

# Snowshock Limited Warranty

## Scope

This Limited Warranty applies to Snowshock slush machines only, purchased from Snowshock Ltd, directly.

New machines - First 12 months from delivery - Parts and Labour

Pre owned machines - First 6 months from delivery - Parts and Labour

All machines purchased Pre 2019 – Parts only

## What does this Limited Warranty cover?

Snowshock Ltd will repair or replace, at no charge, parts that prove defective because of improper material or workmanship, under normal use and correct maintenance, during the first 12 months or 6 months for pre owned machines. Exclusions apply.

## What will we do to correct problems?

During the Limited Warranty Snowshock Ltd will provide spare parts, where it is reasonably expected that the customer can fit them, or repair the slush machine at no charge, using new or refurbished replacement parts.

## How long does the coverage last?

The Limited Warranty Period is 12 months from the date of delivery for new machines and 6 months from the date of delivery for pre owned machines. A replacement part or slush machine assumes the remaining warranty of the original slush machine or part from the date of the original purchase.

(For machines purchased pre 2019 see below)

## What does this limited warranty not cover?

This Limited Warranty does not cover any problem that is caused by:

- Malfunctions or damage resulting from lack of correct maintenance
- Malfunctions or damage resulting from lack of correct cleaning procedures
- Malfunctions or damage resulting from incorrect dilution of Snowshock slush syrups
- Malfunctions or damage resulting from the use of other slush syrup brands
- Malfunctions or damage resulting from inadequate airflow / ventilation to the slush machine
- Malfunctions or damage resulting from the incorrect overnight storage
- Malfunctions or damage resulting from the incorrect operation of the machines

## Notes to above

- Exterior components and consumable items are expected to become worn over time and most can be replaced, cost effectively on an adhoc basis.
- Gear Motors. Gear motors are found within the casing of the machine, these turn the individual spirals. They are a wear and tear items and are expected to require replacement over time. However, they can be quickly broken by the following errors being made:

The slush is not diluted 5 parts water to 1 part syrup (instructions printed on every 5 ltr bottle will achieve a suitable dilution.

An inferior brand of slush syrup is used in the machine.

If the level of slush in the tank is too low.

If the product is not stored correctly overnight causing hard ice to be present in the tanks when the motor is switched on.

- Our Easy Start guide contains valuable guidance on how to help your gearmotors last longer. Download at [snowshock.com/support](http://snowshock.com/support)

## What do you have to do?

To obtain warranty service, you must first contact us to determine the problem and the most appropriate solution for you.

This is done by taking you through our fault finding process. This is necessary so that our expert service staff can decide the best way to proceed.

Many problems are quickly remedied by speaking to us. Others need further investigations and your co-operating in diagnosing the fault is to your advantage. To save your expense we try our best to minimise unnecessary call outs, where you may have been charged due to user error.

If a service engineer is required, we will require a fixed amount upfront payment or you will be invoiced if you have a credit account with us before the call out is made. The actual cost of the call out and repairs will be known to us once the repair has been finalised and any adjustments either refunded or a further invoice raised. This will of course be a full refund if the call out is found to be a genuine machine fault. If user error is the cause of the problem, the entire bill for the repair will be payable.

Our service department will advise you of the potential costs involved.

## Proof of purchase

Our warranties are only honoured if we can evidence the fact that you purchase genuine Snowshock slush for use in your slush machine. If you use a wholesaler as opposed to purchasing direct from ourselves, the we will require copies of recent invoices detailing your purchases.

## **Machines purchased Pre 2019 only**

### **What does this limited warranty cover?**

This Limited 'Lifetime' Warranty, delivers long term assurance, covering the vital electro-mechanical working parts within the slush machine casing.

### **How long does the coverage last?**

The Limited Lifetime Warranty is limited to the useful life of the machine, after the first 12 months from the date of purchase. The term 'lifetime' is defined as: *the period of time, up to the point where a slush machine has come to the end of its useful life.* For the purpose of this warranty, if we deem a slush machine to be beyond economical repair, then it is defined as 'having come to the end of its useful life.' Trade in allowances are often available.

### **How to contact us**

- E.mail – [services@snowshock.co.uk](mailto:services@snowshock.co.uk)
- Text HELP to– 0752 0633 584
- or visit [snowshock.com](http://snowshock.com) and use the chat window.

Our service department can get very busy. Phone calls are not the best way to get a prompt response.

- Telephone – Call 0330 3536132 (option 3) Because we can only handle one call at a time, you might not get through at busy times. Leave a message and we'll get back as fast as we can, in busy periods this could be up to 3 working hours.

### **Support**

For a comprehensive resource to help you with your machine, to keep it running correctly, including cleaning, maintenance, repairs and user manual download.

Visit [www.snowshock.com/support](http://www.snowshock.com/support)

YouTube – search Snowshock