

## **SILVER KING WARRANTY – VANGUARD PRODUCT LINE**

Silver King warrants to the original purchaser (“Purchaser”) of every new Silver King Vanguard refrigerated self-contained unit (as defined below), that the Equipment shall be free from defects in material and workmanship under normal use and service as outlined in the Technical Manual for a period of three (3) years from the later of either (a) the date of shipment from the manufacturer or (b) the date of installation (the “Domestic Warranty Period”), but in no event shall the Domestic Warranty Period commence later than six (6) months from the date of shipment from the manufacturer unless otherwise agreed upon by the parties in writing. All warranties are subject to specific limitations outlined below.

This Equipment warranty does not apply to: Repair or replacement required as a result of carelessness or neglect. Improper installation, incorrect voltage supply, modifying, tampering with or altering components and/or Equipment. Failure to perform proper maintenance. This warranty does not apply to damage resulting from fire, water, burglary, accident, abuse, misuse, transit, acts of God, terrorism, attempted repairs, improper installation or maintenance by unauthorized persons, and does not apply to food loss. Unit is compromised by adding excess weight or adhering nonapproved components to the frame. Combining the equipment with hardware, fixtures, accessories or other equipment not provided by Silver King. Misuse of the Equipment or use of the Equipment not in accordance with the Technical Manual. Warranty excludes consumables or replacement components such as shelving, trays, gaskets, etc. Warranty excludes interior liner or exterior shell. Condensing coils must be cleaned at regular intervals. Failure to do so can cause compressor malfunction and will void warranty. Although cleaning requirements vary in accordance with operation of various products, Silver King advocates a minimum monthly cleaning.

The Equipment warranty does not include freight, handling, installation, labor (following the (3) year labor warranty period) or other incidental or consequential costs including product and/or economic loss. This Equipment warranty is in lieu of all other warranties, express or implied, are hereby disclaimed and excluded including those of merchantability, and fitness for a particular purpose. This Equipment warranty is non-transferable. Specific provisions of this Equipment warranty are as follows:

**90 DAY REPLACEMENT PARTS WARRANTY** Silver King warrants to the original Purchaser that a replacement OEM part thereof will be free of defects in material and workmanship, under normal use and service, for a period of 90 days from the date of original purchase of such replacement OEM part subject to all terms and conditions herein.

**LIFETIME HINGE AND HANDLE WARRANTY** Silver King provides a lifetime warranty on hinges and primary (door or drawer) handles. In the event of a non-conforming hinge or primary handle, Silver King shall provide a replacement part; however, Purchaser shall be responsible for any other replacement costs, including but not limited to shipping, installation and labor.

**FIVE (5) YEAR COMPRESSOR WARRANTY** Silver King warrants to the original Equipment purchaser for a period of time not to exceed the following: five (5) years from the date of original purchase of the Equipment or five (5) years and six (6) months from the date of shipment from the factory of the Equipment, that it will replace the compressor with one of similar design and capacity, exclusive of delivery and installation charges, if it is found subject to Silver King’s review to be inefficient or inoperative due to defects in material or factory workmanship. It is the original purchaser’s

responsibility to return the serial plate of the defective compressor, or at Silver King's option the complete compressor, to the factory. Failure to do so will void this limited compressor warranty. This limited compressor warranty shall be limited to parts only after the WARRANTY period applicable to the Equipment has expired.

This Equipment warranty is limited to repairing or replacing any parts that, at Silver King's discretion, are deemed to be defective within the time period covered by this warranty. The three (3) year parts warranty covers standard freight and handling charges. Special handling charges or expedited means for transport are excluded from reimbursement. Use of non-OEM parts may, at Silver King's discretion, void this warranty. If approved, warranty credit for non-OEM parts will be issued at the OEM cost. Replacement parts sold separately are warranted for 90-days from date of purchase. Special installation/applications, including remote locations, are limited in coverage by this warranty. Any installation that requires extra work, and or travel, is the sole responsibility of the equipment purchaser.

**ADDITIONAL WARRANTY GUIDELINES:** A factory issued Service Authorization Number must be obtained prior to work being performed under the (3) three-year labor warranty. Contact your supplier or Silver King. Claims submitted without a Service Authorization Number will be paid at Silver King's discretion. The labor warranty includes standard straight time labor charges in accordance with Silver King's Labor Warranty Guidelines and reasonable travel time, as determined as determined in the Silver King time – rate guide.

Silver King, at its discretion, may request photos during or prior to service being dispatched to validate a technical issue. Failure to comply with the request may result in the cost of service being the responsibility of the service requestor or site.

The labor warranty does not cover original installation, startup, normal adjustments or maintenance. Normal adjustments and maintenance include, but are not limited to; temperature control adjustments, temperature indicator calibrations, coil and filter cleaning, or condensate drain cleaning.

A second service call for a related failure is not covered.

Use of refrigerants other than specified on the Equipment serial plate voids the warranty. All claims must include; model and serial number of equipment, date of purchase, date of failure, and a copy of the service invoice detailing the defect and service performed. No claim will be processed without this information. All claims must be filed within 30 days from date of service.

**PRODUCT ORDERING INFORMATION** Call us toll free at 1-800-328-3329 or 1-763-923-2441 Fax us at 1-763-553-1209

Visit [www.silverking.com](http://www.silverking.com) for stocking distributor, equipment specs and current price list for your area.

**SERVICE / PARTS ORDERING INFORMATION** Call us toll free at 1-800-328-3329, prompt 1 Equipment Service and Tech Support or 2 Parts

**TERMS AND CONDITIONS** • This price list and conditions are effective January 1, 2020 and supersedes all previous price lists. •WARRANTY period may vary from customer to customer and is contract specific. • All prices reflect payment in U.S. Dollars. • Prices do not include any freight, duty, or taxes. • Pricing subject to change without notice. • No returns are accepted without prior written approval from the factory. An RMA (Returned Merchandise Authorization) form must be completed and then approved by

Silver King. Please contact Silver King for details. Restocking fee will apply. • All electrical equipment is single phase. • Prices, designs, and specifications are subject to change without notice. • Payments via credit card are subject to a 3% surcharge. •

Any and all environmental attributes, including environmental offset credit rights, with respect to Silver King refrigeration units manufactured after September 1, 2015, shall remain the property of Silver King and are not transferred.

IN NO EVENT SHALL SILVER KING BE LIABLE FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES. THE REMEDIES OF PURCHASER SET FORTH HEREIN ARE EXCLUSIVE AND THE TOTAL LIABILITY OF SILVER KING, WHETHER BASED ON CONTRACT, WARRANTY, NEGLIGENCE, INDEMNIFICATION, STRICT LIABILITY, TORT, OR OTHERWISE, SHALL NOT EXCEED THE PURCHASE PRICE OF THE COMPONENT UPON WHICH LIABILITY IS BASED. SILVER KING SHALL HAVE NO OBLIGATION OR LIABILITY FOR CONSEQUENTIAL OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO INDIRECT, PUNITIVE DAMAGES, LOSS OF USE, LOSS OF PRODUCT, DOWNTIME OR LOST PROFITS, ARISING OUT OR, RELATED TO OR CONNECTED IN ANY WAY WITH THE PRODUCT OR ITS USE.

Silver King 1600 Xenium Lane, Plymouth, MN 55441-3706 [www.silverking.com](http://www.silverking.com) • 1-800-328-3329

© Silver King 2019 Prices Subject To Change

*Note: Additional Terms and Conditions of sale may apply. Notice: Specifications Subject to Change Without Notice. Contact factory for specific model agency approval.*