



For HD Series equipment parts/warranty service, please contact Smart Kitchen Services:

PH: 1.888.828.5535

EMAIL: warranty@culitekfse.com

For SS Series equipment parts/warranty service, please contact National Service America (NSA):

PH: 1.800.325.1740

ONE YEAR WARRANTY

Culitek warrants all new gas components, such as cast-iron grates, stainless steel radiants, and briquettes to be free from defects in materials or workmanship. Equipment installed in/on a food truck or trailer will be limited to a period of 30 days from the original date of purchase. All claims for parts or labor must be made directly through Culitek, and must include model number of the unit, the serial number, proof of purchase, date of installation, and all pertinent information supporting the alleged defect. Failure to comply with warranty policies will result in voiding claims.

ADDITIONAL FRY POT WARRANTY

All stainless steel fry tanks have a (5) year limited tank warranty. If the tank has a leak under normal usage in the first year of operation, verified by an authorized service company, the entire fryer will be replaced. After the first year and for the following (4) years, a replacement tank will be sent at no charge. Shipping costs and labor charges to install the tank will be the end users responsibility.

WHAT IS NOT COVERED BY THIS WARRANTY

Culitek's sole obligation under this warranty is limited to either repair or replacement of parts, subject to the additional limitations below. Equipment on which the security seal has been broken, and/or that has the model number or serial number removed or altered will not be covered by this warranty. This warranty neither assumes nor authorizes any person to assume obligations other than those expressly covered by this warranty.

ROUTINE MAINTENANCE REQUIREMENTS MUST BE FOLLOWED OR WARRANTY IS VOID: Equipment that has not properly been maintained, been damaged from improper cleaning, and/or water damage to controls will void warranty in its entirety.

NO CONSEQUENTIAL DAMAGES: IN NO EVENT WILL CULITEK BE RESPONSIBLE FOR ECONOMIC LOSS, PROFIT LOSS, OR SPECIAL, EXEMPLARY, PUNITIVE, INDIRECT, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOSSES OR DAMAGES ARISING FROM FOOD OR PRODUCT SPOILAGE, REGARDLESS OF WHETHER OR NOT THEY RESULT FROM EQUIPMENT FAILURE.

WARRANTY IS NOT TRANSFERABLE: This warranty is not assignable and applies only in favor of the original purchaser/user to whom delivered. ANY SUCH ASSIGNMENT OR TRANSFER SHALL VOID THE WARRANTIES HEREIN AND SHALL VOID ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF

MERCHANTABILITY OR LABOR COVERAGE FOR COMPONENT FAILURE OR OTHER THE WARRANTY PACKET PROVIDED WITH THE UNIT.

ALTERATION, NEGLIGENCE, ABUSE, MISUSE, ACCIDENT, DAMAGE DURING TRANSIT OR INSTALLATION, FIRE, FOOD, OR ACTS OF GOD: Culitek is not responsible for the repair or replacement of any parts that are determined to have been subjected after the date of manufacture to alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, flood, or act of God.

IMPROPER ELECTRICAL CONNECTIONS: Culitek is not responsible for the repair or replacement of failed or damaged components resulting from electrical power failure, the use of extension cords, low voltage, or voltage drops to the equipment.

THE ONE YEAR PARTS & LABOR WARRANTY AND THE ADDITIONAL FIVE (5) YEAR FRY POT WARRANTY ARE AS DESCRIBED ABOVE. THESE WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, AND SELLER DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR THAT THE GOODS WILL BE FIT FOR A PARTICULAR PURPOSE. SELLER ALSO DISCLAIMS ANY IMPLIED WARRANTIES OF NON-INFRINGEMENT. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

Stocking Period: Equipment distributed by stocking dealers are permitted a period of up to six (6) months for time equipment is in-stock before sale to purchaser/user before warranty starts. For this extended warranty stocking period to be honored, customer must provide model number of the unit, the serial number, and dated proof of purchase. *In some cases, a 25% restocking fee may be charged to a buyer for returned items.

** Returns with applicable restocking fees will only be permitted on items returned within 90 days of purchase.*

Outside U.S. and Canada: This warranty does not apply to areas outside the continent of the United States. Culitek is not responsible for any warranty claims made on products sold or used in such areas.

Residential: Culitek assumes no liability for parts or labor coverage for component failure, factory defect or any other damages for units installed in non-commercial foodservice or residential applications. The manufacturer does not recommend or authorize the use of any product in a non-commercial application, including but not limited to residential use. The use or installation of any product in non-commercial applications renders all warranties, expressed or implied, including the warranties of merchantability and fitness for a particular purpose, null and void, including any responsibility for damage, costs and legal actions resulting from the use or installation of products in any non-commercial setting.