



Warranty Terms and Conditions

Customer's Freight Damage Procedure

- 1. Inspect Shipment for Damage:** Upon delivery, carefully inspect the shipment for any visible signs of damage. This includes checking the outer packaging for dents, tears, or other indications of mishandling.
- 2. Mark Freight Bill "Damaged":** If any damage is observed, clearly mark the freight bill as "damaged" before signing it.
- 3. Notify Carrier Within 48 Hours:** Report any damages to the carrier within 48 hours of receipt to initiate the claims process.
- 4. File Freight Claim and Schedule Inspection:** File a freight claim with the carrier and schedule an inspection of the damaged goods. Provide the carrier with all necessary documentation.
- 5. Note Condition on Freight Bill and Sign:** Accurately note the condition of the shipment on the freight bill and ensure it is signed by the delivery personnel as proof of damage at the time of delivery.
- 6. Request Inspection Report:** Obtain an inspection report from the carrier's representative to document the extent of the damage.
- 7. Retain All Cartons and Merchandise:** Retain all original cartons, packaging materials, and damaged merchandise until the freight claim is resolved and you receive further instructions.

Two (2) Year Parts and Labor Warranty

- 1. Coverage:** This warranty covers defects in material and workmanship under normal use and maintenance, including mechanical and electrical components.
- 2. Warranty Period:** The warranty period is two years from the date of purchase or 28 months from the date of shipment from our facility, whichever comes first.
- 3. Exclusions:** This warranty does not cover normal wear parts such as bulbs, gaskets, fuses, and handles. It also excludes damages caused by misuse, abuse, or unauthorized modifications.
- 4. Labor Warranty:** The labor warranty covers repair services for self-contained units during normal working hours (8 AM - 5 PM, Monday to Friday). After-hours service, holiday service, and overtime are not covered.
- 5. Remote Locations:** Coverage in remote locations is limited. Travel time covered is up to 50 kilometers from the nearest authorized service provider. Additional travel expenses may apply for farther distances.
- 6. Improper Operation:** Issues arising from improper operation, such as lack of regular cleaning, incorrect voltage, or installation not in accordance with provided instructions, are not covered by this warranty.

Additional Three (3) Year Compressor Part Warranty

- 1. Coverage:** This warranty extends the coverage for the compressor part only for an additional three years beyond the initial two-year warranty period, totaling five years of compressor coverage.
- 2. Exclusions:** This warranty does not cover freight charges, electrical controls, labor charges, or any other associated costs related to the compressor repair or replacement.
- 3. Operating Conditions:** The unit must be installed in a level and stationary position. This warranty excludes mobile units or any unit subject to movement during operation.

Limitation of Liability

- 1. Liability:** American Chef will not be liable for any indirect, incidental, special, or consequential damages, including but not limited to, loss of revenue, profit, or data, or other financial loss arising out of or in connection with the use or inability to use the product.
- 2. Exclusive Remedy:** The exclusive remedy under this warranty is the repair or replacement of defective parts, as determined by American Chef.
- 3. Non-Assignable:** This warranty is for the original purchaser only and is non-assignable. Proof of purchase may be required for warranty claims.
- 4. Geographic Limits:** This warranty is valid only in the USA and Canada. Claims outside these regions are not covered.
- 5. Disclaimers:** Any other warranties, whether express or implied, including but not limited to, implied warranties of merchantability and fitness for a particular purpose, are disclaimed to the fullest extent permitted by law.

Exclusions from Claims

- No Consequential Damages:** This warranty does not cover any consequential damages, including loss of sales, spoilage of products, or any other indirect losses resulting from the failure of the equipment.
- American Chef's warranty does not cover any products that are used in mobile kitchens, including food trucks and trailers.** This exclusion applies to all parts and components subjected to the unique conditions and stresses of mobile environments.

Special Note

Changes: Specifications, terms, and conditions are subject to change without notice. American Chef reserves the right to make changes to the design and functionality of its products without obligation to retrofit previously sold units.

