# MOTAK COMMERCIAL ICE MACHINE - FOODSERVICE

## LIMITED WARRANTY

**Effective Date:** July 1, 2026

Motak warrants to the original commercial purchaser that Motak commercial ice machines are free from defects in material and workmanship under normal use and service.

This warranty applies only to equipment installed, operated, and maintained in accordance with Motak's published installation and operating instructions.

## WARRANTY COVERAGE

| Component | Coverage |
|---|---|
| All Units | One Year Parts and Labor |

This warranty begins on the date of installation. If installation documentation is unavailable, warranty coverage begins 90 days after shipment from Motak.

Replacement parts provided under warranty are covered for the remainder of the original warranty period.

This warranty is limited to repair or replacement, at Motak's option, of defective components.

The warranty structure is consistent with leading commercial ice machine manufacturers, including Ice-O-Matic and Scotsman, which provide multi-year parts and labor coverage with extended protection on compressors and evaporators.

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## WHAT MOTAK WILL DO

Motak will:

- Provide replacement parts for covered defects.
- Pay reasonable approved labor charges during the labor warranty period.
- Provide technical support through Motak Technical Service.
- Authorize repair through approved service providers.

**Technical Service Department**
Phone: **(866) 456-3909**

All warranty claims require prior authorization from Motak.

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## WARRANTY REGISTRATION

To ensure prompt warranty service, equipment should be registered within 30 days of installation.

Failure to register does not void the warranty but may require proof of purchase and installation date.

## ITEMS NOT COVERED

This Limited Warranty does not cover:

**Consumable Components**

- Water filters
- Filter cartridges
- Air filters
- Light bulbs
- Gaskets damaged through misuse
- Cleaning chemicals
- Water treatment devices

**Normal Maintenance**

- Cleaning and sanitizing
- Descaling
- Water filtration maintenance
- Routine adjustments
- Preventive maintenance

**Improper Installation or Operation**

- Failure to follow installation instructions
- Insufficient water supply
- Improper drainage
- Improper electrical service
- Improper ventilation
- Operation outside specified ambient conditions

**Water-Related Conditions**

Motak ice machines require potable water.
This warranty does not cover damage caused by:

- Hard water
- Scale buildup
- Corrosion
- Sediment
- Mineral deposits
- Chlorides
- Chemical contamination
- Poor water quality

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## EXCLUSIONS

This warranty does not apply to equipment that has been subjected to:

- Accident
- Abuse
- Negligence
- Misuse
- Alteration
- Unauthorized repair
- Fire
- Flood
- Acts of God
- Improper storage
- Transportation damage

Any repair performed by a non-authorized service company without Motak approval may void warranty coverage.

Motak reserves the right to inspect equipment before approving warranty claims.

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**LIMITATION OF LIABILITY**

Motak's sole obligation under this warranty is repair or replacement of defective parts.

Under no circumstances shall Motak or Asbury Worldwide be liable for:

- Product loss
- Food loss
- Lost profits
- Business interruption
- Loss of use
- Consequential damages
- Incidental damages
- Special damages

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**IMPLIED WARRANTIES**

Any implied warranties, including merchantability and fitness for a particular purpose, are limited to the duration of the express warranty stated herein.

Some states do not allow limitations on implied warranties or incidental damages, so certain limitations may not apply.

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**WARRANTY CLAIM PROCEDURE**

1. Contact Motak Technical Service at **(866) 456-3909**.
2. Provide model number and serial number.
3. Provide proof of purchase.
4. Obtain authorization prior to repair.
5. Follow Motak instructions for service and parts replacement.

Unauthorized repairs may not be reimbursed.

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**IMPORTANT NOTICE**

This is a **Limited Warranty**. It does not cover routine maintenance, consumable items, water filtration products, cleaning, adjustments, installation errors, misuse, abuse, or damage caused by improper water quality.

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