

# 2500 CABINET SYSTEM MANUAL

USE WITH VINO THEQUE  
WINE CABINETS ONLY

*Whisper***KOOL**<sup>™</sup>  
The Coolest Thing In Wine Storage

WK25 031114

***We manufacture, test and certify 100% of our wine cooling units in the USA. By sourcing the best components and closely controlling our manufacturing processes, we can assure the highest-quality, lowest defect manufacturing rates in the industry.***

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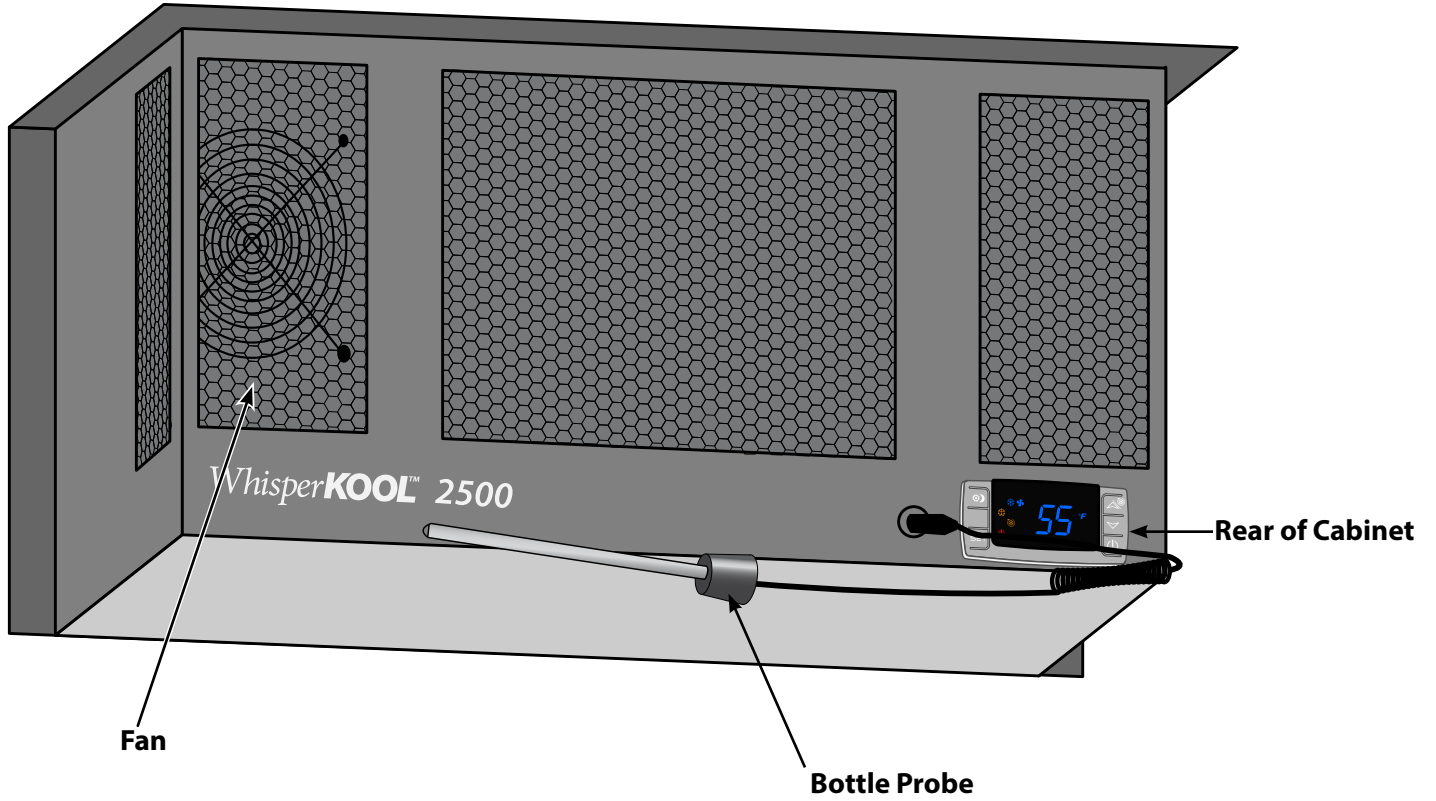
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# WHISPERKOOL 2500 QUICK REFERENCE GUIDE



## NOTE TO CUSTOMER

Thank you for purchasing a WhisperKOOL wine cabinet unit. Our main goals are customer satisfaction and providing the best wine storage solutions on the market. If you have any questions or comments, please feel free to contact us at 1-800-343-9463 or [info@whisperkool.com](mailto:info@whisperkool.com).

