

# FETCO PRODUCT WARRANTY IN THE U.S.A. AND CANADA

New machines that have been manufactured by Fetco and all parts thereof are conditionally warranted to the original user by Fetco to be free from defects in material and workmanship under normal use.

## SERVICE AS FOLLOWS:

Freezer / Slush Machine and all components unless specified below—  
2 years parts, 1 year labor (proof of purchase and serial number required),  
Electronic board - 3 years parts  
Compressor- 5 years parts

During the warranty period, FETCO at its option and after inspection, repair or replace defective unit with no charge for parts or bench labor. This warranty excludes plastic parts, rubber gaskets or any other wear items. This warranty period starts from the date of purchase (proof of purchase required). Bench labor does not include service agent's travel time, or cost of shipping to and from the service station.

The buyer shall give prompt notice to Fetco for any claim to be made under warranty via telephone at **(1-800-660-0035)** or via email to [techsupport@fetco.com](mailto:techsupport@fetco.com).

Technical support will diagnose the problem over phone and upon request of Fetco, the defective parts/equipment shall be shipped prepaid to Fetco with a Return Authorization (RA) number.

## WHAT IS NOT COVERED:

- WARRANTY DOES NOT APPLY TO MACHINES OR ANY PARTS WHICH HAVE BEEN SUBJECT TO ANY ACCIDENT, MISUSE, NEGLIGENCE, ALTERATION,
- USE ON INCORRECT VOLTAGE, IMPROPER VENTILATION, DAMAGE CAUSED IN TRANSIT, IMPROPER INSTALLATION OR OPERATION,
- IMPROPER MAINTENANCE OR REPAIR, FIRE, FLOOD OR ACTS OF GOD
- THIS WARRANTY DOES NOT COVER NORMAL PREVENTIVE MAINTENANCE AND CLEANING SUCH AS, BUT NOT LIMITED TO, CONDENSER CLEANING, HIGH PRESSURE SWITCH RESET, COTTER PIN REPLACEMENT, O-RINGS, SEALS OR LIGHT BULB REPLACEMENT.
- THIS WARRANTY DOES NOT COVER PLASTIC PARTS, RUBBER PARTS OR ANY OTHER WEAR ITEMS
- THIS WARRANTY DOES NOT COVER ANY SEALED SYSTEM THAT HAS BEEN BROKEN INTO (EX. GEAR MOTOR, COMPRESSOR)
- THIS WARRANTY DOES NOT COVER ANY PART OR ASSEMBLY THAT HAS BEEN ALTERED, MODIFIED OR CHANGED
- THIS WARRANTY DOES NOT COVER UNIT WHOSE REFRIGERATION SYSTEM IS MODIFIED
- THIS WARRANTY DOES NOT COVER THE COSTS OF REPAIRS MADE OR ATTEMPTED BY ANYONE WITHOUT PRIOR AUTHORIZATION BY FETCO OR ITS AUTHORIZED PARTNERS SERVICE DEPARTMENT
- THIS WARRANTY DOES NOT COVER MACHINE MAINTAINED WITHOUT THE REQUIRED AIR CLEARANCE ON ALL SIDES, OR LOCATED IN CLOSE PROXIMITY TO HEAT PRODUCING OR POWDER EQUIPMENT
- THIS WARRANTY DOES NOT COVER UNIT OR PART FAILURE CAUSED BY WATER CONDITIONS
- THIS WARRANTY DOES NOT COVER TEMPORARY NON-FUNCTIONING CONDITIONS WHICH CAN OCCUR WITH NORMAL USE AND WHICH CAN BE READILY REMEDIED BY THE USER BY REFERRING TO THE USERS INSTRUCTIONS OR CALLING FETCO OR ITS AUTHORIZED PARTNERS.

The model and serial number shall be supplied to the service department of FETCO along with the defective parts or unit.

The dealers, distributors, employees and agents of **FETCO** are not authorized to modify this warranty neither written nor oral or to add warranties that are binding to **FETCO**.