

# Limited Service Warranty



**Valid only in the Contiguous United States**

## 1 Year Limited Warranty

Unless otherwise stated, Avantco Ice warrants all applicable models to be free of defects in material and workmanship for a period of 1 year from the original date of delivery when installed by a qualified installer. Avantco Ice will provide a replacement for damaged components or provide a replacement unit at Avantco Ice's discretion to satisfy warranty obligation.

*This 1 year limited warranty applies only to the following item numbers:*

- Undercounter models 194UCB77A, 194UCF120A
- All ice bin models
- All glass froster and dry ice models

---

## 1 Year Parts and Labor Warranty

Unless otherwise stated, Avantco Ice warrants to the original purchaser of new equipment, that covered models of equipment will be free of defects in material and workmanship for a period of 1 year from the original date of delivery, when installed by a qualified installer. Warranty coverage is valid only in the contiguous United States to commercial customers. Warranty is not transferrable. Coverage cannot be modified after the time of purchase. Avantco Ice will repair, replace with equivalent equipment, or refund the purchase price of the equipment at Avantco Ice's discretion to satisfy warranty obligation.

*This 1 year parts and labor warranty applies only to following item numbers:*

- Undercounter models rated at 150 lb. and larger
- All Modular models, whether purchased with or without an ice bin.
- All Ice Dispenser models, whether purchased with or without a modular machine.

*Please note the bin is subject to its own warranty and is not covered by this parts and labor warranty.*

---

## 5 Year Compressor Warranty

In addition to the above coverage, Avantco Ice warrants to all eligible Parts and Labor warranted customers that the original compressor part only will be free of defects in material and workmanship for a period of 5 years from the original date of delivery (4 years of additional coverage). Labor coverage is not included outside of the 1 year parts and labor warranty. Warranty is not transferrable.

---

## Coverage Limitations

The 1 year parts and labor warranty and 5 year compressor warranty do not cover:

- Failure to install and/or use equipment within proper operating conditions specified by Avantco Ice. This includes but is not limited to residential, outdoor, or mobile applications.
- Issues related to improper installation. Issues related to the installation are the responsibility of the installer. Avantco Ice requires qualified installation.

# Limited Service Warranty



## Coverage Limitations Cont.

- Any adjustments necessitated by improper operating conditions.
- Improper water pressure or temperature, or failure to use and maintain a water filter, and any adjustments necessitated by these conditions. Failure to meet these conditions will void all future warranty coverage.
- Damage caused by improper electrical connection, power failure, or generators.
- Failure to properly maintain the unit including all preventative maintenance and cleaning.
- Installation in non-commercial or residential applications.
- Equipment sold or used outside of the contiguous United States, equipment purchased second-hand, equipment sold by an unauthorized reseller, and equipment expressly sold without warranty coverage.
- Equipment without a valid serial number and proof of purchase, or other way to verify warranty coverage.
- Equipment that has not been used appropriately or was subject to misuse, neglect, abuse, accident, alteration, negligence, damage during transit, delivery or installation, fire, flood, or an act of God.
- Equipment that has been altered, modified, or repaired by anyone other than an authorized service agency outside of preventative maintenance and cleaning.
- Parts deemed by Avantco Ice to be normal wear and tear parts, including hoses and select plastic or rubber components.

This warranty is only valid for straight time labor rates, and does not cover overtime, holiday or off-hour and weekend rates. Avantco Ice reserves the right to deny coverage after a service technician is on site based on the above exclusions. Avantco Ice and its authorized dealers will not be responsible for service charges incurred on non-warranty matters.

---

## Residential, Food Truck, and Non-Commercial Warranty

Valid only in the Contiguous United States

Avantco Ice warrants all new equipment sold to residential, food truck, and other non-commercial customers to be operational upon delivery and proper installation, not to exceed a period of 30 days from the date of delivery. Contact your authorized place of purchase for assistance. A list of authorized dealers can be found at [www.Avantcolce.com](http://www.Avantcolce.com)

---

## Outside of the Contiguous United States Warranty

Products sold into Alaska, Hawaii, other US territories outside of the Contiguous United States, and Canada shall be backed by replacement coverage on items that can ship via normal parcel shipping, excluding the cost of shipping and any applicable duties, taxes, and fees. Items that must ship LTL/common carrier will be provided replacement parts, excluding labor costs, or reimbursed in the form of store credit for the value of the item only, excluding all applicable shipping costs, duties, taxes, and fees, at the place of purchase following appropriate troubleshooting steps.

# Limited Service Warranty



## For Warranty Inquiries and to Make a Claim

For all equipment covered by this replacement warranty, please contact your authorized dealer. You will need your model number, serial number, and proof of purchase information to receive assistance.

### **www.WebstaurantStore.com**

Please use the online chat feature or email [help@webstaurantstore.com](mailto:help@webstaurantstore.com). You will need your order number to make an inquiry or claim.

### **The Restaurant Store**

Please contact your local store directly.

### **www.TheRestaurantStore.com**

Please use the online chat feature or email [help@therestaurantstore.com](mailto:help@therestaurantstore.com). You will need your order number to make an inquiry or claim.

### **Clark Food Service Equipment, PRO Marketplace, Hometown Provisions**

Please contact your account manager directly. If you do not know your account manager, please call:

- 717-392-7363 for CFSE and Pro Marketplace
- 717-464-4165 for Hometown Provisions

For all equipment covered by the parts and labor warranty, please contact Ready Kitchen Warranty via one of the below methods. You will need your model number, serial number, and original order number to make an inquiry or claim. Including pictures or video, as well as a description of the problem, will help to expedite claim processing time.

- **EMAIL** [help@ReadyKitchenWarranty.com](mailto:help@ReadyKitchenWarranty.com)
- **VISIT** the customer portal at [www.ReadyKitchenWarranty.com](http://www.ReadyKitchenWarranty.com)
- **CALL** 717-381-4844

This warranty is only valid for equipment purchased from an authorized dealer.

A list of authorized dealers for your state can be found by going to [www.Avantcolce.com](http://www.Avantcolce.com)