

# Empura<sup>®</sup>

## ICE MACHINES

Limited Service Warranty Valid only  
in the Contiguous United States

### 1 YEAR PARTS & LABOR WARRANTY

Unless otherwise stated, Empura Kitchen Equipment warrants to the original purchaser of new Empura Kitchen Equipment units, that such equipment will be free from defects in material and workmanship for a period of 1 year from the original date of delivery when installed by a qualified installer. Empura Kitchen Equipment will either replace damaged components or provide a new unit, at Empura Kitchen Equipments discretion, to fulfill warranty obligations. Valid only in the Contiguous United States.

*Please note the ice 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 1 year parts and labor warranty above, Empura Kitchen Equipment warrants the compressor on select units to 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).

On products without the 5 year compressor warranty, the compressor is covered for 1 year under the standard parts and labor warranty.

*Labor coverage is excluded beyond the 1-year parts and labor warranty period. Additionally, the warranty is non-transferable.*

### RESIDENTIAL, FOOD TRUCK, & NON-COMMERCIAL WARRANTY

*Valid only in the Contiguous United States* Empura Kitchen Equipment warrants 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.

### DISCRETION OF WARRANTY

Empura Kitchen Equipment retains the authority to either replace or repair the unit, based on its own evaluation. The designated service provider chosen by Empura Kitchen Equipment will be responsible for such repairs. No further credits or replacement units are assured under this warranty.

### WHAT THIS WARRANTY DOES NOT COVER

*Empura Kitchen Equipment will not warrant coverage for component failure or other damages that arise under the following conditions:*

- Failure to install and/or use the unit within proper operating conditions specified by Empura Kitchen Equipment. This includes installation in any and all outdoor or mobile applications.
- Failure to properly maintain the unit. This includes, but is not limited to, basic preventative maintenance, Improper water pressure or temperature, or the lack of use and maintenance of a water filter, as well as any adjustments required due to these conditions.
- Installation in non-commercial or residential applications.
- Damage caused by improper electrical connection, power failure, or generators.
- Products sold or used outside of the Contiguous United States. Equipment purchased second-hand, equipment sold by an unauthorized reseller, and equipment explicitly sold without warranty coverage.
- Any damage that occurs as a result of negligence or improper handling.
- Equipment that has been altered, modified, or repaired by anyone other than an authorized service agency, except for routine preventative maintenance and cleaning.
- Parts considered by Empura Kitchen Equipment to be normal wear and tear items, including hoses and certain plastic or rubber components
- Equipment lacking a valid serial number and proof of purchase, or any other means to verify warranty coverage
- Equipment that has not been used properly or has been subjected to misuse, neglect, abuse, accidents, alterations, negligence, or damage during transit, delivery, or installation, as well as damage from natural disasters or other uncontrollable natural events

Additionally, no claims can be made against this warranty for spoilage of products, loss of sales or profits, or any other consequential damages.

### FOR WARRANTY INQUIRIES OR SERVICE

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

- Locate the model number.
- Locate the bold number on the service plate.
- Locate your proof of purchase.

Next, email [service@empura.com](mailto:service@empura.com) you must have the model number, service plate serial number, and proof of purchase when contacting service technicians.

Failure to contact Empura Kitchen Equipment prior to obtaining equipment service may void your warranty.