



MAXX ICE

Warranty Coverage

Product Models

MIM50 • MIM75 • MIM100 • MIM130
MIM250 • MIM450 • MIM600 • MIM1000

Limited Warranty

MAXX ICE, a division of The Legacy Companies, 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)*

- Standard Warranty *(straight out of the box)**
 - 1 Year Parts
 - 1 Year On-Site Labor
 - Additional 4 Year Compressor *(part only)*
- Premium Warranty *(with confirmed installation of an approved filtration system)**
 - 2 Years Parts
 - 2 Years On-Site Labor
 - Additional 3 Year Compressor *(part only)*
 - Additional 3 Year Evaporator *(part only)*

Warranty Claims

Maxx Ice warranty claims can be made during normal business hours Monday thru Friday between 8:30am and 5:30pm Eastern by calling the Maxx Ice service Hot-Line at **1-877-368-2797**. Emergency warranty service claims can be made after hours, on weekends and holidays by dialing the same number **1-877-368-2797** and following the automated prompts. At the time any warranty claim is made the following information **must** be include: 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 Maxx Ice authorized service agency will be dispatched by Maxx Ice technical service to the location to facilitate repairs covering labor *(premium or overtime service labor is not included)*, parts and appropriate travel *(not to exceed 2 hours and/or 100 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 Maxx Ice and/or The Legacy Companies 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 to Maxx Ice 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 Maxx Ice and/or The Legacy Companies management is strictly prohibited and will become the sole responsibility of the party authorizing the action.

Warranty Exclusions

NO CONSEQUENTIAL DAMAGES: Maxx Ice and The Legacy 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: Maxx Ice and The Legacy Companies 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: Neither Maxx Ice nor The Legacy Companies assumes 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 not the responsibility of Maxx Ice or The Legacy Companies 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, and Maxx Ice and The Legacy Companies are not responsible for any warranty claims made on products sold or used outside of the United States and Canada or any territories of the United States of America.

Warranty Grace Period

End user warranty coverage begins on the date of installation. Maxx Ice provides an additional 6 (six) month warranty grace period starting from The Legacy Companies warehouse ship date to allow for storage and warehousing until such product can be sold. This additional grace period does not extend the end user's warranty coverage but limits total warranty coverage of any ice machine up to a maximum of 18 months on equipment with a 1 (one) year warranty and up to 30 (thirty) months on equipment with a 2 (two) year warranty. Exceptions to this policy will require authorization from Maxx Ice or The Legacy Companies management.

Disclaimer

Maxx Ice reserves 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.