Section 5 Customer Support

# **Commercial Ice Machine Warranty**

Manitowoc Ice, Inc. (hereinafter referred to as the "COMPANY") warrants for a period of thirty-six months from the installation date (except as limited below) that new ice machines manufactured by the COMPANY shall be free of defects in material or workmanship under normal and proper use and maintenance as specified by the COMPANY and upon proper installation and start-up in accordance with the instruction manual supplied with the ice machine. The COMPANY's warranty hereunder with respect to the compressor shall apply for an additional twenty-four months, excluding all labor charges, and with respect to the evaporator for an additional twenty-four months, including labor charges.

The obligation of the COMPANY under this warranty is limited to the repair or replacement of parts, components, or assemblies that in the opinion of the COMPANY are defective. This warranty is further limited to the cost of parts, components or assemblies and standard straight time labor charges at the servicing location.

Time and hourly rate schedules, as published from time to time by the COMPANY, apply to all service procedures. Additional expenses including without limitation, travel time, overtime premium, material cost, accessing or removal of the ice machine, or shipping are the responsibility of the owner, along with all maintenance, adjustments, cleaning, and ice purchases. Labor covered under this warranty must be performed by a COMPANY Contracted Service Representative or a refrigeration service agency as qualified and authorized by the COMPANY's local Distributor. The COMPANY's liability under this warranty shall in no event be greater than the actual purchase price paid by customer for the ice machine.

The foregoing warranty shall not apply to (1) any part or assembly that has been altered, modified, or changed; (2) any part or assembly that has been subjected to misuse, abuse, neglect, or accidents; (3) any ice machine that has been installed and/or maintained inconsistent with the technical instructions provided by the COMPANY; or (4) any ice machine initially installed more than five years from the serial number production date. This warranty shall not apply if the Ice Machine's refrigeration system is modified with a condenser, heat reclaim device, or parts and assemblies other than those manufactured by the COMPANY, unless the COMPANY approves these modifications for specific locations in writing.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES OR GUARANTEES OF ANY KIND, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. In no event shall the COMPANY be liable for any special, indirect, incidental or consequential damages. Upon the expiration of the warranty period, the COMPANY's liability under this warranty shall terminate. The foregoing warranty shall constitute the sole liability of the COMPANY and the exclusive remedy of the customer or user.

To secure prompt and continuing warranty service, the warranty registration card must be completed and sent to the COMPANY within five (5) days from the installation date.

Complete the following a	d retain for your record.	
Distributor/Dealer		
Model Number	Serial Number	
Installation Date		

### **MANITOWOC ICE**

2110 So. 26th St., P.O. Box 1720, Manitowoc, WI 54221-1720

Telephone: 920-682-0161 • Fax: 920-683-7585

Complete the fellowing and retain for your records

Web Site - www.manitowocice.com

Part Number 000007345 2/14 45

Customer Support Section 5

## **Residential Ice Machine Limited Warranty**

### WHAT DOES THIS LIMITED WARRANTY COVER?

Subject to the exclusions and limitations below, Manitowoc Foodservice ("Manitowoc") warrants to the original consumer that any new ice machine manufactured by Manitowoc (the "Product") shall be free of defects in material or workmanship for the warranty period outlined below under normal use and maintenance, and upon proper installation and start-up in accordance with the instruction manual supplied with the Product.

### HOW LONG DOES THIS LIMITED WARRANTY LAST?

**Product Covered** 

Warranty Period

Ice Machine

Twelve (12) months from the sale date

### WHO IS COVERED BY THIS LIMITED WARRANTY?

This limited warranty only applies to the original consumer of the Product and is not transferable.

# WHAT ARE MANITOWOC ICE'S OBLIGATIONS UNDER THIS LIMITED WARRANTY?

If a defect arises and Manitowoc receives a valid warranty claim prior to the expiration of the warranty period, Manitowoc shall, at its option: (1) repair the Product at Manitowoc's cost, including standard straight time labor charges, (2) replace the Product with one that is new or at least as functionally equivalent as the original, or (3) refund the purchase price for the Product. Replacement parts are warranted for 90 days or the balance of the original warranty period, whichever is longer. The foregoing constitutes Manitowoc's sole obligation and the consumer's exclusive remedy for any breach of this limited warranty. Manitowoc's liability under this limited warranty is limited to the purchase price of Product. Additional expenses including, without limitation, service travel time, overtime or premium labor charges, accessing or removing the Product, or shipping are the responsibility of the consumer.

### **HOW TO OBTAIN WARRANTY SERVICE**

To obtain warranty service or information regarding your Product, please contact us at:

MANITOWOC ICE 2110 So. 26th St. P.O. Box 1720,

Manitowoc, WI 54221-1720

Telephone: 920-682-0161 Fax: 920-683-7585

www.manitowocice.com

### WHAT IS NOT COVERED?

This limited warranty does not cover, and you are solely responsible for the costs of: (1) periodic or routine maintenance, (2) repair or replacement of the Product or parts due to normal wear and tear, (3) defects or damage to the Product or parts resulting from misuse, abuse, neglect, or accidents, (4) defects or damage to the Product or parts resulting from improper or unauthorized alterations, modifications, or changes; and (5) defects or damage to any Product that has not been installed and/or maintained in accordance with the instruction manual or technical instructions provided by Manitowoc. To the extent that warranty exclusions are not permitted under some state laws, these exclusions may not apply to you.

EXCEPT AS STATED IN THE FOLLOWING SENTENCE, THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY OF MANITOWOC WITH REGARD TO THE PRODUCT. ALL IMPLIED WARRANTIES ARE STRICTLY LIMITED TO THE DURATION OF THE LIMITED WARRANTY APPLICABLE TO THE PRODUCTS AS STATED ABOVE, INCLUDING BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

IN NO EVENT SHALL MANITOWOC OR ANY OF ITS AFFILIATES BE LIABLE TO THE CONSUMER OR ANY OTHER PERSON FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES OF ANY KIND (INCLUDING, WITHOUT LIMITATION, LOSS PROFITS, REVENUE OR BUSINESS) ARISING FROM OR IN ANY MANNER CONNECTED WITH THE PRODUCT, ANY BREACH OF THIS LIMITED WARRANTY, OR ANY OTHER CAUSE WHATSOEVER, WHETHER BASED ON CONTRACT, TORT OR ANY OTHER THEORY OF LIABILITY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

### **HOW STATE LAW APPLIES**

This limited warranty gives you specific legal rights, and you may also have rights that vary from state to state or from one jurisdiction to another.

## **REGISTRATION CARD**

To secure prompt and continuing warranty service, this warranty registration card must be completed and sent to Manitowoc within thirty (30) days from the sale date. Complete the following registration card and send it to Manitowoc.

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