**It is mandatory that you DO NOT plug in or start your new WhisperKOOL wine cabinet unit for 24 hours after its delivery.**

Units are sometimes placed on their side during shipping, which might cause compressor oil to escape the reservoir. Starting the unit before the oil has had a chance to settle again can cause damage to the compressor and negatively affect cooling.



**A dedicated 20 amp circuit is highly recommended for optimum operation. Tripped breakers and deficient performance may occur if other devices are pulling power from the same circuit.**



**Do not use a Ground Fault Interrupter (GFI) with this product. The cooling unit will draw more amperage than the GFI will allow.**

It is recommended that you plug your unit into a surge protector or power conditioner. Just like with any sensitive electrical equipment, the unit's circuitry may be damaged by power surges and spikes — **which are not covered by the warranty.**

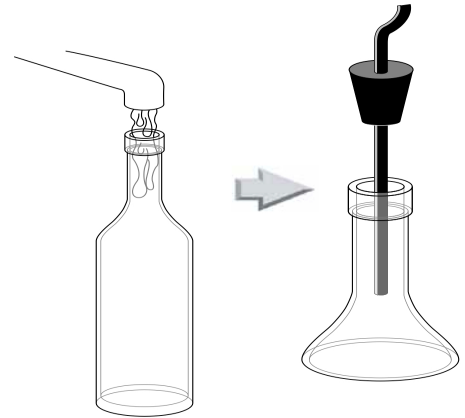
## LIQUID MEASURING THERMOMETER

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By measuring the temperature of the liquid, the temperature reading will be consistent and the unit will only run when it needs to.

### To Install the Thermostat:

1. Fill an empty wine bottle to its neck with room temperature water.
2. Press bottle probe securely into bottle.
3. Place the bottle with probe into a level rack space. Avoid pulling too much on the probe cord as it may become disconnected, which would lead to inaccurate temperature readings.



**i** The WhisperKOOL system is based on the temperature of the wine (It is ideal to place the probed bottle **mid way in the racking**, so that it is not near cold supply air). Do not be misled by ambient temperatures that are read from the outside of the cabinet. The air temperature in the cabinet will be cooler than the liquid temperature of the wine while it's coming to optimum balanced temperature.

# SYSTEM OPERATION (WHISPERKOOL 2500)

## Initial Start-Up

When the unit is first turned on, the control will briefly display all symbols and the green snowflake symbol will appear if the unit is calling for cooling. There may be a brief delay prior to the evaporator fan turning on, as it will not start until the probe temperature drops to below 70°F. When the fan is activated, the fan symbol will be displayed. The Advance Product Safety Technology (APST) ensures that in the possible event of a cooling deficiency, the heat from the in-cabinet fan will not raise the temperature of the wine cellar, which could otherwise have an adverse effect on the wine aging process.

## Normal System Cycle

After the bottle probe has reached the set point (all units are shipped with the set point of 55°F and a differential of 1 degree), the compressor and the condenser fan will turn off, but the in-cabinet evaporator fan will continue to run for about 1 minute (This is a feature of the WhisperKOOL Humidity Management (WHM) system). The WHM is an adjustable feature that allows the customer the convenience of managing the humidity enhancement of their wine cellar. It is one of the many customer preference selection features that allow the customer the ability to fine-tune the controls.

## Anti-Frost Cycle

The Anti-Frost Cycle is a precautionary measure, as icing or frosting of the coil does not occur during normal operation. The system will go through a defrost cycle every 4 hours. During the defrost cycle, the in-cabinet fan will provide airflow across the coil, which will evaporate any frost accumulation.

## Bottle Probe Failure Protection

Should a bottle probe fail, the Advance Product Safety Technology (APST) will automatically transition the refrigeration compressor cycles to a pre-determined time series (based on laboratory testing), which will ensure that the temperature is kept within the safe range.

## Control Panel

The Control Panel is designed to give the user the ability to monitor and change cellar conditions when the evaporating unit is placed in a remote location.

# SYSTEM OPERATION (WHISPERKOOL 2500) CONT.

## Ambient Temperature

The cooling system in the cabinet has the ability to cool a maximum of 20°F below the ambient temperature in the room. The optimal temperature for wine storage is 55°F, make sure that the temperature of the room in which the cabinet will be placed does not exceed 75°F.

To ensure a consistent temperature, make sure the room temperature does not dip below 55°F.

