



# WARRANTY INFORMATION

*Valid only in the United States*

## 1 Year Limited Warranty

Emperor's Select warrants to the original purchaser of new faucets, that covered items will be free of defects in material and workmanship for a period of 1 year from the original date of delivery when installed by a qualified and licensed plumber. Warranty coverage is only valid in the United States to commercial customers. Warranty is not transferrable. Emperor's Select will provide replacement components, replacement equipment, or refund the purchase price of the equipment at Emperor's Select's discretion to satisfy warranty obligation.

## Covered series of equipment

This warranty applies to wok faucet 478WFK12 when installed by a qualified and licensed plumber. Wearable parts are not covered under warranty.

## Coverage Limitations

The 1 year limited warranty does not cover:

- Failure to install and/or use equipment within proper operating conditions specified by Emperor's Select. This includes but is not limited to residential, outdoor, or mobile applications, as well as improper water temperature, pressure, or quality.
- Products that were not installed by a qualified and licensed plumber.
- Products that have been modified, abused, or misused.
- Equipment sold or used outside of the United States, equipment purchased second-hand, equipment sold by an unauthorized reseller, and equipment expressly sold without warranty coverage.
- Products for which warranty coverage cannot be verified. An original order number, receipt, or project specification along with supporting documentation of the installation is required to verify warranty coverage.

This warranty does not cover labor or any other service charges related to diagnosing and repairing defects. This warranty covers any applicable shipping charges. Emperor's Select reserves the right to request defective equipment back at Emperor's Select's expense for diagnostic and quality assurance purposes.

Additionally no claims may be made for damage or defects caused as a result of freight or handling damage. These claims must be noted at the time of delivery and addressed with the carrier for correction and compensation.

Emperor's Select will not be liable to the purchaser or any other parties for any loss of product, consequential damage, lost business, and other expenses.

## 2 Year Limited Replacement Warranty

Unless otherwise stated, Emperor's Select warrants to the original purchaser of new, qualified Emperor's Select sushi cases, sushi containers, electric rice cookers/warmers, and gas rice cookers, that such equipment will be free of defects in material and workmanship for a period of 2 years from the date of delivery. If a qualified product is found to be defective during this period, Emperor's Select will replace any defective parts or replace the defective unit, at Emperor's Select's discretion.

### What This Warranty Does Not Cover:

Emperor's Select will not warrant coverage for component failure or other damages that arise under the following conditions:

- Failure to install and/or use the unit within proper operating conditions specified by Emperor's Select. This includes installation in any and all outdoor or mobile applications.
- Failure to properly maintain the unit. This includes, but is not limited to, basic preventative maintenance like cleaning the condenser coil.
- Products sold or used outside of the Contiguous United States.
- Any damage that occurs as a result of negligence or improper handling.
- Overloading or improper loading of the unit in a manner that prevents proper airflow.
- Products not powered by electricity or gas.

Additionally, no claims can be made against this warranty for spoilage of products, loss of sales or profits, or any other consequential damages.

Normal wear type parts, such as light bulbs and gaskets, are not included in warranty coverage.

## Residential, Food Truck, and Non-Commercial Warranty

*Valid only in the Contiguous United States*

Emperor's Select warrants new equipment sold to residential, food truck, and other non-commercial customers to be operational upon delivery and proper installation, not to exceed a period of 30 days from the date of delivery. Contact your authorized place of purchase for assistance.

### For Warranty Inquiries

To obtain warranty information or make a claim against this warranty, please contact the location where you purchased the product.

**[www.WebstaurantStore.com](http://www.WebstaurantStore.com)**

Call 717-392-7472. You must have your order number ready when contacting.

#### **The Restaurant Store**

Please contact your local store directly.

**[www.TheRestaurantStore.com](http://www.TheRestaurantStore.com)**

Call 717-392-7261. You must have your order number ready when contacting.

#### **Clark Food Service Equipment and PRO Marketplace**

Please contact your account manager directly. If you do not know your account manager, please call 717-392-7363 for CFSE and Pro Marketplace