

ARROW-GRAM



2026-0005
February 3, 2026



Factory Certified Installation Program

Sub-Zero Group is evolving the Factory Certified Installation (FCI) program further to elevate installation quality and enhance customer satisfaction. Please review the following highlights and near-term actions:

What's Changing

- Updated FCI requirements and expectations designed to strengthen installation quality and overall customer satisfaction.
- Expanded in-field FCI training to support consistent and high-quality execution.
- A dedicated FCI Field Operations team to provide enhanced support and oversight.
- Third-Year Warranty discontinued: The 3rd-year warranty ends March 31, 2026.
 - To be eligible, the product must be sold to the dealer by March 31, 2026, and installed/registered on or before September 30, 2026.

The Sub-Zero Group is confident that the enhancements they are implementing, coupled with increased resources, will position the future of FCI program to deliver **A Higher Standard** in the marketplace.

Please contact your Territory Sales Manager if you have any questions regarding the information provided in this ArrowGram.