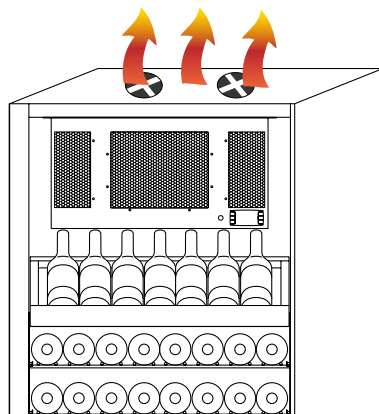
## Ventilation

The cabinet must have adequate ventilation to allow the exhaust side of the cooling unit to operate correctly. As the unit cools on the inside, condensing refrigerant creates heat, which will need to dissipate away from the unit on the outside. Some units have an exhaust fan mounted on top of the cabinet, which forces air away from the unit vertically. In order to avoid disrupting the ventilation, **do not place anything on top of the cabinet.**

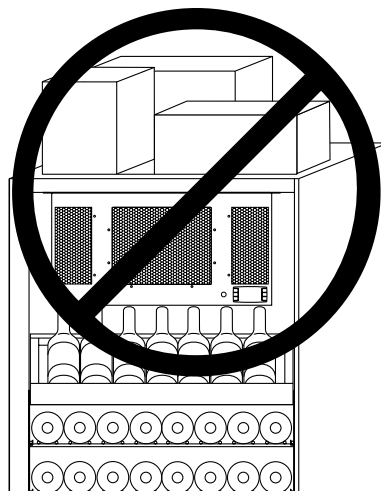
## Do Not Place Anything On Top of the Cabinet.

### WhisperKOOL 2500 Cooling System:

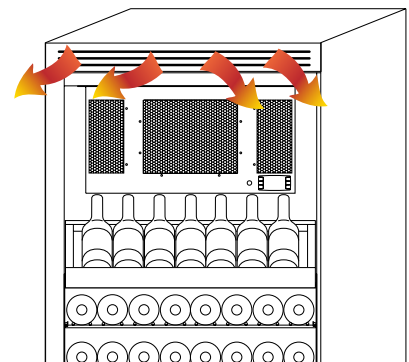
- If your cabinet is not equipped with a front vent, the unit must be placed in an open room.
- Do not install in a cabinet
- The rear of the unit should be placed about 2" from the wall.
- There should be about 12" of clearance above the top of the unit and 6" of free space on each side. This will assure proper dissipation of heat and sustained cooling of your wines.



**Top Venting (Standard)**



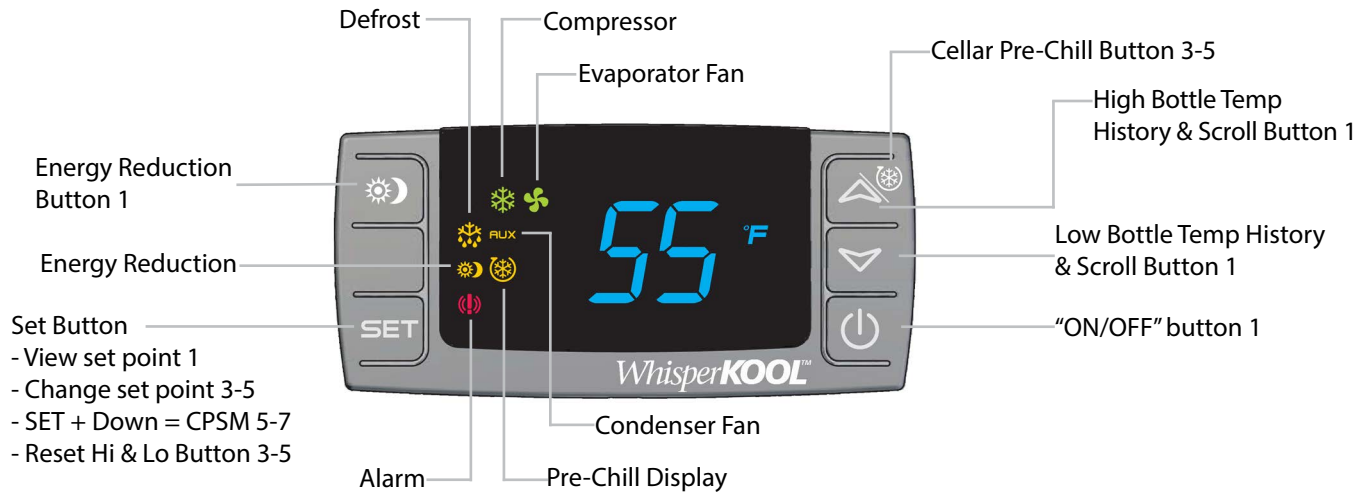
**Do not place anything on top the cabinet**



