

Limited Service Warranty



Valid only in the Contiguous United States

3 Year Parts and Labor Warranty

Unless otherwise stated, Avantco Refrigeration warrants to the original purchaser of new Avantco Refrigeration units, that such equipment will be free from defects in material and workmanship for a period of 3 years from the original date of delivery. Avantco will repair, replace, or reimburse the purchase price to satisfy the warranty obligation. Valid only in the Contiguous United States.

The 3 year parts and labor warranty applies only to the following series:

- Z-Series, ZPT, ZUC, ZWT

2 Year Parts and Labor Warranty

Unless otherwise stated, Avantco Refrigeration warrants to the original purchaser of new Avantco Refrigeration units, that such equipment will be free from defects in material and workmanship for a period of 2 years from the original date of delivery. Avantco will repair, replace, or reimburse the purchase price to satisfy the warranty obligation. Valid only in the Contiguous United States.

The 2 year parts and labor warranty applies to only the following series:

- CPSS, SSPPT, SS-Series, SSPT, SSCFT, SSUC, SSUD, SSWD, SSWT

1 Year Parts and Labor Warranty

Unless otherwise stated, Avantco Refrigeration warrants to the original purchaser of new Avantco Refrigeration 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. Avantco will repair, replace, or reimburse the purchase price to satisfy the warranty obligation. Valid only in the Contiguous United States.

The 1 year parts and labor warranty applies to only the following series:

- APPT, APST, APT, A-Series, AP-Series, AU, AWT, BC, BCD, BCD-S, BCR, BC-S, BCT, BCT-S, BCTD, BCTD-S, CAC, CBE, CPW, DDLC, GD4C, GDC, GDICE, GDS, GDW, HAC, MC, MCAC, MAC, SF, VAC, UDD-CT, UWD and all other series not expressly named in this document.

In addition, the 2 year warranty applies to items of the following series sold with stainless steel exteriors only: GF, HBB, UBB, UDD, DLC, UWD. Non-stainless models within the aforementioned series carry a 1 year parts and labor warranty.

1 Year Limited Replacement Warranty

Unless otherwise stated, Avantco Refrigeration warrants to the original purchaser of new Avantco Refrigeration 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. Avantco will provide replacement equipment or refund the purchase price to satisfy warranty obligation. Valid only in the Contiguous United States.

The 1 year replacement warranty applies only to the following series:

- ADC, SC, BCC, BCDI, BCS, BCSS, CRR, GSM, CFM, DFC, DFF, CPT, RSD, CRM

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5 Year Compressor Warranty

In addition to the above coverage, Avantco Refrigeration 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 above warranties do not cover:

- Failure to install and/or use equipment within proper operating conditions specified by Avantco Refrigeration. 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.
- Any adjustments necessitated by improper operating conditions.
- 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. Avantco is a commercial brand intended to be installed in a commercial setting.
- 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 Refrigeration to be normal wear and tear parts, including door gaskets 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 reserves the right to deny coverage after a service technician is on site based on the above exclusions. Avantco and its authorized dealers will not be responsible for service charges incurred on non-warranty matters.

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Residential, Food Truck, and Non-Commercial Warranty

Valid only in the Contiguous United States.

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

For Warranty Inquiries or Service

For all equipment covered by the 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. 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.

- **EMAIL** help@ReadyKitchenWarranty.com
- **VISIT** the customer portal at 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.AvantcoRefrigeration.com