

# Snooker®

## Warranty Terms and conditions

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### Limited Warranty

Snooker Ice maker warrants to the original purchaser its products to be free from defects in materials and workmanship for the following time periods: *\*(conditions and restrictions apply)*

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- Standard Warranty
  - 1 Year Parts
  - 1 Year On-Site Labor
  - Additional 4 Year Compressor *(part only)*
- Premium Warranty *(with confirmed installation of a Snooker filtration system)\**
  - 3 Years Parts
  - 3 Years On-Site Labor

### Warranty Claims

Snooker Ice warranty claims can be made during normal business hours Monday thru Friday between 9:00am and 5:00pm Eastern by calling the Snooker service Hot-Line at **888 381-1550**. At the time any warranty claim is made the following information **must** be included: model number, serial number, proof of purchase (dated receipt), month and year of installation, authorized equipment dealer and all pertinent information supporting the claim prior to the issuance of a warranty claim number. At the time of a warranty claim, should on-site service be necessary, a Snooker authorized service agency will be dispatched to the location to facilitate repairs covering labor *(premium or overtime service labor is not included)*, parts and appropriate travel *(not to exceed 1.5 hours and/or 75 miles round trip without prior approval)*. If during the warranty event the on-site technician determines the complaint to be the result of improper installation, a lack of proper filtration or improperly maintained filtration *(by-passed or clogged cartridge)*, poor or inconsistent water pressure, misuse, abuse, finding the machine lacking prescribed maintenance, or requires adjustments and/or calibration, the end user will become responsible for any charges brought forth by the service company. Should on-site service not be authorized as an option for your product, an RMA *(Return Merchandise Authorization)* may be issued. The issuance of an RMA requires the end user have the ice machine disconnected from the water supply and drain and readied for pick-up. Should a replacement unit be necessary, it will be at the sole discretion of Snooker management and a new or refurbished unit will be provided. The cost to repair or replace the item including the cost to ship the unit back to the end user will be covered as a part of the warranty. Any charges for re-installation or connections will be the responsibility of the end user.

### Consumables

Specific parts of the ice machines listed above are considered to be consumable items, and therefore NOT subject to normal warranty as stated above. These items include but are not limited to: plastic components, legs, feet, gaskets, seals, and doors.

## Product Returns

Product returned without an RMA or to its Distributors and/or Dealers under the auspices of warranty, freight damage and with the expectation of receiving a refund, credit or replacement without prior review and the express authorization of Snooker management is strictly prohibited and will become the sole responsibility of the party authorizing the action.

## Warranty Exclusions

**NO CONSEQUENTIAL DAMAGES:** Snooker and /or Glace Bay companies are not responsible for economic loss or special, indirect or consequential including without limitation; loss or damage arising from food or product spoilage claims, whether or not on account of product failure.

**WARRANTY IS NOT TRANSFERABLE:** This warranty is **NOT** transferable or assignable and applies only to the original verified purchaser.

**NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR SERVICE:** There are no other warranties statutory, expressed, or implied, except that which is specifically found on the website. These warranties are exclusive and in lieu of all other warranties including implied and merchantability or fitness of a particular purpose.

**IMPROPER ELECTRICAL CONNECTIONS:** Snooker/Glace Bay Inc, are not responsible for the repair or replacement of failed or damaged components resulting from electrical power failure, the use of extension cords, low voltage, voltage drops or voltage spikes to the unit.

**IMPROPER USAGE:** This warranty excludes liability for parts or labor coverage for component failure or other damages resulting from improper usage or installation or failure to clean and/or maintain the product as set forth in the Owner's Manual provided with each unit.

**CONSUMABLES:** This warranty does not include and is not limited to items such as; legs, feet, plastic components, splash shield, or filtration. Visit our website for a complete listing.

**ADJUSTMENTS & CALIBRATIONS:** Adjustments including calibrations, leveling, tightening of fasteners, or utility connections normally associated with the original installation are the responsibility of the dealer, installer or the end user and will not be considered warranty issues.

**CONSEQUENTIAL DAMAGES:** This warranty does not cover any defect due to, or resulting from, ordinary wear and tear, handling, abuse, misuse, or harsh chemical action, nor shall it extend to any product from which the serial number has been removed or altered, or modifications made by unauthorized service personnel or damage by flood, fire or other acts of God.

**OUTSIDE US & CANADA:** This warranty does not apply to products sold or used outside of the United States and Canada or any territories of the United States of America.

## Disclaimer

We reserve the exclusive right to change or modify this warranty statement or any part herein at any time and without prior notice. Visit our website for the latest information.

\*Premium coverage requires product registration within 30 days of purchase [www.snookerice.com/warranty](http://www.snookerice.com/warranty)