**Front Venting unit**



# WHISPERKOOL SERIES ADVANCED CONTROLLER



**Note:** The 1 or the 3-5 stands for the amount of time (in seconds) that the button must be held.

| Button              | Functions   |
|---------------------|---|
| ON/OFF              | <ul style="list-style-type: none"> <li>The ON/OFF button turns the refrigeration system on or off. This feature does not disconnect power from the unit. The condenser fan will continue to run in the OFF position. In order for the power to be shut off from the unit, the power cord must be unplugged from the wall.</li> </ul>  |
| Up and Down buttons | <ul style="list-style-type: none"> <li>Use these buttons to scroll through the control panel menu.</li> <li>These also display the highest and lowest temperature sensed by the bottle probe. This feature allows the customer instant access to the recorded data applicable to the bottle probe temperatures. It can be easily reset to reflect current temperatures.</li> </ul> <ol style="list-style-type: none"> <li>Press the "Up" arrow, or the "Down" arrow once, and the highest or lowest temperature (Hi/Lo) sensed by the bottle probe will be displayed.</li> <li>To reset the Hi/Low, press and hold the "Set" button when the Hi/Low value is displayed on the digital display, continue to hold the "Set" button until "RST" appears on the digital display and then blinks. This will erase the past recorded temperature data history and start recording from the current time and temperature forward. Temperatures displayed would reflect bottle probe temperatures from that point in time and beyond.</li> <li>The Hi/Low feature should be reset at initial start-up and after the cellar or cabinet has obtained normal operating temperatures — generally 55°F.</li> </ol> |
| Cellar Pre-Chill    | <ul style="list-style-type: none"> <li>Activate the Cellar Pre-Chill feature by pressing the "Up" button for 3 to 5 seconds, and the CPC logo (a yellow snowflake inside a semi-circle) will be displayed on the digital display.</li> <li>Terminate the CPC by pressing the "Up" button again for 3 to 5 seconds or the feature will self-terminate after 6 hours.</li> </ul> <ol style="list-style-type: none"> <li>The CPC feature may be used to pre-chill the cellar prior to loading it with warm bottles. The feature will shift the set point down to a lower setting of 52°F for the next 6 hours. After the 6-hour time period, the set point will automatically return to the original set point.</li> </ol>   |

# WHISPERKOOL SERIES ADVANCED CONTROLLER (CONT.)

|   |   |
|---|---|
| Cellar Pre-Chill (cont.)                  | <p>2. The CPC feature can be adjusted to the customer’s specific needs by accessing the control panel menu.</p> <p><b>Note:</b> This feature is not available on the remote keypad application.</p>   |
| Set                                       | <p>1. Press the “Set” button once and it will display the set point. After about 5 seconds, the display will return to normal operation and display the bottle probe temperature.</p> <p>2. Press and hold the “Set” button for 3 to 5 seconds until the set point is displayed and the °F symbol starts blinking. Then, press the “Up” or “Down” arrow to change the set point. Next, press the “Set” button once and the set point numbers and the temperature on the display will blink to confirm the new set point.</p> <p>3. Press the “Up” button to display the high temperature data history, or press the “Down” button to see the low temperature history. Once the high/low data history is displayed, it can be reset by holding the set button (“RST” will blink on the display). It will then erase the past recorded data file and start recording from the current time and temperature.</p> <p>4. Press the “Set” and the “Down” buttons simultaneously for 3 to 5 seconds and you will access the customer preference selection menu. The menu allows the customer to tweak the control system to their applicable choice.</p>   |
| Customer Preference Selection Menu (CPSM) | <p>To access the CPSM, press the “Set” and “Down” buttons simultaneously for 5-7 seconds. This will display “CF”, now press the “Set” and “Down” buttons simultaneously for another 5-7 seconds. The display will briefly show “Pr2”, signifying you have accessed the CPSM.</p> <p>The following CPSM options are available for adjustment:</p> <p><b>Fon</b> — Humidity management: This parameter is normally set at 5, which should provide adequate relative humidity for the cellar.</p> <ul style="list-style-type: none"> <li>• An increase in this parameter will increase the humidity (%RH), and a decrease in the parameter will decrease humidity.</li> <li>• Adjustments should be made in increments of 5, with a maximum of 15, and a minimum of 0.</li> <li>• After any adjustment to Humidity Enhancement, you should wait a minimum of three days before making any additional adjustments. This will allow the cellar sufficient time to acclimate to the new setting.</li> </ul> <p><b>Fof</b> — Humidity Management Enhancement: This parameter is normally set at 5. This parameter usually should not be adjusted, as it provides an off cycle time for the fan during the compressor off cycle.</p> <p><b>CCS</b> — Cellar Pre-Chill Set Point: This parameter is set at 52°F, but can be adjusted to a set point between 55°F and 67°F.</p> <p><b>bLL/Act</b> — Compressor off or on for low (bLL) or high (Act) temperature alarm: These parameters are set at “n.” With this parameter set at “n”, the refrigeration system will continue to operate normally if there is a high or low temperature alarm. To change this parameter, change the setting to “y”, and the compressor/refrigeration system will shut off during a high or low temperature alarm.</p> |

