MOTAK COOKING EQUIPMENT LIMITED WARRANTY

(NON-TRANSFERABLE)

For Warranty Service Call 1-800-438-8898

This policy supersedes any previous policy and is effective April 1, 2023

Starting with date code: 2304

1 Year Warranty on All Cooking Equipment except Gas Floor Model Fryers will have 18 Month

(Fryer Models: MGF3, MGF4, and MGF5)

All new MOTAK Cooking Equipment, (Gas & Electric), to be free from manufacturing defects in material and workmanship under normal use and service for a period of one (1) year from the date of original purchase when installed by a qualified installer where applicable. Motak Gas Floor Model Fryers to be free from manufacturing defects in material and workmanship under normal use and service for a period of eighteen (18) months from the date of original purchase when installed by a qualified installer where applicable. Warranty coverage is valid only to the original commercial customer. (Proof of purchase required.) For indoor commercial use only in a commercial establishment under a hood with fire protection. The warranty is not transferrable. Coverage cannot be modified after the time of purchase. Motak will repair, replace with equivalent equipment, or refund the purchase price of the equipment at MoTak's discretion to satisfy warranty obligation.

*All services must be dispatched by calling the above noted phone number. No exceptions.

THE WARRANTY DOES NOT COVER:

- Installation in non-commercial or residential applications.
- Failure to install and/or use equipment with proper operating conditions specified by Motak in the owner's/installer manual. This includes but is not limited to residential, outdoor applications.
- Issue(s) related to improper installation. Issues related to the installation are the responsibility of the installer. Motak requires qualified installation for gas equipment.
- Any adjustments necessitated by improper operation conditions.
- Damage caused by improper electrical connection, power failure, generators, or excessively high incoming gas pressure, low or inadequate gas supply.
- Failure to properly maintain the unit including all preventative maintenance and cleaning.
- Equipment sold or used outside of the United States or Canada, equipment purchased second-hand, equipment sold by unauthorized reseller, and equipment expressly sold without warranty coverage.
- Equipment that has not been used appropriately or was subject to misuse, neglect, abuse, accident, alteration, negligence, damage during transit, delivery or installation, fire flood or an act of God.
- Equipment that has been altered, modified, or repaired by anyone other than an authorized service agency outside of the preventative maintenance and cleaning.
- Damage that occurred by improper gas or electric connects. This will include gas leaks that the fire causes damage to components.
- Glass, hoses, plastic, or rubber components, interior and exterior finishes, melted or burnt knobs, deliming, and normal wear and tear parts.
- The use of Non-OEM or authentic Motak parts.
- Any fryer converted from its manufactured gas type. If converted to a fuel type other than the manufactured fuel type, the warranty and all liabilities will be voided

This warranty is limited to the repair and replacement, including standard labor charges of defective parts and/or assemblies. Labor, travel, and mileage covered for the warranty period include straight time labor charges and travel charges, a maximum of 100 miles, or a round trip of 50 miles, not exceeding a total of 100 miles. If the service is not available within 50 miles there will be additional travel charges to be incurred by the product owner. *Warranty cannot be offered for extreme remote locations over 100 miles away where service is not available.* This warranty does not cover overtime, holiday or off-hour and weekend rates. Motak reserves the right to deny coverage after a service technician is on site based on the above exclusions. Motak and its authorized dealers/distributors will not be responsible for service charges incurred on non-warranty matters.