



# Vinotheque Wine Cellars

1738 East Alpine Avenue Stockton, CA 95205 Phone 209-466-WINE or (800) 343-WINE Fax 209-466-4606

## Consumer Care Program

This program is designed to offer you the best, most efficient way to get your cellar cooling quickly. As an existing WhisperKOOL customer, you have the option to purchase a factory authorized replacement unit and have it shipped (in most cases) on the day you order it. Upon receipt and installation of your replacement unit, you must package up the old unit and (using the prepaid email call tag) ship it back to the factory within 30 days. Our customer service department will assist you with the proper paperwork to make this process as simple as possible.

Upon receiving your order and credit card authorization, we will send the replacement unit to your location via Federal Express Ground. You have the options of choosing second day air or overnight delivery (additional charges apply).

As part of our value system, we are committed to continuous improvement in the design and performance of new and existing products. We incorporate all of our updated designs into the factory authorized replacement units. Therefore, other than the housing and some parts that generally have proved to last, this unit is essentially new! The factory authorized replacement units come with a full two year warranty on parts and labor.

The following **new parts** have been used in the refurbishment process.

- New compressor
- New condenser and evaporator coils
- New high/low pressure tubing
- New condensate evaporator system
- The system is charged and tested to assure it is operating correctly

The Consumer Care units come standard with the PDT Jr. Thermostat (option to upgrade available).

If you have any questions or require further assistance, please contact our Customer Service Department at 1-800-343-9463 x 740 or email [Customer Service](#)

Note: Subject to availability, we will allow customers to upgrade to the next larger unit to assure best possible results. Units are subject to availability in regards to choice of color, units may also have minor cosmetic imperfections.

Note: Proper preparation of the cellar and adequate ventilation of the cooling unit are essential to longevity of the WhisperKOOL unit. We have recently created a multi-media presentation identifying and clarifying all of the important factors of building a cellar and utilizing the WhisperKOOL product. Even though your cellar is built, it may be worth reviewing the presentation to assure you understand all the factors. The failure of the existing unit may be premature based on some unknown factors. To view the presentation please return to our home page and click onto the [View the interactive "How to Build a Wine Cellar" presentation online](#) . It requires sound and may take a moment to load.