

Limited Parts & Labor Warranty



Valid only in the Contiguous United States

2 Year Limited Parts & Labor Warranty

Avantco Ice warrants all new eligible products will be free of any manufacturing defects for 2 years from the product's original date of delivery, when purchased from an authorized dealer. Avantco Ice's authorized dealers are WebstaurantStore, The Restaurant Store, Clark Food Service Equipment, 11400, QuickSupply, and PRO Marketplace. This warranty applies only to the product's original purchaser.

Avantco Ice's liability under this warranty is limited to the repair of the defective product. In no instance will the cost to replace the product exceed its original purchase price. In Avantco Ice's sole discretion, it may provide a refund, in the form of store credit to the authorized dealer, of the product's original purchase price instead of repair. The prescribed remedy is the SOLE AND EXCLUSIVE REMEDY for claims under this warranty.

You are solely responsible for determining whether the product is suitable, effective, or safe for your intended uses. Your intended use should align with Avantco Ice's marketed use of the product.

Eligible Products

This 2 year limited parts and labor warranty applies to the following product lines only:

- All Diamond Series Ice Machines (products with prefixes 194EUC__ and 194EMC__).

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

This warranty does not cover damage to the product that occurs as a result of:

- Intentional or accidental misuse, abuse, alterations, or other damage (including, but not limited to, vandalism; impact by foreign objects; improper handling, maintenance, and storage; use of incompatible accessories; or application of harmful chemicals); damage due to fire, flooding, or other Acts of God; damage caused by power surges, brownouts, or inconsistent voltage such as when connected to a generator.
- Assembly, installation, or use in violation of Avantco Ice's instructions and guidelines (including, but not limited to, use of the product in violation of Avantco Ice's product-specific restrictions and weight limits).
- Abnormal or unintended uses.
- Ordinary and expected wear and tear (including, but not limited to, wearable parts such as gaskets, bearings, and the like).
- Rust or other damage to products caused by exposure to moisture.
- Unless otherwise stated in the product literature, all Avantco Ice products are intended for commercial use only.
- Any gas, plumbing, and hardwired electrical connections must be completed by a qualified installer. Any necessary calibrations or other adjustments are the responsibility of the installer and are not a matter of warranty.
- Improper utility connection, such as using the wrong voltage, phase, or fuel type.
- Parts and accessories sold without equipment.
- Repair service conducted without prior notice to Avantco Ice, repair service conducted by unauthorized service agents or unqualified persons, or repair service conducted with parts inconsistent with Avantco Ice's OEM parts, except where permissible by state law.

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- Any equipment carrying a service warranty must be installed at a commercial address for the warranty to be valid, as our technicians may not be licensed or insured to enter a home-based business or permanent residence.

This warranty does not apply to parts and accessories (which are sold separately). This warranty also does not include labor, materials, and expenses that you incur to remove, (re)install, or replace the product. Failure to notify Avantco Ice prior to obtaining service may void your warranty. Avantco Ice and Ready Kitchen Warranty do not provide reimbursement for service conducted outside of the prescribed warranty process.

THIS LIMITED WARRANTY IS THE ENTIRE, EXPRESS LIMITED WARRANTY FOR THE PRODUCT. ALL OTHER EXPRESS, STATUTORY, OR IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED WHERE ALLOWABLE BY LAW. Some states do not allow limitations on warranties, so these limitations may not apply to you.

These terms govern the warranty to customer, unless state laws conflict, in which case state laws apply.

This warranty supersedes all prior and contemporaneous agreements, representations, or understandings, whether written or oral, relating to the product. This warranty may not be amended or altered except by a written statement signed by an authorized representative of Avantco Ice. Avantco Ice will not be bound by any statements or representations that go beyond the terms of this warranty.

AVANTCO ICE WILL NOT BE RESPONSIBLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR OTHER DAMAGES FOR LOST PROFITS, FOR LOSS USE OF THE PROPERTY, FOR DAMAGES TO THE PROPERTY OR ITS CONTENTS OR OCCUPANTS, OR FOR INCONVENIENCE, UNDER ANY THEORY OF RECOVERY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY), UNDER THIS WARRANTY OR OTHERWISE. Some states do not allow for the exclusion or limitation of damages, so these limitations may not apply to you.

Avantco Ice reserves the right to revise or terminate this warranty at any time. Only products purchased from the revision date of this warranty through the revision date of any subsequent warranty (or any subsequent termination) will be covered by the warranty.

This warranty shall be interpreted exclusively under the laws of the Commonwealth of Pennsylvania.

Unless otherwise stated in the product literature, all Avantco Ice products are intended to be installed indoors, in a permanent commercial structure, by a qualified installer where applicable. Any equipment installed outdoors, in a temporary structure, food truck, other mobile application, or in a residence or home-based business shall be covered by a 30-day replacement warranty through the place of purchase.

All Avantco Ice products are only warranted for use in the United States, including Alaska, Hawaii, and Washington, D.C. Any products sold or shipped outside of the United States and Washington, D.C., including to other United States territories, shall be covered by a 30-day replacement warranty, exclusive of freight, tariffs, duties, and other charges, through the place of purchase.

Additionally, all Diamond Series Ice machines are backed by a 5-year compressor and evaporator part only warranty. Avantco Ice will provide a replacement compressor or evaporator part only to the original purchaser for a period of 5 years from the original date of delivery. Installation, diagnostics, and other costs are not covered by this warranty. Proof of diagnosis from a qualified technician is required to make a claim on this warranty.

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Claims & Inquiries

For all equipment covered by the parts and labor warranty, please first submit a claim online at www.ReadyKitchenWarranty.com or by scanning the QR code found on select equipment's Ready Kitchen Warranty sticker to ensure the correct process is followed per the manufacturer guidelines. You'll need to have your model number, serial number, and original order number to submit a claim. Including pictures or video, as well as a detailed description of the problem, will help to expedite claim processing time. Claims must be filed no later than 30 days following the discovery of the defect, not to exceed the length of the warranty following the original date of delivery.

You can contact Ready Kitchen Warranty for general inquiries via one of the methods below.

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 Correspondance

- 40 Citation Lane, Lititz, PA 17543

Avantco Ice may investigate any claim and test the defective product during the claim process. Your failure to keep the defective product and permit an investigation and testing will void this warranty. You must obtain a return authorization from Avantco Ice before returning any product. Any product returned without an authorization will be refused and all shipping costs will be your responsibility.

This warranty gives you specific legal rights. You may also have other rights, which vary from state to state. This warranty is valid only in the United States and Washington, D.C.