

Warranty registration card



ITV Ice Makers, Inc. is a U.S based company located in Orlando, FL, serving the American market, with its state of the art manufacturing facility located in Spain.

ITV's factory has been producing ice makers for over 30 years with worldwide distribution to nearby 100 countries and every continent.

ITV's extensive range of ice makers and goal is to strive to meet all possible types of demand, offering many models for different applications, while maintaining the quality and integrity of the ITV brand. Whether the call is for soft, chewable ice, cubes that chill drinks quickly, or gourmet style cubes for the most discerning of consumers, ITV has the right ice maker for your needs.

ITV Ice Makers equate to:

QUALITY - RELIABILITY - SIMPLICITY - SERVICEABILITY

Seal of Authenticity

Distributor / Dealer's Name

City State Zip

Model Serial No.

Date of Purchase: ___ / ___ / ___

Installation Date: ___ / ___ / ___

For service call +1 888 ITV 1 ICE
(+1 888 488 1423)

Please retain this information for future reference

MANUFACTURED PRODUCTS:

- SPIKA**
- ALFA**
- GALA**
- ICE QUEEN**
- ICE STORAGE BINS**
- ICE DISPENSERS**

Phone: +1-407-826-1860 | Fax: +1-407-826-1861
Service Toll Free: +1-888-ITV 1 ICE (+1-888-488-1423)
www.itvice.com

C/1863_31/H/21



9550 Satellite Boulevard, Suite 100
Orlando, FL 32837

PLACE
STAMP
HERE

Detach this part and mail it to us within 30 days of the original installation date to ensure you receive all the benefits of your warranty

Congratulations on your purchase, and welcome to the ITV Ice Makers Family! Please read the warranty terms carefully and please return by mail or fax the registration card within 30 days after the installation of your equipment.

ITV ICE MAKERS, Inc.
MANUFACTURER'S LIMITED PARTS AND LABOR WARRANTY

ITV ICE MAKERS, Inc. warrants to the original owner for the following specified periods from the **installation date** that new ice machines manufactured by ITV (the "Products") shall be free of defects in material or workmanship under normal and proper use and maintenance as specified by ITV, and upon **proper installation*** and start-up in accordance with the instruction manual facilitated by ITV.

For commercial application:

PRODUCT	WARRANTY	ADDITIONAL WARRANTIES
Cubers: Alfa, Gala and Spika	36 months parts and labor	Evaporator and compressor 24 months, parts only
Flakers: Ice Queen	24 months parts and labor	Compressor 12 months, parts only Auger, 36 months, parts only
Ice Storage Bins	36 months parts and labor	
Ice Dispensers	36 months parts and labor	

For residential / household application:

PRODUCT	WARRANTY
Alfa, Gala, Spika, Ice Queen and Ice Storage Bins, Dispensers	30 days labor 12 months parts

Proper warranty registration must be completed within 30 days of the original installation date to validate the product warranty. In the event that proper registration has not been completed, the warranty shall begin from the manufacture ship date, or the distributor sold date, whichever occurs first. The original owner is responsible for providing valid proof of purchase and proof of proper installation. Regardless of the actual installation or sale date, the warranty start date shall not exceed six (6) months from the manufacturer's ship date.

The obligation of ITV under this warranty is limited to the repair or replacement of parts, components, or assemblies that, in the opinion of ITV, are defective. This warranty is further limited to the cost of parts, components, or assemblies, shipping, and standard straight time labor charges at the servicing location.

Time and hourly rate schedules, as published from time to time by ITV, apply to all service procedures. Additional expenses, including without limitation, travel time, overtime premium, material cost, accessing or removal of the ice machine, or shipping (standard or expedited), are the owner's responsibility, along with all installation, maintenance, adjustments, cleaning, and ice purchases. Labor covered under this warranty must be performed by ITV's authorized service companies, with pre-authorization by ITV prior to the actual service call. ITV's liability under this warranty shall in no event be greater than the actual purchase price paid by the customer for the ice machine.

All warranty claims for parts and/or labor shall be made directly through ITV. The defective part, for which labor reimbursement is claimed, together with the service invoice, must be returned to ITV within fifteen days from the date of service to be eligible for labor and parts warranty coverage. The ITV parts department must approve all replacement parts. All claims shall include the product model number, serial number, original installation date, and customer identification.

This warranty shall not apply to:

- The replacement of failed or damaged components resulting from utilization of a non-dedicated circuit, miswiring, incorrect supply voltage, the use of extension cords, failure, low or unstable external supply voltage.
- Any external water supply failure or plumbing problems to the product for any reason.
- Any external drain line malfunctions.
- Any of the following external factors: Alteration, neglect, abuse, misuse, accident, physical damage, pest and vermin, damage during transit or installation, improper electrical connections, fire, flood, or acts of God.
- Any ice machine that has been installed and/or maintained inconsistent with technical instructions provided by ITV.
- Any part or assembly that has been altered, modified, or changed.
- Any adjustments or customer education of products.
- Any product on which the serial or model has been number tag is removed or modified.
- Any product that has been sold or installed or is located outside the United States of America, or Canada, Puerto Rico, or U.S. Territories without prior ITV approval.
- **Water-related issues:** Any ITV ice maker operated without a properly installed or industry approved water filter or filtration system or that is found to be not properly cleaned or maintained, filtration cartridge not replaced in a timely manner, affecting performance.
- Any ITV ice maker used in outdoor or non-temperature-controlled environments.
- **WARRANTY IS NOT TRANSFERABLE.** This warranty is not assignable and applies only in favor of the original purchaser to whom delivered.

ANY SUCH ASSIGNMENT OR TRANSFER SHALL VOID THE WARRANTIES HEREIN MADE AND SHALL VOID ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

This warranty shall not apply when the refrigeration system is modified with a condenser, heat reclaim device, or parts or assemblies other than those manufactured by ITV unless ITV approves these modifications for specific installations in writing.

No event shall ITV be liable for any special, indirect, incidental, or consequential damages, including but not limited to damages for inconvenience, ice purchase, rental or replacement equipment, loss of profits, water damage, or other commercial loss. Upon the expiration of the warranty period, ITV's liability under this warranty shall terminate.

Replacement products and parts are warranty for the remaining portion of the original warranty period or (90) days, whichever is greater.

This warranty is the only warranty made in connection with the sale and distribution of the Products. Any and all other expressed, statutory, and implied warranties applicable to the product, including, without limitation, all implied warranties of merchantability and fitness for use are expressly disclaimed.

The warranty information set forth above shall be governed and construed in accordance with the laws of the State of Florida and, if applicable, the laws of the United States of America and Canada.

To validate your warranty period, you must register your product. Please use the enclosed "Warranty Registration Card" and send it to us by mail within the 30 days of the installation.

Please retain this information for future reference.



Detach this part and mail it to us within 30 days of the original installation date to ensure you receive all the benefits of your warranty

WARRANTY REGISTRATION CARD

OWNER'S NAME

ADDRESS

CITY

E-MAIL

MODEL

DISTRIBUTOR / DEALER'S NAME

ADDRESS

CITY

E-MAIL

MODEL

ZIP

STATE

PHONE

SERIAL No.

ZIP

STATE

PHONE

SERIAL No.

INSTALLATION DATE: ___ / ___ / ___

DATE OF PURCHASE: ___ / ___ / ___