# WHISPERKOOL SERIES ADVANCED CONTROLLER (CONT.)

|  |   |
|--|---|
| Customer Preference Selection Menu (cont.) | <p><b>CON/COF</b> — Compressor on time (CON) and off time (COF) with a Probe 1 failure alarm: These parameters are set at CON 40 minutes and COF 10 minutes. In the event that there is a Probe 1 failure alarm, the compressor/refrigeration system automatically starts a predetermined ON/OFF cycle, which is controlled by the CON and the COF parameters.</p> <p>The customer can adjust these parameters to maintain the desired bottle probe temperature. During a Probe 1 failure alarm, the bottle probe temperature can be monitored by pressing the “Up” or “Down” arrows to view the temperature history.</p> <p><b>HES</b> — Differential for Energy Reduction: This parameter is set at 4, which results in a set point of 58°F during energy reduction. A decrease in this setting will decrease the set point, and an increase in this feature will increase the set point.</p> |
|--|---|

## ALARM CODES

| Message | Cause                    | Output   |
|---------|--------------------------|--|
| “P1”    | Room probe failure       | Toggle “Con” and “COF” depending on your temperature needs if necessary, or replace room probe |
| “P2”    | Evaporator probe failure | Defrost end is timed   |
| “HA”    | High temperature alarm   | Outputs unchanged  |
| “LA”    | Low temperature alarm    | Outputs unchanged  |
| “EA”    | External alarm           | Outputs unchanged  |

## TESTING THE REFRIGERATION UNIT

Remember, do not start or plug in your unit for 24 hours after delivery. Many units are placed on their sides during shipping, which may allow compressor oil to escape their reservoirs. Premature starting before the oil has had a chance to resettle can cause damage to the compressor and result in a lack of cooling.

Before you fill the cabinet with wine, you'll want to check the operation of the unit. All cabinets successfully pass quality control at the Vinothèque facility.

Periodically a unit's cooling system is damaged in transport. Simply turn the unit on for about one hour and confirm that the temperature is cooling down. This will prevent the inconvenience of stocking and restocking a damaged unit.

If the unit is not working correctly, contact Vinothèque's customer service department at 1-800-343-9463. We will work with you to diagnose the problem and promptly resolve it.

## LOADING BOTTLES AND COOL DOWN PERIOD

### Loading Bottles

The cabinet may settle slightly based on the weight of all the bottles. It is best to spread the loading of bottles evenly throughout the cabinet, starting on the bottom first. This will prevent the unit from shifting and potentially knocking the doors out of alignment.

### Cool Down Period

When the time comes for you to begin loading wine bottles into your unit, there are some considerations to be made. The cabinet should be loaded in stages. We recommend **1/4 of the cabinet per day**. This will allow the unit to achieve more rapid temperature stabilization. Loading all of the wine at once might overwhelm the cooling system.

During the cool down period, the system will run constantly, depending on the size of the collection. Slow cooling maintains correct humidity within the cabinet.

## NORMAL OPERATION MAINTENANCE

The cooling unit will cycle on and off as needed once the temperature has stabilized and the initial “cool-down” has been completed. The condensate evaporator and temperature equalizer switches may be turned off for normal operation.

— **Thermostat:** Should be 55°F or desired wine temperature.

### **Maintenance**

WhisperKOOL recommends vacuuming of the condenser fins located in the rear of the cabinet every three months. A partially obstructed condenser dramatically reduces the efficiency of the cooling unit.

#### *Monthly:*

- Check filters
- Check for unusual noise or vibration

#### *Quarterly:*

- Clean filters
  - o Remove the filter covering the coil
  - o Wash with warm water
  - o Dry off filter by shaking off excess water
  - o Gently vacuum across the condenser fins behind the filter

