HOSHIZAKI AMERICA, INC.

MANUFACTURER'S LIMITED LABOR AND PARTS WARRANTY
STEELHEART AND HX REFRIGERATORS, FREEZERS, HEATED HOLDING CABINETS, AND HEATED WARMING CABINETS

January 2025 Production and Later

HOSHIZAKI AMERICA, INC. A Georgia corporation with its principal offices at 618 Hwy. 74 South, Peachtree City, Georgia 30269, ("Hoshizaki") warrants to the original owner/user that any Hoshizaki Steelheart or HX Refrigerator, Freezer, Heated Holding Cabinet, or Heated Warming Cabinet (the "Products") shall be free of defects in material or workmanship under normal and proper use and maintenance service as specified by Hoshizaki and upon proper installation and start-up in accordance with the instruction manual supplied with the Product. Proper warranty registration must be completed within 30 days of the original installation date to validate the product warranty. In the event that proper registration has not been completed, the warranty shall begin from the factory ship date or the distributor sold date, whichever is available. The original owner/user is responsible to provide valid proof of installation if the unit is installed more than 180 days from the current registration start date. Regardless of the actual installation date, the warranty start date shall not exceed twenty-four (24) months from the factory ship date. **The obligation of Hoshizaki and the rights and remedies of the original owner/user under this warranty are exclusively limited to:**

- **Repair or replacement, including labor charges, of all parts and assemblies, including compressors, that in Hoshizaki's opinion are defective within seven years after the original date of installation. Warranty does not cover standard wear parts which include door gaskets, incandescent bulbs, and fluorescent bulbs.**
- **After the seven-year warranty period, a limited lifetime warranty for repair or replacement, excluding labor charges, of all doors and hinges on solid-door upright Refrigerators, Freezers, Heated Holding Cabinets, and Heated Warming Cabinets that, in Hoshizaki's opinion, are defective. The limited lifetime solid-door door and hinges warranty applies for so long as the Product line is active plus an additional period of 7 years following discontinuation. The limited lifetime warranty does not apply to gaskets or glass-door models.**

The labor warranty shall include standard straight time labor charges at the product location only and shall exclude charges for travel time, mileage, or other premium charges. Any labor service required to fulfill the warranty obligation must be performed by a service company qualified and accepted by Hoshizaki and/or the local Hoshizaki distributor. This warranty does not include parts or labor coverage for component failure or other damage resulting from:

- External electrical power failure or miswiring to Product for any reason.
- Adverse operating conditions as set forth in the owner/user manual for the Product.
- Failure to clean and/or maintain Product as set forth in the owner/user manual for the Product.

All claims for labor or parts must be made through the local Hoshizaki distributor. The defective part for which labor reimbursement is claimed, together with the service invoice, must be returned to the Hoshizaki distributor within fifteen days from the date of service to be eligible for labor and parts warranty coverage. All replacement parts must be approved Hoshizaki parts. Incidents of failure that do not require replacement of a part shall be explained in sufficient detail on the service invoice to identify the failure. All claims shall include the product model number, serial number, original date of installation, and customer identification.

Warranty does not cover issues caused by improper installation or lack of basic preventative maintenance which includes, for Refrigerators and Freezers, regular cleaning of condenser coils. The foregoing warranty shall not apply to (1) any part or assembly (a) that has been altered, modified, or changed, (b) that has been subjected to misuse, abuse, neglect or accidents, or (c) any Product on which the serial or model number has been removed or altered, or (2) any Product that has been installed and/or maintained inconsistent with Hoshizaki's technical publications, or (3) any Product that has been installed or is located outside the standard warranty coverage area. Warranty valid in United States, Canada, Puerto Rico, and U.S. territories. Contact factory for warranty in other countries.

The seven-year compressor parts warranty shall not apply when the Product refrigeration system is modified with a condenser, heat reclaimed device, or parts and assemblies other than those manufactured by Hoshizaki unless Hoshizaki has accepted modifications for specific installations in writing.

"LIMITATION OF LIABILITY AND OTHER WARRANTIES"

Hoshizaki assumes no liability for misuse or inadequate maintenance of the Product. **In no event shall the user be entitled to recover incidental or consequential damages, including but not limited to, damages for inconvenience, food loss, rental or replacement equipment, loss of profits, or other commercial loss.**

Warranties stated above are the only warranties made in connection with the sale and distribution of the Products. ANY AND ALL OTHER EXPRESSED, STATUTORY AND IMPLIED WARRANTIES APPLICABLE TO THE PRODUCT, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR USE ARE EXPRESSLY DISCLAIMED.

The warranty information set forth above shall be governed by and construed in accordance with the laws of the State of Georgia and, if applicable, the laws of the United States of America. The warranty, as stated, is extended only to the original owner/user and is not assignable.

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618 Hwy. 74 South, Peachtree City, Georgia 30269

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