




COVID-19 Cold Chain Assets Warranty Contact Information

Warranty and Contact Information:

Fridges and freezers procured through PHSA and NOC generally have a one to seven year warranty, depending upon the product or part, with a few older models as exceptions. If there is an issue with any NOC or PHSA procured asset, the point of use site is asked to please contact the technical service desk of the respective supplier. Details such as model and serial number should be on hand.

The technical service desk will troubleshoot over the phone and/or work with the point of use site to secure an approved service provider. Should the supplier request authorization for a repair of federally procured assets (as identified with NOC below) please contact the NOC Movement Officer: phac.MovO.NOC-CNO.OMouv.aspc@canada.ca. For additional information on PHSA procured assets please contact IBCOC_operations@phsa.ca.

Temp/type	Model	Warranty Contact
Fridge TSX505GA 5 cubic foot (Undercounter) Technical Data Sheet NOC	 Thermo Fisher TSX505GA	Contact: Unity Lab Services unity.ca@thermofisher.com (response time is 24-48hrs). If urgent, call the number below. 1-800-234-7437, option 3 for Service
Fridge PHCBI 3 cubic foot (Undercounter) Features NOC	 PHCBI tsu-4rw-n6	1-800-858-8442 service@us.phchd.com PHCBI Undercounter Warranty
Fridge 2°C to 14°C / Freezer - 20°C to -30°C Brochure NOC	 PHCBI MPR-N450FH Pharmaceutical Refrigerator with Freezer	1-800-858-8442 service@us.phchd.com

2°C to 14°C Freezer -20°C to -30°C Brochure NOC		PHCBI MPR-215F-PA Pharmaceutical Refrigerator with Freezer	1-800-858-8442 service@us.phchd.com
-20 Upright Helmer		Helmer full size upright freezer HLM-52121251	call 1-800-743-5637 and be near the unit. Helmer will troubleshoot over the phone and then send a service provider if required.
-20 Undercounter Helmer Freezer Instructions		Helmer undercounter freezer HLM-52121051	call 1-800-743-5637 and be near the unit. Helmer will troubleshoot over the phone and then send a service provider if required.
-20 Upright PHCBI PAN-MDFU731MPA (formerly Panasonic Healthcare)		PHCBI PAN-MDFU731MPA	1-800-858-8442 service@us.phchd.com
-20 Upright Fisher Scientific Product Sheet NOC		Thermo Fisher TSX3030FA Fisher Scientific	Contact : Unity Lab Services unity.ca@thermofisher.com (response time is 24-48hrs). If urgent, call the number below. 1-800-234-7437, option 3 for Service

Combo ULT and Freezer
[\(undercounter, countertop
and stackable\) Product Sheet](#)
NOC



[Stirling SU105UE](#) from Canada Wide Scientific
Stirling undercounter ULT

Service@stirlingultracold.com
Toll-Free: 855-845-1748
Phone: 740-242-7995

[Stirling Ultracold Warranty
Information](#)

[Portable ULT and Freezer
Product Sheet](#)

Most procured through PHSA

10 units without a 12v car
adaptor procured through
the **NOC**



[Stirling ULT25NEU](#) from Canada Wide Scientific
Portable-Deployable-Stirling-UltraCold-Freezer

Service@stirlingultracold.com
Toll-Free: 855-845-1748
Phone: 740-242-7995

[Stirling Ultracold Warranty
Information](#)

[ULT Eppendorf U535 Manual](#)
NOC



[Eppendorf U535](#)

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[ULT Undercounter \(Chest\)
Product Sheet](#)



PCHBI Chest freezer [PAN-MDFC8V1PA ULT
undercounter](#)

1-800-858-8442
service@us.phchd.com

[PHCBI Update Warranty Statement pdf](#)

[ULT Upright PAN-
MDFDU702VHPA Product
Sheet](#)
NOC



[PHCHD PAN-MDFDU702VHPA](#)

1-800-858-8442
service@us.phchd.com

[PHCBI Update Warranty Statement pdf](#)

ULT Upright TSX40086A
[Manual](#)



Thermo Fisher [TSX40086A](#)

Contact : Unity Lab Services
unity.ca@thermofisher.com (response
time is 24-48hrs). If urgent, call the
number below.
1-800-234-7437, option 3 for Service

ULT FDE60086FD Freezer
[Manual](#)
NOC



Thermo Fisher Scientific Forma™ [FDE Series](#)

Contact : Unity Lab Services
unity.ca@thermofisher.com
(response time is 24-48hrs).
If urgent, call the number below.
1-800-234-7437, option 3 for Service

Any questions or requests for revision
of this document should be sent to
IBCOC_Operations@phsa.ca

List of Amendments

Date	Section	Description	Author