



# Warranty Work Policy

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Fort Wayne, IN 46803  
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PolarKingMobile.com

## WARRANTY WORK POLICY

In the event of a defective part or malfunction in operation of your Polar King Mobile trailer cooler and/or freezer unit, the following steps must be taken to ensure successful warranty coverage.

### 1. Review Preliminary Checklist

- A. Check the power source to your trailer cooler and/or freezer unit. Make certain that the unit is correctly powered on and the power source is on. Check any breaker box or the external power supply.
- B. Check the bottom of the evaporator coil. Note if there is heat on the bottom of evaporator coil in the trailer. If this is the case, the unit may be in a defrost cycle. Wait for approximately 30 minutes. If the unit is in a defrost cycle, it should return to proper operation after cycle is completed.
- C. Check to see if the thermometer is working properly. If possible, use a secondary thermometer to check the internal temperature of the unit.

**After this checklist has been reviewed and operation has not been restored, the following steps must be taken to initiate warranty service and to prevent product damage:**

- A. Contact the licensed commercial refrigeration company of your choice or contact Polar King Mobile for a recommendation on a local service company.
- B. If your Polar King Mobile unit is a cooler, standard ice should be packed around food or other products, in order to maintain proper temperature. Additionally, if possible, limit the number of times the doors are opened as well as the duration of time open.
- C. If your Polar King Mobile unit is a freezer, it is very important to limit the number of times the doors are opened as well as the duration of time open. Additionally, do not introduce heat into the freezer and contact a service provider as soon as possible.
- D. After problem has been identified by your service provider, have them contact Polar King Mobile for warranty authorization and a work order number.
- E. If a problem occurs outside of normal business hours (8 A.M. - 5 P.M. EST) have your service company correct problem and call Polar King Mobile the following day to obtain a work order number.
- F. All replaced parts and the repair bill must be sent to Polar King Mobile, (4410 New Haven Avenue, Fort Wayne, IN 46803) freight collect.

All steps and procedures stated in this "Warranty Work Policy" must be followed precisely. Failure to follow the "Warranty Work Policy" may make you responsible for all expenses incurred, since any service call not requiring warrantable item will not be paid for by Polar King Mobile. This warranty is exclusively for trailer cooler and freezer units produced by Polar King and does not cover walk-in cooler and freezer units. This warranty is not assignable without the express consent of Polar King Mobile and applies to the original purchaser of trailer units installed and operated within the contiguous United States.

**NO WARRANTY CLAIM WILL BE PAID WITHOUT A WORK ORDER NUMBER ON THE INVOICE AND THE REPLACED PARTS RETURNED TO POLAR KING MOBILE. TO OBTAIN WARRANTY SERVICE AUTHORIZATION PLEASE CALL: TOLL FREE 1-800-223-2017**