

Warranty Service

Dear Atosa User

We are incredibly proud to announce our very own in-house service department. At Smart Kitchen Service, our staff is dedicated to providing our customers with services and products exceeding their expectations. At Smart Kitchen Service, we pride ourselves on delivering superior customer service by providing a steady communication between our service agents and our customers. Our unique ability to provide customers with same day customer service, gives us an edge over our competition. At Smart Kitchen Service every one of our customers is assigned to a specific customer service representative, who directly oversees that service call and its progress from start to finish. The direct involvement of our customer service team allows Smart Kitchen Service to remain flexible and tailor our service to suit the needs of our customers. When you need a solution our customer service representatives are there to help you find it. We make your satisfaction and continued business our priority!

Warranty Department

Phone: **800-683-8660**

Email: **warranty@atosausa.com**

Parts Department

Phone: **800-683-8660**

Email: **parts@atosausa.com**



ATOSA - Refrigeration & Ice Machines Warranty (Excluding Chest Freezers & Countertop Refrigeration)

2 YEAR WARRANTY

All claims for parts or labor must be made directly through Atosa. All claims must include: model number of the unit, the serial number, proof of purchase, date of installation, and all pertinent information supporting the alleged defect. In case of compressor replacement under warranty, either compressor or compressor tag must be returned to Atosa along with above listed information. **Failure to comply with warranty policies will result in voiding claims.** For warranty service, warranty and non-warranty related questions or issues, technical support, or to purchase replacement parts, contact Atosa toll free at (855) 855-0399.

Two Year Parts & Labor Warranty

Atosa warrants all new refrigerated components, such as the cabinet and all parts, to be free from defects in materials or workmanship. Atosa's obligation under this warranty is limited to a period of two (2) years from the date of shipment from Atosa. All parts covered under this warranty that are defective within two (2) years from the date of shipment from Atosa are limited to repair or replacement (including labor charges) of defective parts or assemblies. The labor warranty shall include standard straight time labor charges only and reasonable travel time, as determined by Atosa.

Additional Three Year Compressor Warranty

In addition to the two (2) year warranty stated above, Atosa warrants its sealed compressor to be free from defects in both material and workmanship under normal and proper use and maintenance service for a period of three (3) additional years from the date of shipment from Atosa, but not to exceed five (5) years. Compressors that have been determined to be defective from Atosa within this extended period will be either repaired or replaced with a compressor or compressor parts of similar design and capacity according to Atosa's discretion. The three (3) year extended compressor warranty applies only to sealed parts of the compressor and does not apply to any other parts or components. This includes, the cabinet, paint finish, temperature control, refrigerant, metering device, motor starting equipment, fan assembly, and other electrical components, etc.

Compressor Warranty

The five-year compressor warranty detailed above will be void if the following procedure is not carefully adhered to:

1. This system contains R404A, R134a, or R290 refrigerant and lubricant. The lubricant has rapid moisture absorbing qualities.
2. Drier replacement is very important and must be changed when a system is opened for servicing.
3. Micron level vacuums must be achieved to insure low moisture levels in the system.
4. Compressor must be obtained through Atosa, unless otherwise specified in writing, through Atosa's warranty department.

What is Not Covered by This Warranty

Atosa's sole obligation under this warranty is limited to either repair or replacement of parts, subject to the additional limitations below. This warranty neither assumes nor authorizes any person to assume obligations other than those expressly covered by this warranty.

ROUTINE MAINTENANCE REQUIREMENTS MUST BE FOLLOWED OR WARRANTY IS VOID.

NO CONSEQUENTIAL DAMAGES: IN NO EVENT WILL ATOSA BE RESPONSIBLE FOR ECONOMIC LOSS, PROFIT LOSS, OR SPECIAL, EXEMPLARY, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOSSES OR DAMAGES ARISING FROM FOOD OR PRODUCT SPOILAGE, REGARDLESS OF WHETHER OR NOT THEY RESULT FROM EQUIPMENT FAILURE.

WARRANTY IS NOT TRANSFERABLE: This warranty is not assignable and applies only in favor of the original purchaser/user to whom delivered. ANY SUCH ASSIGNMENT OR TRANSFER SHALL VOID THE WARRANTIES HEREIN AND SHALL VOID ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR LABOR COVERAGE FOR COMPONENT FAILURE OR OTHER THE WARRANTY PACKET PROVIDED WITH THE UNIT.

ALTERATION, NEGLIGENCE, ABUSE, MISUSE, ACCIDENT, DAMAGE DURING TRANSIT OR INSTALLATION, FIRE, FOOD, OR ACTS OF GOD:

Atosa is not responsible for the repair or replacement of any parts that are determined to have been subjected after the date of manufacture to alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, flood, or act of God.

IMPROPER ELECTRICAL CONNECTIONS: Atosa IS NOT RESPONSIBLE FOR THE REPAIR OR REPLACEMENT OF FAILED OR DAMAGED COMPONENTS RESULTING FROM ELECTRICAL POWER FAILURE, THE USE OF EXTENSION CORDS, LOW VOLTAGE, OR VOLTAGE DROPS TO THE UNIT.

THE TWO (2) YEAR PARTS & LABOR WARRANTY AND THE ADDITIONAL THREE (3) YEAR COMPRESSOR WARRANTY ARE AS DESCRIBED ABOVE. THESE WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, AND SELLER DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR THAT THE GOODS WILL BE FIT FOR A PARTICULAR PURPOSE. SELLER ALSO DISCLAIMS ANY IMPLIED WARRANTIES OF NON-INFRINGEMENT. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

Stocking Period: Equipment distributed by stocking dealers are permitted a period of up to six (6) months for time equipment is in-stock before sale to purchaser/user before warranty starts. For this extended warranty stocking period to be honored, customer must provide: model number of the unit, the serial number, and dated proof of purchase.

Outside U.S. and Canada: This warranty does not apply to areas outside the continent of the United States. Atosa is not responsible for any warranty claims made on products sold or used in such areas.

In some cases, a 25% restocking fee may be charged to a buyer for returned items. Returns with applicable restocking fees will only be permitted on items returned within 90 days of purchase.