## TROUBLESHOOTING

| <b><i>Problem</i></b>                 | <b><i>Likely Cause</i></b>            | <b><i>Solution</i></b>  |
|---------------------------------------|---------------------------------------|---|
| <b>System will not start</b>          | Tripping circuit breaker              | Reset breaker, verify dedicated 20 amp outlet and not on ground fault interrupter           |
|                                       | Temperature setting is wrong          | Adjust your set temperature   |
|                                       | Wine probe disconnected               | Assure probe line is in a bottle of water and is not stretched. Check connections.          |
| <b>Runs constantly</b>                | Thermostat setting                    | It may be set too cool — raise the set temperature  |
|                                       | Cabinet recently loaded with wine     | Allow time. It may take several weeks to reach optimal storage temperature.                 |
|                                       | Ambient room temperature is too warm. | Adjust the temperature in the room. Units are designed to cool 30°F below room temperature. |
|                                       | Inadequate ventilation                | Assure proper space above, behind and on the side of the unit. Do not set anything on top.  |
|                                       | Door gasket not sealing properly      | See cabinet owner's manual  |
| <b>Not cooling</b>                    | Thermostat setting                    | May be set too warm - lower the set temperature   |
|                                       | Thermostat not operating correctly    | Test unit with bypass plug. Contact Customer Service  |
|                                       | Low on refrigerant or Freon           | Unit may need service. Contact Customer Service   |
|                                       | Inadequate ventilation                | Assure proper space above, behind and on the side of the unit. Do not set anything on top   |
| <b>Icing up</b>                       | Unit running constantly               | See above section on units running constantly   |
|                                       | Low on refrigerant or Freon           | Unit may need service. Contact Customer Service   |
| <b>Clicking noise during start-up</b> | Outlet power                          | Assure 15 amp outlet and not on a GFI   |

**WhisperKOOL customer service: 1-800-343-9463**  
**8 a.m. to 4 p.m. PST, Monday through Friday**  
**support@whisperkool.com**

# INSTALLATION TERMS AND CONDITIONS

## WHISPERKOOL PRODUCT BASE TERMS

## WHISPERKOOL COOLING SYSTEM

WhisperKOOL Corporation ("WhisperKOOL") is in the business of manufacturing and selling wine cabinets, cooling units and related goods; each such wine cabinet, cooling unit and related good is referred to herein as a "Product". As used herein, the term "WhisperKOOL" includes any Product sold under the names WhisperKOOL, Vinotheque and CellarCool. "Purchaser" means the original purchaser of a WhisperKOOL Product. "End User" means the consumer who has installed and is actually using a WhisperKOOL Product. Every sale of a Product from WhisperKOOL to a Purchaser is made subject to these Terms and Conditions of Sale ("Terms and Conditions").

Product prices are specified in the WhisperKOOL published price list that is current at the time WhisperKOOL receives Purchaser's particular order. Prices are subject to change at any time prior to WhisperKOOL's acceptance of Purchaser's particular order. No contract of sale exists until WhisperKOOL has accepted Purchaser's order and provided Purchaser with a written acknowledgment of Purchaser's order. Prices are exclusive of, and Purchaser shall pay, all taxes, duties, levies or fees imposed on WhisperKOOL or Purchaser by any taxing authority related to Purchaser's order. Payment for a WhisperKOOL Product must be made in lawful money of the United States of America in immediately available funds. WhisperKOOL accepts all major credit cards. WhisperKOOL may change payment terms for unfilled orders if, in WhisperKOOL's reasonable opinion, Purchaser's financial condition, previous payment record or relationship with WhisperKOOL merits such change.

All Purchaser orders, whether written or verbal, are governed by these Terms and Conditions and are subject to acceptance by WhisperKOOL. Any term or condition which may be included on any Purchaser's purchase order, or in any form of communication (whether verbal or in writing) from any Purchaser to WhisperKOOL, that is not identical with these Terms and Conditions, is hereby expressly objected to and rejected by WhisperKOOL, and shall NOT become a part of the contract of sale of any Product. WhisperKOOL's failure to object to any such conflicting term and/or condition of sale contained in any communication (including a purchase order) from a Purchaser shall not be considered as acceptance of such term and/or condition or as a waiver of these Terms and Conditions. The only language in which WhisperKOOL states these Terms and Conditions is English. WhisperKOOL reserves the right, in its sole discretion, to change these Terms and Conditions at any time, for any reason, without notice. WhisperKOOL shall not be liable to Purchaser for any delay of delivery of a Product caused by Force Majeure, or any other cause beyond WhisperKOOL's control.

## 2. WHISPERKOOL PRODUCT LIMITED WARRANTY

### A. Two (2) Year Limited Warranty.

For the period of TWO (2) YEARS (the "Limited Warranty Period") from the date of original sale of a Product by WhisperKOOL, if a WhisperKOOL Product is found to be defective in material or workmanship after undergoing WhisperKOOL's customer service troubleshooting, then, subject to the WhisperKOOL Product Limited Warranty Limitations and Exclusions as well as the other Terms and Conditions stated herein, WhisperKOOL will do the following, as appropriate, for the end user ("End User") who has installed and is actually using the Product, with regard to LABOR, PARTS and FREIGHT:

1. **LABOR** - repair or replace (at WhisperKOOL's sole option) the Product at no charge to the End User; and
2. **PARTS** - supply, at no charge to the End User, new or rebuilt replacement parts for the Product in exchange for the return of defective parts; and
3. **FREIGHT** - cover normal ground freight charges for parts, and, in the event the Product is not repairable in the field, cover normal ground freight charges (within the continental United States) for the repair or replacement of the Product.

