



Kintera Food Equipment, LLC

9 Hampshire St

Mansfield, MA, 02048

(833) KINTERA (546-8372)

**Kintera Food Equipment, LLC.**

**Manufacturer's Limited Warranty (effective March 24, 2025)**

**KINTERA ICE Makers carry a 1-year Part Only Warranty  
An additional 3-year Part Warranty provided for the Compressor and Evaporator.**

KINTERA ICE warrants the following specified periods; from the installation date that new ice machines shall be free of defects in material or workmanship under normal and proper use and maintenance as specified by KINTERA and upon proper installation and start-up in accordance with the instruction manual facilitated by KINTERA

The obligation of KINTERA Ice under this warranty is limited to the replacement of parts that in the opinion of KINTERA Ice are defective. This warranty explicitly limits coverage to the replacement of defective components and does not cover food loss or any other financial impact stemming from a unit failure.

All claims for parts shall be made through the local KINTERA Ice distributor. The defective part must be returned to the KINTERA Ice distributor within fifteen days to be eligible for part warranty coverage. All replacement parts must be approved KINTERA Ice parts.

All claims shall include the following:

Product Model Number:

Serial Number:

Date of Purchase:

Customer Name:

This warranty shall not apply to:

- External electrical power failure or miswiring to products for any reason.
- External water supply failure or plumbing problems to the product for any reason.
- External drain line malfunctions.
- Any part or assembly that has been subjected to misuse, abuse, neglect, or accidents.
- Any ice machine that has been installed and/or maintained inconsistent with technical instructions provided by KINTERA ICE.
- Any part or assembly that has been altered, modified, or changed.
- Any product that has been sold or is installed or is located outside United States of America, or Canada, Puerto Rico, or U.S. Territories without prior KINTERA Ice approval
- Water related issues: Any KINTERA ICE ice maker that is operated without a properly installed or industry approved water filter or filtration system or that is found to be not properly cleaned or maintained, filtration cartridge not replaced in a timely manner, affecting performance.



Kintera Food Equipment, LLC

9 Hampshire St

Mansfield, MA, 02048

(833) KINTERA (546-8372)

- External drain line malfunctions.
- Any part or assembly that has been subjected to misuse, abuse, neglect, or accidents.
- Any ice machine that has been installed and/or maintained inconsistent with technical instructions provided by KINTERA.
- Any part or assembly that has been altered, modified, or changed.
- Any product that has been sold or is installed or is located outside United States of America, or Canada, Puerto Rico or U.S. Territories without prior KINTERA approval.
- **Water related issues:** Any KINTERA ice maker that is operated without a properly installed or industry approved water filter or filtration system or that is found to be not properly cleaned or maintained, filtration cartridge not replaced in a timely manner, affecting performance.
- Any KINTERA ice maker used in outdoor environment.

This warranty shall not apply when the refrigeration system is modified with a condenser, heat reclaim device, or parts or assemblies other than those manufactured by KINTERA, unless KINTERA approves these modifications for specific installations in writing.

In no event shall KINTERA be liable for any special, indirect, incidental, or consequential damages, including but not limited to, damages for inconvenience, ice purchase, rental or replacement equipment, loss of profits, water damage, or other commercial loss. Upon the expiration of the warranty period, KINTERA's liability under this warranty shall terminate.

This warranty is the only warranty 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 and construed in accordance with the laws of the State of Massachusetts and, if applicable, the laws of the United States of America and Canada.