WARRANTY

# HOFFMAN STEAM

HIGH EFFICIENCY STEAMERS
LIMITED 3 YEAR WARRANTY

Should any functional part in your Hoffman Steamer ("Product") fail due to a defect in material or workmanship under normal use during the warranty period set forth below, Hoffman Steam ("Hoffman") will at its option, either repair or provide a replacement part or parts or issue a credit. This warranty extends to the first owner of this unit, or by warranty transfer to new subsequent owner(s) of the business property in the original location and only for the remaining warranty period from the original installation date. This warranty applies only when purchasing and used within the continental United States, Alaska, Hawaii, U.S. Territories, Caribbean and Mexico. Proof of original purchase is required to obtain repair or replacement part(s) under this limited warranty.

This warranty contains warranty terms and conditions that may vary depending on the part or system covered. A warranty for specific parts or systems is governed by the coverage set forth in that warranty section as well as other provisions in this Limited Warranty.

**Electrical and mechanical components for a period of one (1) year from the date of purchase**. The exclusive remedy available to the original purchaser under this Limited Warranty is the repair of the defective unit by Hoffman for the covered defects. Such repair or parts replacement will be performed by Hoffman without cost to the original purchaser when Hoffman is notified of the covered defect within the first year of the original purchase date.

**The inner boiler tank part against leakage for a period of (3) three years from the date of the purchase of which the tank is a part.** The exclusive remedy available to the original purchaser under this Limited Warranty is the replacement of the inner boiler tank of the defective unit by Hoffman. Such repair or parts replacement by Hoffman will be performed without cost to the original purchaser when Hoffman is notified within the first year of the original purchase date. Should Hoffman be notified of a warranty claim for the Inner boiler tank after the first year from the original purchase date of the New Hoffman Steamer, the warranty will cover the replacement of the inner boiler tank only exclusive of any and all shipping costs.

**Non-durable items.** Those parts expected to wear, for a period of threes (3) month from the date of purchase of the item or 500 hours of operation, whichever occurs first. Examples are gaskets, seals, etc.

Replacement product parts may be new or remanufactured and are warrantied for the remaining portion of the original Product's warranty period. NOTE: If the original date of purchase cannot be verified, the warranty will begin on the 1st day of the manufacture month.

To obtain repair or replacement part(s), please contact Hoffman. Submit a copy of dated bill of sale or delivery ticket as evidence of the Date of Purchase for proof of warranty at the time of repair or a replacement part is provided. Defective parts return is required to obtain repair or replacement part(s).

This warranty extends to the first owner of this unit, or by warranty transfer to new subsequent owner(s) of the business property in the original location and only for the remaining warranty period from the original installation date.

Hoffman assumes no responsibility for tariff increases on parts that occur after the Product is purchased.

Customer is responsible for transportation charges and local duties or taxes for parts shipped outside the United States.

Hoffman reserves the right to make changes in design or make additions or improvements upon this product without incurring any obligations to install the same on products previously manufactured.

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HOFFMAN
A UNITYLAB CORP. BRAND

**CONTACT INFORMATION**

For service call or email Hoffman Steam:
**1-800-484-3013**
**support@unityhelpme.com**

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LIMITED 3 YEAR WARRANTY

## THE LIMITED WARRANTY DOES NOT APPLY TO:

1. Service trips to deliver, pick up, installation, educate how to operate, replace fuses, connect wiring, or correction of unauthorized repairs.
2. Damage or failure of the Product to perform during power failures and interruptions or inadequate electrical service.
3. Damage or failure caused by leaky or broken water pipes, frozen water pipes, restricted drain lines, inadequate or interrupted water supply or inadequate supply of air.
4. Damage or failure resulting from running or storing the Product in a corrosive atmosphere, harsh environment, or contrary to the instructions outlined in the Product owner's manual.
5. Damage or failure of the Product caused by accidents, pest and vermin, lightning, wind, fire, floods, or acts of God.
6. Damage or failure resulting from misuse, abuse, improper installation, repair, maintenance or lack of maintenance, or foreign objects placed in or connected to the Product. Improper repair includes use of parts not approved or specified by Hoffman.
7. Damage or failure caused by unauthorized repairs, accessories, alteration, or if it is used for other than intended purpose.
8. Damage or failure caused by incorrect electrical current, voltage, plumbing codes, components or consumable cleaning products that are not approved by Hoffman.
9. Damage or failure caused by transportation and handling, including scratches, dents, chips, and/or other damage to the finish of your Product unless such damage results from defects in manufacturing or workmanship and is reported within (1) week of delivery.
10. Damage or failure of any display, open box, discounted, or refurbished Product.
11. Product with original serial numbers that have been removed, altered or cannot be readily determined.
12. Increases in utility costs and additional utility expenses.
13. Replacement of light bulbs, filters or any consumable part.
14. Any accessories and software not approved or specified by Hoffman including but not limited to coin drop meter, coin slide mechanism, coin vault and locks, debit card modules and cards, debit card system accessories.

## LIMITATION OF WARRANTY SCOPE:

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE PRODUCT IS LIMITED IN DURATION TO THE ABOVE LIMITED WARRANTY. UNDER NO CIRCUMSTANCES SHOULD HOFFMAN BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUE OR PROFITS, STOPPAGE, PRODUCT FAILURE, IMPAIRMENT OF OTHER GOODS, COST OF REMOVAL AND RE-INSTALLATION OF THE PRODUCT, LOSS OF USE, INJURY TO PERSONS OR PROPERTY ARISING OUT OF OR RELATED TO THE PRODUCT. HOFFMAN'S TOTAL LIABILITY, IF ANY, FOR DAMAGES OR OTHERWISE, SHALL NOT EXCEED THE INVOICE VALUE PAID BY CUSTOMER FOR THE PRODUCT FURNISHED, WHICH IS THE SUBJECT OF A CLAIM OR DISPUTE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION OR EXCLUSIONS MAY NOT APPLY TO CUSTOMER. THIS LIMITED WARRANTY GIVES CUSTOMER SPECIFIC LEGAL RIGHTS. CUSTOMER MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

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**TO CONTACT HOFFMAN BY MAIL:**
HOFFMAN
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