### B. Five (5) Year Compressor Limited Warranty.

The two (2) year limited warranty period stated in Section 2(a) above is extended for an additional three (3) year period with regard to a WhisperKOOL Product's compressor only. Labor, freight and parts ancillary to the compressor remain subject to the two (2) year limited warranty

### C. Product Warranty Limitations and Exclusions.

1. This limited warranty does not cover cosmetic damage caused during installation, damage due to acts of God, commercial use, accident, misuse, abuse, negligence, or modification to any part of the Product. Delivery and installation of the Product, any additional parts required, as well as removal of the Product if warranty work is required, are all at the sole cost, risk and obligation of the End User.
2. This limited warranty does not cover damage due to improper installation or operation or lack of proper maintenance of the Product, connection of the Product to improper voltage supply, or attempted repair of the Product by anyone other than a technician approved by WhisperKOOL to service the Product.
3. This limited warranty does not cover any Product sold "AS IS" or "WITH ALL FAULTS."
4. This limited warranty is valid only in the continental United States, Alaska and Hawaii. Sales elsewhere (including Puerto Rico) are excluded from this warranty.
5. Proof of purchase of the Product in the form of a bill of sale or receipted invoice, which is evidence that the Product is within the Limited Warranty Period, must be presented by the End User to WhisperKOOL in order to obtain limited warranty service.
6. This limited warranty is void if the factory applied serial number has been altered or removed from the Product.
7. Removing the rivets from the Product's unit housing without prior authorization from WhisperKOOL voids this limited warranty.
8. The End User must first contact WhisperKOOL Customer Service by telephone (at 1-800-343-9463) prior to attempting service on any Product still under the limited warranty, else the limited warranty is voided.
9. THE REPAIR OR REPLACEMENT OF THE PRODUCT AS PROVIDED UNDER THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF YOU, THE END USER, AS WELL AS ANYONE ELSE IN THE CHAIN OF TITLE OF THE PRODUCT, DOES NOT START A NEW LIMITED WARRANTY TIME PERIOD, AND IS IN LEIU OF ALL OTHER WARRANTIES (EXPRESS OR IMPLIED) WITH REGARD TO THE PRODUCT. IN NO EVENT SHALL WHISPERKOOL BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL OR CONTINGENT DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY EXPRESSLY DISCLAIMED. Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may have other rights, which vary from state to state.
10. Failure of the End User to comply with all of the Product Installation Requirements, Maintenance Requirements and End User Requirements may, at WhisperKOOL's sole discretion, void this limited warranty.
11. No one has any authority to add to or vary the limited warranty on this Product.

### 3. PRODUCT INSTALLATION REQUIREMENTS

- a. Prior to installing a WhisperKOOL Product, the End User must read the WhisperKOOL Owner's Manual and thereafter the End User must follow the required installation, use and maintenance procedures set forth by WhisperKOOL in WhisperKOOL's Owner's Manual. The Owner's Manual is shipped with each Product and if another copy is needed, replacement copies can be downloaded from WhisperKOOL's website ([www.whisperkool.com](http://www.whisperkool.com)) or by contacting WhisperKOOL directly for a new copy of the Owner's Manual.
- b. It is highly recommended that the End User obtain the assistance of a wine storage professional.
- c. Failing to address all of the variables associated with proper installation will cause the Product to operate incorrectly and limit both the Product's ability to cool and the longevity of the Product itself.
- d. The limited warranty card should be completed and promptly returned by the End User to WhisperKOOL to ensure limited warranty registration and confirmation of date of purchase.
- e. The End User is responsible for all risks and costs of installation of the Product, including but not limited to all labor costs as well as cost of any additional parts required for the proper and complete installation of the Product. The End User is responsible for all risks and costs of removing the Product if limited warranty work is required.
- f. The Product cannot operate at its optimum capacity if airflow is constricted by ducting or venting the exhaust side of the Product into a location with inadequate ventilation.

### 4. MAINTENANCE REQUIREMENTS

It is the End User's responsibility to clean off any accumulated dust, lint, or other debris from the front and rear intake grills; failure to do this on a regular basis will restrict the airflow and may affect the Product's ability to function properly. Periodically cleaning the Product's vents will help assure maximum cooling efficiency. The drain tube must also be checked and kept clean and free of debris and mold to maintain proper performance.

