



Carnival King Limited Warranty

Carnival King warrants its equipment to be free from defects in material and workmanship for the prescribed time listed below, when purchased from an authorized dealer and appropriately installed in the United States. This is the sole and exclusive warranty made by Carnival King covering your Carnival King 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. Carnival King 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.

1 Year Parts and Labor Warranty

Carnival King gas funnel cake fryers with item numbers beginning with 382DFCG only are backed by a 1-year Parts and Labor warranty backed by Ready Kitchen Warranty.

1 Year Replacement Warranty

Carnival King Royalty Series snow cone machines, popcorn machines, and any other equipment marketed under the Royalty Series branding are backed by a 1-year replacement warranty through the authorized place of purchase.

6 Month Replacement Warranty

Carnival King cotton candy machines, crepe makers, countertop condiment warmers, funnel cake fryers, popcorn poppers & stands, snow cone machines & stands, waffle makers, and nacho merchandisers are backed by a 6-month replacement warranty through the authorized place of purchase. All Carnival King equipment not mentioned above also falls under this 6-month replacement warranty.

Food Truck, Mobile, Residential, and Outdoor Commercial Use Warranty

Outdoor, mobile, residential, 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 the Contiguous United States Warranty Information

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.

Coverage Limitations

This limited warranty does not cover,

- Equipment not purchased directly from an authorized dealer.
- Equipment where the serial number plate has been removed or altered, where applicable.
- 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.
- Carnival King has the sole discretion on wearable parts not covered under warranty.

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

Please contact your account manager directly. If you do not know your account manager, please call 717-392-7363 for CFSE and Pro Marketplace

For All Equipment Backed by Parts and Labor Warranty

For equipment covered by the parts and labor warranty, please contact Ready Kitchen Warranty via one of the below methods to arrange service. 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.

- **Visit** the customer portal at www.ReadyKitchenWarranty.com
- **Email** help@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.CarnivalKingSupplies.com