.	<p>Is the unit leaking from the front?</p> <p>This indicates a clogged internal drain.</p>	Yes No
Unit is Icing Up		
16.	Is the unit icing up? Allow the unit to thaw for 24-36 hours and ensure that there is adequate air flow to and from the unit before operating again. Obstructed airflow is a possible reason why units ice up. Refer to page 21 of the owner's manual.	Yes No
Exhaust Side		
Exhaust Room/Space Ventilation:		
17.	Is the unit on top of, in, or surrounded by shelving? Nearby flat surfaces, such as shelving, may obstruct air circulation and ventilation.	Yes No
18.	Are all fans in the unit operating? Two are in the front, and two are in the back	Yes No
19.	<p>Into what kind of room/space is the unit exhausting?</p> <p>To Outside Crawl Space Utility Space</p>	
20.	Is the exhaust room/space as large as or larger than the cellar?	Yes No
21.	Is the exhaust room/space warm?	Yes No
22.	Please describe any ventilation into and out of the exhaust room/space. Refer to page 7 of the owner's manual.	



Water is Leaking from the Unit:		
22.	Is the unit level?	Yes No
23.	Is the drain line* attached? It is necessary to attach the drain line to the unit in case of excess condensate build up that can lead to leaking water. There is an opening for the drain line to be attached to the back side of the unit. You may need to unscrew a protective cap that covers the drain line opening on the unit. Refer to page 13 of the owner's manual.	Yes No
24.	Is the unit leaking from the back? This is generally due to an improper setting on the condensate evaporator.* In high humidity regions, the condensate evaporator should be set to "ON" while other regions should be set to "AUTO". Refer to page 13 of the owner's manual.	Yes No
<p>* Note: All units come with a drain line for additional removal of excess condensate, as a backup system to the Condensate Evaporator which is used to maintain proper humidity. If the unit is installed in a high humidity area of the country, it is critical to install the drain line attachment for the unit to function effectively, preventing overflows and leaks from buildup of condensate. Failure to install drain line will void warranty.</p>		
Unit Short Cycles, Clicks Intermittently, Trips Breaker, or does not Run		
Please determine if your unit receives power from the front (in the cellar) or the back (in the exhaust)		
25.	Is there power being supplied to the outlet? To check, test the outlet using a small appliance (lamp).	Yes No
26.	Is the unit on a GFI (Ground Fault Interrupter)? The unit should not be run on a GFI. Refer to page 10 of the owner's manual.	Yes No
27.	Does the unit have a dedicated electrical line and circuit breaker? To check, examine the breaker box to see if the cellar is on its own circuit. Refer to page 21 of the owner's manual.	Yes No
28.	Are there any large appliances plugged into the same room or in the same area of the building of the cooling unit? If so, what are they? Refer to page 21 of the owner's manual.	Yes No

4. 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.Vinothèque.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:
 - Laboratory testing (\$285.00 sm; \$385.00 lg)
 - Repackaging the original unit
 - Freight charges for the replacement unit shipped to the customer Vinothèque will provide documentation and analysis from laboratory test 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 web site 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.