Mold is a natural living organism in the environment. It exists in the air in the form of microscopic spores that move in and out of buildings through doors, windows, vents, HVAC systems and anywhere else that air enters. Once it is discovered, mold must be addressed quickly and appropriately. Delayed or improper treatment of mold issues can result in costly and reoccurring repairs. If the End User suspects a mold problem, it is always best to hire a qualified and experienced mold remediation specialist.

### 5. ADDITIONAL END USER RESPONSIBILITIES

The following items are not covered under any warranty and are the sole responsibility of the End User:

- a. End Users should satisfy themselves that the Product they are purchasing is suitable for their particular needs and requirements, and thus no responsibility will be placed with WhisperKOOL for the End User's decisions in this regard.
- b. It is the End User's responsibility to secure safe haven/storage for ANY AND ALL items that are being kept and stored in the End User's wine cellar, including any Product. WhisperKOOL 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.

### 6. SALES AND USE TAX

WhisperKOOL only collects California sales tax for orders shipped within the State of California; WhisperKOOL does not collect sales tax for orders shipped to other states. However, the Purchaser and the End User may be liable to the taxing authority in their state for sales tax and/or use tax on the Product. The Purchaser and the End User should each check with their state's taxing authority for sales and use tax regulations.

### 7. CUSTOMER SERVICE AND TROUBLESHOOTING

WhisperKOOL's customer service department is available to answer questions or inquiries for End Users regarding a WhisperKOOL Product, as well as to assist in performing basic troubleshooting, Monday through Friday, from 8:00 a.m. to 4:00 p.m. PST, at telephone number 1-800-343-9463. WhisperKOOL Corporation is located at 1738 East Alpine Avenue, Stockton, California 95205.

### 8. ADDITIONAL TERMS AND CONDITIONS

- a. Return Policy. All return inquiries must be made within thirty (30) calendar days of the original purchase of a Product and are subject to a twenty five percent (25%) restocking fee. Shipping costs are not refundable and the Purchaser is responsible for all return shipping costs (including customs fees and duties, if applicable).
- b. WhisperKOOL retains a security interest in each Product until payment in full.
- c. Every provision of these Terms and Conditions shall be construed, to the extent possible, so as to be valid and enforceable. If any provision of these Terms and Conditions is held by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, such provision will, to the extent so held, be deemed severed from the contract of sale between Purchaser and WhisperKOOL, and all of the other non-severed provisions will remain in full force and effect.
- d. The laws of the State of California (without regard for conflicts of law) shall govern the construction and enforcement of these Terms and Conditions, except that these Terms and Conditions shall be interpreted as through drafted jointly by WhisperKOOL and Purchaser. Any dispute will be resolved by the courts in the County of San Joaquin, State of California, and all parties, WhisperKOOL, Purchaser and End User, hereby irrevocably submit to the personal jurisdiction of such courts for that purpose. No waiver by WhisperKOOL of any breach or default of the contract of sale (including these Terms and Conditions) concerning a Product will be deemed to be a waiver of any preceding or subsequent breach or default.

### 9. Questions or Additional Information

If you have any questions regarding these Terms and Conditions or wish to obtain additional information, contact us via phone at 1-800-343-9463 or please send a letter via U.S. Mail to:

**WhisperKOOL**  
1738 E. Alpine Ave  
Stockton, CA 95205  
[support@whisperkool.com](mailto:support@whisperkool.com)



# TECHNICAL ASSISTANCE

WhisperKOOL Customer Service is available Monday through Friday from 6:00 a.m. to 4:00 p.m. Pacific Standard Time.

The appointed customer service representative will be able to assist you with your questions and warranty information more effectively if you provide them with the following:

- The model and serial number of your WhisperKOOL unit.
- Location of the system and installation details, such as ventilation, construction of your wine cellar and room size.

## Contact WhisperKOOL Customer Service

1738 E. Alpine Ave

Stockton, CA 95205

[www.WhisperKOOL.com](http://www.WhisperKOOL.com)

E-mail: [support@whisperkool.com](mailto:support@whisperkool.com)

Phone: 209-466-9463

US Toll Free: 1-800-343-9463

Fax: 209-466-4606

Model \_\_\_\_\_ Serial Number **A** \_\_\_\_\_

Installed by \_\_\_\_\_ Date \_\_\_\_\_

*For WhisperKOOL 2500: Check Right side of unit on a silver sticker.*

*Whisper***KOOL**<sup>™</sup>

WhisperKOOL  
1738 E. Alpine Ave  
Stockton, CA 95205  
1-800-343-9463  
[www.whisperkool.com](http://www.whisperkool.com)