



Ice Machine Limited Warranty

Subject to the exclusions and limitations below, MVP Group warrants to the original consumer that any new ice machine shall be free of defects in material or workmanship for the warranty period outlined below, under normal use and maintenance, and upon proper installation and start up in accordance with the instruction manual supplied with the product.

Who is covered?

This limited warranty only applies to the original consumer of the product and is not transferable.

What are MVP Group's obligations under this limited warranty?

If a defect arises and MVP Group receives a valid warranty claim prior to the expiration of the warranty period, MVP Group shall, at its option: (1) repair the product at MVP Group's cost, including straight time labor charges, (2) replace the product with one that is new or at least as functionally equivalent as the original, or (3) refund the purchase price for the product. Replacement parts are warranted for 90 days or the balance of the warranty period, whichever is longer. The foregoing constitutes MVP Group's sole obligation and the consumer's exclusive remedy for any breach of this limited warranty. MVP Group's liability under this limited warranty is limited to the purchase price of the product. Additional expenses including, without limitation, service travel time, overtime or premium labor charges, accessing or removing the product, or shipping are the responsibility of the owner.

Residential and Outdoor units shall be covered for: 12 months from the date of sale, for parts and labor.

Commercial units sold in the United States, Canada, and Puerto Rico are covered for:
3 years for labor, 3 years for parts, and 5 years for compressor.

NOTE: Ice makers sold outside of the covered zones (United States, Canada and Puerto Rico) as well as all 50 Hz. units shall be warranted for: 24 months from the date of sale, for parts only.

What is not covered?

This limited warranty does not cover, and you are solely responsible for the costs of: (1) periodic and/or routine maintenance, (2) repair or replacement of the product or parts due to normal wear and tear, (3) defects or damage to the product or parts resulting from misuse, abuse, neglect, or accidents, (4) defects or damage to the product or parts resulting from improper or unauthorized alterations, modifications, or changes, and (5) defects or damage to any product that has not been installed and/or maintained in accordance with the instruction manual or technical instructions provided by MVP Group. To the extent that warranty exclusions are not permitted under some state laws, these exclusions may not apply to you.

This limited warranty is the sole and exclusive warranty of MVP Group with regard to the product. All implied warranties are strictly limited to the duration of the limited warranty applicable to the products as stated above, including but not limited to any warranty of merchantability or of fitness for a particular purpose. In no event shall MVP Group or any of its affiliates be liable to the consumer or any other person for any incidental, consequential, or special damages of any kind (including, without limitation, loss of profits, revenue, or business) arising from or in any manner connected with the product, any breach of this limited warranty, or any other cause whatsoever, whether based on contract, tort, or any other theory of liability. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Replacement Part Warranty: Following the expiration of MVP Group's product warranty, any replacement part purchased by the equipment owner is warranted for a period of ninety (90) days from installation date of replacement part, the compressor or evaporator is warranted for a period of one (1) year from installation date of replacement part. All parts are to be sourced through the local Distributor to qualify for warranty.

Labor warranty is to repair or replace defective components as per time and hourly rate guidelines published by MVP Group. Shall not include travel, normal maintenance, cleaning, adjustments, or correction of improper installation.

How state law applies

This limited warranty give you specific legal rights, and you may also have rights that vary from state to state or from one jurisdiction to another.

Registration

To register your product, please go to www.mvpgroupcorp.com and complete the warranty registration process.

To obtain warranty service, please contact us at:

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