

TERMS AND CONDITIONS

LIMITED WARRANTY

Silver King warrants to the original purchaser of Silver King refrigerated Equipment (as defined below), that the Equipment shall be free from defects in material and workmanship under normal use and service as outlined in the Technical Manual. This limited warranty shall apply for a period of time not to exceed the earlier of the following: one (1) year from the date of original purchase of the Equipment or 18 months from date of production of the Equipment. Equipment includes General Market Refrigeration units and excludes all Dispensing and Custom Holding Refrigeration or extended agreements whose written terms are conditional at time of sale or contract. All warranties are subject to specific limitations outlined below.

This limited Equipment warranty does not apply to:

- Repair or replacement required as a result of carelessness or neglect.
- Improper installation, incorrect voltage supply, modifying, tampering with or altering components and/or Equipment.
- Failure to perform proper maintenance. Equipment damaged in transit, by fire, flood or an act of God is not covered.
- Unit is compromised by adding excess weight or adhering non-approved components to the frame.
- Combining the equipment with hardware, fixtures, accessories or other equipment not provided by Silver King.
- Misuse of the Equipment or use of the Equipment not in accordance with the Technical Manual.
- Warranty excludes consumables or replacement components such as shelving, trays, gaskets, etc.
- Warranty excludes interior liner or exterior shell.

The limited Equipment warranty does not include freight, handling, installation, labor (following the one (1) year labor warranty period) or other incidental or consequential costs including product and/or economic loss. This limited Equipment warranty is in lieu of all other warranties, express or implied, are hereby disclaimed and excluded including those of merchantability, and fitness for a particular purpose. This limited Equipment warranty is non-transferable. Specific provisions of this limited Equipment warranty are as follows:

90 DAY REPLACEMENT PARTS WARRANTY

Silver King warrants to the original Equipment purchaser that a replacement OEM part thereof will be free of defects in material and workmanship, under normal use and service, for a period of 90 days from the date of original purchase of such replacement OEM part subject to all terms and conditions herein.

Three (3) Year Drawer Slide Warranty

Silver King warrants to the original Equipment purchaser for a period of time not to exceed the earlier of the following: three (3) years from the date of original purchase of the Equipment or three (3) years and six (6) months from the date of shipment from the factory of the equipment, that it will replace the drawer slides with one of similar design and capacity, exclusive of delivery and installation charges, if it is found in Silver King's review to be inefficient or inoperative due to defects in material or factory workmanship.

FIVE (5) YEAR COMPRESSOR WARRANTY

Silver King warrants to the original Equipment purchaser for a period of time not to exceed the following: five (5) years from the date of original purchase of the Equipment or five (5) years and six (6) months from the date of shipment from the factory of the Equipment, that it will replace the compressor with one of similar design and capacity, exclusive of delivery and installation charges, if it is found subject to Silver King's review to be inefficient or inoperative due to defects in material or factory workmanship. It is the original purchaser's responsibility to return the serial plate of the defective compressor, or at Silver King's option the complete compressor, to the factory. Failure to do so will void this limited compressor warranty. This limited compressor warranty shall be limited to parts only after the LIMITED WARRANTY period applicable to the Equipment has expired.

This limited Equipment warranty is limited to repairing or replacing any parts that, at Silver King's discretion, are deemed to be defective within the time period covered by this warranty. The 90 day parts warranty covers standard

freight and handling charges. Special handling charges or expedited means for transport are excluded from reimbursement. Use of non-OEM parts may, at Silver King's discretion, void this warranty. If approved, warranty credit for non-OEM parts will be issued at the OEM cost. Replacement parts sold separately are warranted for 90-days from date of purchase.

ADDITIONAL WARRANTY GUIDELINES:

A factory issued Service Authorization Number must be obtained prior to work being performed under the one (1) year labor warranty. Contact your supplier or Silver King. Claims submitted without a Service Authorization Number will be paid at Silver King's discretion. The labor warranty includes standard straight time labor charges in accordance with Silver King's Labor Warranty Guidelines and reasonable travel time, as determined as determined in the Silver King time – rate guide.

Silver King, at its discretion, may request photos during or prior to service being dispatched to validate a technical issue. Failure to comply with the request may result in the cost of service being the responsibility of the service requestor or site.

The limited labor warranty does not cover original installation, startup, normal adjustments or maintenance. Normal adjustments and maintenance include, but are not limited to; temperature control adjustments, temperature indicator calibrations, coil and filter cleaning, or condensate drain cleaning.

A second service call for a related failure is not covered.

Use of refrigerants other than specified on the Equipment serial plate voids the warranty. All claims must include; model and serial number of equipment, date of purchase, date of failure, and a copy of the service invoice detailing the defect and service performed. No claim will be processed without this information. All claims must be filed within 30 days from date of service.

PRODUCT ORDERING INFORMATION

Call us toll free at 1-800-328-3329 or 1-763-923-2441 Fax us at 1-763-553-1209

Visit www.silverking.com for stocking distributor, equipment specs and current price list for your area.

SERVICE / PARTS ORDERING INFORMATION

Call us toll free at 1-800-328-3329, prompt 1 or 2

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- This price list and conditions are effective January 1, 2019 and supersedes all previous pricelists.
- LIMITED WARRANTY period may vary from customer to customer and is contract specific.
- All prices reflect payment in U.S. Dollars.
- Prices do not include any freight, duty, or taxes.
- Pricing subject to change without notice.
- No returns are accepted without prior written approval from the factory. An RMA (Returned Merchandise Authorization) form must be completed and then approved by Silver King. Please contact Silver King for details. Restocking fee will apply.
- All electrical equipment is single phase.
- Prices, designs, and specifications are subject to change without notice.
- Payments via credit card are subject to a 3% surcharge.
Silver King
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www.silverking.com • 1-800-328-3329

© Silver King 2019 Prices Subject To Change

SILVER KING