

Original Equipment Manufacturer (OEM)

Warranty Information — purchased through KCF suppliers

Equipment Type	Manufacturer	Warranty Period	Contact Information	Service Agreement Recommendation (Y/N)
HAVC	N/A	Specified by Manufacturer	Contractor	Yes – local to your store
Walk-in Freezer	Master-Bilt	1-year parts & labor with limited 4-year extended compressor	Your local refrigeration service company – they submit repair to Master-Bilt	Yes – local to your store
Refrigerators ➤ Upright ➤ Under-counter	Master-Bilt	1-year parts & labor with limited 4-year extended compressor	Your local refrigeration service company – they submit repair to Master-Bilt	Yes – local to your store
Ice Cream Dipping Cases	Master-Bilt	1-year parts & labor with limited 4-year extended compressor	Your local refrigeration service company – they submit repair to Master-Bilt	Yes – local to your store
Ice Machine	Hoshizaki	3-years parts & labor on entire machine 5-years parts & labor on Evaporator 5-years parts on compressor, air-cooled condenser	Your local refrigeration service company – they submit repair to Hoshizaki	Yes – local to your store
Fudge Stove ➤ Gas ➤ Electric ➤ Digital Thermometer	Savage Bros. Co.	1-year from delivery date of equipment for all parts and labor performed in their shop. Parts and labor locally acquisitioned <u>may be</u> allowed with prior approval from Savage Bros. Co.	Savage Bros. Co. 847-981-3000	No

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POS System Hardware	GRSoftware	Monitor – 30-months Cash drawer – 36-months Scanner – 30-months Scale – 24-months Printer – 1-year	GRSoftware 616-493-8000	No
Exterior Sign	International Sign & Design	1-year for material manufactured by ISD from the date of installation. Non-manufactured parts conform to their manufacturer warranty.	ISD 727-541-5573	No
Cabinetry	Wooden Hammer	1-year from date of installation on material & parts.	Wooden Hammer 231-264-9663	No
Fudge Warmer	Server Products	2-years unconditionally against defects in workmanship and materials from date of purchase. Defective products must be returned freight prepaid to the factory for a no charge repair or replacement.	Server Products Customer Service 800-558-8722	No
Chocolate Melter	Hilliard's Chocolate Systems	1-year on parts only	Hilliard's Chocolate System 508-587-3666	No
Cone Baker	COBATCO	1-year full on parts & labor from the date of installation.	COBATCO 800-426-2282	No
Electronic Scale	Toledo	1-year parts & labor	Kent Butcher Supply 800-632-1983	No
Shake-mixer	Hamilton Beach	1-year parts & labor	Hamilton Beach 866-285-1087	No

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Heat Lamp	Nemco	1-year from date of purchase excludes bulbs.	Dealer where purchased – KaTom Restaurant Supply 800-541-8683	No

Note: As the owner of the equipment for a Kilwin's Chocolates & Ice Cream Shoppe it is the responsibility of the franchisee to complete and submit any and all warranty registration forms to the manufacturer.