

WARRANTY CARD



FRESH YOUR LIFE

Manufacturer Signature: *Dawn Tawn*

EQCHEN INC

Warehouse address:

CA: 9180 Center Ave dock 14, Rancho Cucamonga, CA 91730

TX: 8630 Fallbrook Drive STE 200, Houston, TX 77064

GA: 2760 Faith Industrial Dr BUFORD, GA 30518

NJ: 8 Taylor Road Suite 1 Edison, NJ 08817

Customer Service:

Tel: +1 917-868-8680

Email: sales@eqchen.com

After sale service:

We supply 2 year warranty of whole machine failure, 6 year warranty of compressor failure.

What we can supply for after sale service:

- Within 2 year after invoice date:

If there is something unusual, please email to eqchen with contents as below: Describe the problem of products with machine nameplate and barcode, Westlake will guide how to handle by videos or pictures to solve the problem for easy problems.

If the customer can not handle it himself, we will schedule a technician to fix it. Eqchen is responsible for the maintenance labor cost.

If problem can not be solved by our technicians, we will change a new machine for you include freight, but you are responsible for moving the damaged machine from your kitchen to the truck and moving the new machine from truck to your kitchen.

- Within 3-6 years after invoice date:

If there is something unusual of the compressor, please email to eqchen with the machine nameplate and barcode, we will send you one new compressor to you for free. but eqchen is not responsible for the maintenance labor cost.

Warranty Does Not Cover:

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