CRATHCO

Warranty Policy - Effective for Crathco Branded machines sold or registered after Oct 1, 2024

Crathco warrants the equipment it manufactures and distributes to be free of defects in material and workmanship existing at the time of manufacture and appearing within the applicable warranty periods. Crathco will at its option, after troubleshooting directly with customer site, repair or replace a defective unit at no charge for parts or labor during the applicable parts or labor warranty period.

This warranty policy applies to: Classic Bubbler®, Simplicity Bubbler®, Classic Pro Bubbler®, G-Cool, I-PRO, Frosty, SP, GT Push, MP Barrel Freezers, CR2500 Barrel Freezers, K-Soft and Autofill.

The warranty periods are as follows:

- 5 Year Compressor Warranty on Crathco® Branded Items.
Compressor must be diagnosed and reported by a Qualified Service Company. Limit one compressor for remaining warranty period after the labor period has expired. Crathco's obligation under these warranty periods shall be limited to repairing or replacing any part of said equipment which proves defective within the warranty period.

Warranty start date is from the original ship date of equipment or the date of sale to customer with proof of sale and registration. Maximum adjustment from shipment of equipment to registration is 12 months. Units replaced under warranty will retain remaining warranty term of original unit. In no event shall Crathco be liable for any other damage or loss, including, but not limited to, lost profits, lost sales, loss of use of equipment, claims of Buyer's customers, cost of capital, cost of down time, cost of substitute equipment, facilities or services, or any other special, incidental or consequential damages.

The following warranty policy applies to: Classic Bubbler®, Simplicity Bubbler®, G-Cool, I-PRO, Frosty, SP, GT Push, CR2500 Barrel Freezers, K-Soft
1 Year Labor on pre-authorized warranty service calls.
2 Years Parts Warranty on all parts that have been diagnosed and reported by a qualified service technician.
5 Year Compressor Warranty

The following warranty policy applies to: Autofill for I-PRO and Bubblers
1 Year Labor and Lid Replacement with a Pre-Authorized warranty service call.

The following warranty policy applies to: Classic Pro Bubblers
1 Year Labor on pre-authorized warranty service calls.
1 Years Parts Warranty on all parts that have been diagnosed and reported by a qualified service technician.
5 Year Compressor Warranty

These warranties are subject to the following conditions, terms, and exclusions:
- *Warranty must be activated by online registration at www.grindmaster.com.*
- *All Warranty claims must be pre-authorized by Crathco Technical Services by calling 800-695-4500 x1, x3.*
- *Autofill Lid - Failure to clean and sanitize Autofill Lid Lines every four (4) months could result in voiding of warranty. Warranty does not cover issues with water pressure, CO2 pressure and BIB product.*
- *Crathco Accessories and Parts - 90 days replacement only.*
- *If Crathco replaces a unit under warranty, labor to reinstall the replacement unit is not covered.*

Warranty does not apply to machines or any part thereof which have been subject to any; accident, abuse, misuse, neglect, alteration, non-compliance to owner's manual and preventive maintenance requirements, use on incorrect voltage, lack of gas pressure, improper ventilation, damage caused in transit, improper installation or operation, improper maintenance or repair, normal wear items, plastic or rubber parts, poor water conditions, machine adjustments, temporary non-functioning conditions, unauthorized chemicals, fire, flood, or acts of God;

Warranty is in lieu of all other warranties expressed or implied. In no event shall Crathco be liable for consequential or incidental damages. If service agents cannot access equipment (eg. Food truck) customer is responsible for bringing unit to agent for warranty repair. Products where the original serial number has been removed, altered or cannot be readily determined will not be covered. Damage caused at any time during shipment is also not covered under warranty.

- *Service Agent travel up to 50 miles is covered.*
- *Equipment not intended for residential use and warranty service will not dispatch to a residential address.*

Poor water conditions are defined as water not meeting the following criteria:
- *Total Dissolved Solids: Minimum 50 PPM, Maximum 125 PPM*
- *Total Hardness: Minimum 3 GPG Maximum 5 GPG*
- *pH: Minimum 6.5, Maximum 7.5*
- *Free Chlorine: Maximum 0.5 PPM Total Chlorine: Maximum 1 PPM*