

# Warranty

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## Introduction

Alto-Shaam, Inc. warrants to the original purchaser only, that any original part found to be defective in material or workmanship will be replaced with a new or rebuilt part at Alto-Shaam's option, subject to provisions hereinafter stated.

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## Warranty Period

The original parts warranty period is as follows:

- For all other original parts, one (1) year from the date of installation of appliance or fifteen (15) months from the shipping date, whichever occurs first.
  - The labor warranty period is one (1) year from the date of installation or fifteen (15) months from the shipping date, whichever occurs first.
  - Alto-Shaam will bear normal labor charges performed during standard business hours, excluding overtime, holiday rates or any additional fees.
  - For the refrigeration compressor, if installed, the warranty period is five (5) years from the date of original installation of the appliance.
  - For heating elements on Halo Heat<sup>®</sup> Cook and Hold ovens, the warranty period is for as long as the original owner owns the oven. This warranty period applies to units sold after 2/1/2009 and excludes holding-only ovens.
  - To be valid, a warranty claim must be asserted during the applicable warranty period. This warranty is not transferable.
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## Exclusions

This warranty does not apply to:

- Calibration.
  - Replacement of light bulbs, rubber gaskets, grease filters, air filters, racks, jet plates, and/or the replacement of glass due to damage of any kind.
  - Equipment damage caused by accident, shipping, improper installation or alteration.
  - Equipment used under conditions of abuse, misuse, carelessness or abnormal conditions, including but not limited to, equipment subjected to harsh or inappropriate chemicals, including but not limited to, compounds containing chloride or quaternary salts, poor water quality, or equipment with missing or altered serial numbers.
  - Equipment damage caused by use of any cleaning agents other than those recommended by Alto-Shaam, including but not limited to damage due to chlorine or other harmful chemicals.
  - Any losses or damage resulting from malfunction, including loss of food product, revenue, or consequential or incidental damages of any kind.
  - Equipment modified in any manner from original model, substitution of parts other than factory authorized parts, unauthorized removal of any parts including legs, or unauthorized addition of any parts.
  - Equipment damage incurred as a direct result of poor water quality\*, inadequate maintenance of steam generators and/or surfaces affected by water. Water quality and required maintenance of steam generating equipment is the responsibility of the owner/operator.
  - Equipment damage incurred as a result of not following the required maintenance schedule published in the manuals for the equipment.
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## Conclusion

This warranty is exclusive and is in lieu of all other warranties, express or implied, including the implied warranties of merchantability and fitness for a particular purpose. No person except an officer of Alto-Shaam, Inc. is authorized to modify this warranty or to incur on behalf of Alto-Shaam any other obligation or liability in connection with Alto-Shaam equipment.

*\*Refer to the product spec sheet for water quality standards.*

