

Limited Warranty



Solwave warrants its products to be free from defects in material and workmanship for the prescribed time listed below, when purchased from an authorized dealer. This is the sole and exclusive warranty made by Solwave covering your Solwave brand equipment. A claim under this warranty must be made within the prescribed time from the original date of delivery of the equipment. Claims under this warranty may only be made by the original purchaser. Solwave reserves the right to approve or deny the repair or replacement of any part or repair request. The warranty is not transferable. Coverage is determined at the time of sale and cannot be modified for previously purchased products.

18 Month Parts and Labor Warranty

All Ameri-Series microwaves and steamers are warranted to be free of defects in material and workmanship for a period of 18 months from the date of delivery.

Ameri-Series steamer model number 180MWASS035 is warranted to be free of defects in material and workmanship for a period of 36 months from the date of delivery.

Solwave will repair, replace, or offer credit for defective units to satisfy warranty obligation.

36 Month Parts-Only Warranty

All Ameri-Series microwaves and steamers are backed by an additional 18 months of parts-only coverage (36 total months). Solwave will provide replacement parts and shipping to satisfy warranty obligation. An estimate or other evaluation from a qualified service agency is required to obtain parts.

6 Month Replacement Warranty

Models 180MW1000SS and 180MW1000D are warranted to be free of defects in material and workmanship for a period of 6 months from the date of delivery.

Solwave will replace or offer credit for defective units to satisfy warranty obligation.

Food Truck, Mobile, and Outdoor Commercial Use Warranty

Outdoor, mobile, and food truck customers shall receive 30 days of replacement warranty coverage for all equipment named above, regardless of the prescribed coverage period.

To make a warranty claim, contact your authorized dealer.

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. The 30-day food truck, mobile, outdoor, and residential restrictions still apply.

Limited Warranty



Coverage Limitations

This limited warranty does not cover:

- Equipment used for residential or non-commercial purposes.
- Equipment not purchased directly from an authorized dealer.
- Equipment where the serial number plate has been removed or altered.
- Equipment that has been altered, modified, or repaired by anyone other than an authorized service agency.
- Equipment that was not professionally installed, where applicable. Equipment requiring professional installation shall be named in its documentation and includes but is not limited to any equipment requiring a gas or plumbing connection. Proof of installation may be required to make a warranty claim.
- Damage or failure due to improper installation, improper utility connection or supply, use of unfiltered water (if applicable), and issues resulting from improper ventilation or airflow.
- Incidental or consequential damage of any kind.
- Defects and damage due to improper maintenance (such as rust), wear and tear, abuse, vandalism, or Act of God.
- Excessive use or use outside of the intended design of the equipment, such as use other than with foodstuffs or in excess of the manufacturer's recommendations as stated in the manual.
- Damage caused by improper electrical connection or voltage fluctuations.
- Solwave has the sole discretion on wearable parts not covered under warranty.

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

Warranty Inquiries and To Make A Claim

For all equipment covered by the replacement warranty, please contact your authorized dealer. Have your model number, serial number, and proof of purchase information ready.

www.WebstaurantStore.com

Please use the online chat feature or email 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. 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 or 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.

Start a New Claim or Verify Your Warranty

- Visit our Customer Portal: www.ReadyKitchenWarranty.com

Questions About an Existing Claim?

- Chat with us live: chat.readykitchenwarranty.com

Contact Us by Email

- help@ReadyKitchenWarranty.com

Mail Correspondence

- 40 Citation Lane, Lititz, PA 17543

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.SolwaveOvens.com.