2 Year Limited Parts & labor Warranty

Kratos offers a warranty to the original purchaser of new equipment, that the model of equipment will be free of defects in material and workmanship for a period of 2 year from the original date of delivery. The Compressor is covered for the timeframe of 5 years. Equipment must be installed by a qualified installer where applicable. Warranty coverage is only valid in the Contiguous United States & Canada. It is for commercial customers and is not transferrable. Kratos will repair, provide replacement components, replace the entire unit, or refund the purchase price to satisfy the warranty obligation. Not to exceed the original price of the item purchased. Kratos makes no other warranties, express or implied, statutory, or otherwise, and hereby disclaims all implied warranties, including the implied warranties of merchantability and of fitness for a particular purpose.

The 2 Year warranty does not cover:

- Failure to install and/or use equipment within proper operating conditions as specified by Kratos. Improper operating conditions include but is not limited to Residential, outdoor, or mobile applications.
- **For commercial use only, residential use voids warranty.**
- **Mobile applications fall under a different level of coverage as outlined below.**
- **Outdoor use will void the warranty.**
- Issues related to improper installation which are the responsibility of the installer. To include improper voltage, phase, or fuel type.
- Damage caused by power surges, brownouts, or inconsistent voltage such as when connected to a generator. Also to include damage caused by vandalism; improper handling, maintenance, or storage; use of unauthorized parts, impacts by foreign objects, harmful chemicals, fire, flooding, or Acts of God.
- Failure to properly maintain equipment or failure due to lack of routine cleaning.
- Parts deemed by Kratos to be normal wear and tear parts including, but not limited to, casters, hoses, grates, glass, light bulbs, and rubber components.
- Products that have been modified, abused, or misused intentionally or accidentally. Any products that have been exposed to corrosive or other cleaners not intended for use on stainless steel will void the warranty.
- Any products sold outside the contiguous United States OR Canada.

- Any products where the original sale cannot be determined. No order #, invoice or receipt to provide proof of purchase will result in no warranty coverage.
- Service requires prior notice to Kratos and within 30 days of discovery of the defect, not to exceed the length of the warranty following the original date of delivery.
- Repair service must be through authorized Kratos services and not by unauthorized or unqualified persons. Repairs must be completed using parts consistent with Kratos OEM parts, except where permissible by state law.
- Rust or other damage caused by exposure to moisture.
- Freight damage must be made at time of delivery and addressed with the carrier for compensation.
- Kratos will not be liable for any parties that experience loss of product, consequential damage, lost business, or any other expenses.

The warranty does not cover overtime, holiday or weekend rates or other off-hour rates. Kratos reserves the right to deny coverage after a service technician is on site based on the above exclusions. Kratos will not be responsible for any service charges from non-warranty related labor and/or parts.

Food Truck/Mobile Application Warranty

Valid only in Contiguous United States

Kratos warrants all new equipment sold to food truck or other mobile applications for a period of **90 days** from the date of delivery and proper installation. Contact your authorized place of purchase for assistance.

For Warranty Inquiries or Service

Have your model number, serial number, and original order number ready to make an inquiry or claim. If possible, include pictures, a video and description of the problem to help expedite the processing time. Kratos reserves the right to investigate any warranty claim and evaluate the defective product to authenticate the problems found. Failure to permit this investigation and allow access to the defective item will void this warranty. Return authorization must be received from Kratos prior to returning any item. Any item that arrives without prior authorization will be refused and shipping costs will not be covered by Kratos.

- Call 1-800-215-9293
- Email crpcustomerservice@takktfoodservices.com