

## General Warranty Information

- Scotsman warrants that any ice machine, purchased by the original consumer, will be devoid of any material or workmanship defects upon shipment from the factory. The product will function properly under regular usage if correctly installed and maintained per the manual provided. For more details see the warranty statement included with the machine.
- It falls upon the customer to register the warranty for their machine upon the date of install.
  - » If the customer doesn't register the machine, the warranty will commence ninety (90) days after the factory shipment date.

## Warranty Registration/Verification

- There are a few ways to register, or verify, a machine's warranty.
  - » Scan the QR code on the next page OR go to [Scotsmanhomeice.com](https://Scotsmanhomeice.com) and click on "Warranty Registration and Verification" in the upper right corner. Enter the machine serial number in the search bar and hit enter.
  - » Locate the data tag on the back of the machine and scan the unit specific QR code on the label.
  - » Fill out the registration card that was included with the machine and mail back to Scotsman.

## Warranty Parts and Service

Scotsman products occasionally require a replacement part while in warranty. Once replaced, those parts are the property of Scotsman.

- Hold all defective warranty parts for 45 days from the date the claim was paid.
- If Scotsman has not issued a return notification within those 45 days, those parts should be scrapped.
- All eligible warranty claims must be submitted to your Scotsman distributor within 30 days of the date of repair.
- Labor reimbursement will be limited to normal and customary labor rates within the area the machine is serviced.
  - » If there is a situation that doesn't fall under normal and customary labor rates, please contact Scotsman Technical Service for the appropriate course of action. If a diagnosis/repair qualifies, a preauthorization will be provided for the additional labor.
- All replacement warranty parts must be provided from your Scotsman distributor. The use of aftermarket parts is prohibited.
- The original warranty registration date remains in place, even in the event a part or machine is replaced.
- When servicing an ice machine, no refrigeration additives such as dyes or Leakstop should be added to the system.
- Service should be performed by a qualified service technician who is experienced on Scotsman products and can provide a complete diagnosis to support the parts being replaced.
- A sealed system diagnosis must include the specific finding and steps that were taken to support the diagnosis.

## Common Reasons Warranty Claims Could Be Adjusted, Delayed, or Rejected:

- Warranty claim information is incomplete or inaccurate.
- The diagnosis or work performed is inaccurate or missing information.
- Claims are received more than 30 days past the service date.
- Warranty Parts requested to be returned, but do not get returned, may result in a debit to the original warranty claim or Servicer for up to the full amount of the warranty claim.
- Complete kits should not be used for warranty purposes. The individual failed component should be identified and replaced.
  - » For example: If an issue is found in a drain pump assembly, the diagnosis should be specific to support a failed component that requires replacement within the drain pump assembly. You should not order a full drain pump kit.
- A claim is incomplete and does not offer a thorough explanation. I.E. what part failed, what caused or contributed to the part failing, why does a part need to be replaced, etc.

### Machine Warranty Information

Model	Parts and Labor	Compressor (labor not included)
SCC, DCE, SCR, SCV	1 year	Additional 4 years
SCN	2 years	Additional 3 years

Warranty claims should be filed through a local Scotsman parts distributor. You can find one through two ways.

1. Visit <https://locators.scotsman-ice.com/Residential/ResidentialDistributor>
2. Scan the QR code below.

Warranty Registration



Parts Distributor



**Scotsman Technical Service: 1-800-533-6006**