



*advanced temperature control technology*

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## MYDAX WARRANTY and EXTENDED SERVICE OPTIONS

In the event that service is required, the customer must contact Mydax Customer Service at the number shown below. The Mydax chiller is controlled with a microprocessor which continually records a history of the operation status of key components. It is important that troubleshooting begins by analyzing these diagnostics.

### Standard Product Warranty

Mydax, Inc. warrants that its temperature control system, and the component parts thereof, will be free from defects in workmanship and materials for a period of 12 months from the date of shipment.

In the event that warranty service is required, the customer is requested to send the equipment freight prepaid to the factory for service. Mydax will then perform the appropriate service and will return the equipment freight prepaid.

If field service is required during the warranty period, the customer will be responsible for all travel expenses including airfare, car rental, lodging and meals. The customer will not be invoiced for any warranty service performed, with regard to either labor or materials, during a field service visit.

In the event that the system requires warranty field service, but the system cannot be returned to Mydax, the customer can use local service technicians utilizing Mydax technical support and Mydax will supply any required parts at no cost (not including shipping).

### OEM Warranty

For Mydax volume customers, the OEM Warranty enhances the standard warranty (above) with these added features:

- Two additional months of coverage, for a total of a 14-month warranty period. This is provided to accommodate warehousing and repackaging, as may often be necessary.
- 24 hour phone consultation, for thorough diagnostics and resolution of problem.
- Access to the Mydax web-site-based trouble-shooting guides, customized for their specific chiller.

### U.S. On-Site Option

Mydax Standard Product and OEM Warranties can be supplemented with on-site service for an additional charge of 5% of the chiller's unit list price

### World-Wide On-Site Option

Mydax Standard Product and OEM Warranties can be supplemented with on-site service for an additional charge of 10% of the chiller's unit list price.

On-Site service will be provided through either Mydax personnel or a local qualified service organization trained in the service of Mydax chillers.

**Note:** Some repairs may be impractical to perform on-site and may require certain chillers to be returned to the Mydax factory for service.

### Extended Service Options

The original Standard Product Warranty and the OEM Warranty may both be extended for an annual rate equal to 5% of the chiller's unit list price.

U.S. On-Site service may be added to the Extended Warranty for an additional annual rate of 5% of the chiller's unit list price; for a total of 10%.

World-Wide On-Site service may be added to the Extended Warranty for an additional annual rate of 10% of the chiller's unit list price; for a total of 15%.

### Out of Warranty Service: Terms and Pricing

In the event that service is required, the customer is requested to send the equipment freight prepaid to the factory for service. Mydax will then perform the appropriate service and will return the equipment freight collect.

Evaluation and/or repairs will be charged on a time and material basis at \$150 per hour.

If field service is required, the customer will be responsible for all travel expenses including airfare, car rental, lodging and meals, service performed, labor and materials, during the field service visit.

### Northern California Only

Field service in the Northern California area can be performed by Mydax service personnel at the following rates: Travel Expenses \$600

#### Warranty Service:

The customer will not be invoiced for any warranty service performed, with regard to either labor or materials, during a field service visit.

#### Out of Warranty Service:

\$150/hour plus parts and applicable sales tax.

Nine hour minimum for San Jose, San Francisco and Santa Rosa areas

Post-sales service support is available from our Service Department. Email our Service Department at [service@mydax.com](mailto:service@mydax.com). Or, call during normal business hours M-F (8:00-4:30 Pacific Time)

#### **Notes:**

- Policies and prices are subject to change without notice.
- Service and replacement parts are guaranteed for 90 days, parts and labor.