



1 Year 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 1 year from the original date of purchase. Equipment must be installed by a qualified installer where applicable. Warranty coverage is only valid in the Contiguous United States and Canada to 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. 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 1 Year warranty does not cover:

- Failure to install and/or use equipment within proper operating conditions as specified by Kratos. This includes but is not limited to outdoor 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 are the responsibility of the installer.
- 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 and rubber components.
- Products that have been modified, abused, or misused. 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.
- Labor or service not authorized by Kratos is not covered under this warranty.
- Freight damage must be noted at time of delivery and addressed with the carrier for compensation. Kratos will not honor the warranty for freight damage.
- Kratos will not be liable for any parties that experience loss of product, consequential damage, lost business, or any other expenses.
- Defects or damage due to improper maintenance, wear and tear, abuse, misuse, vandalism, or Act of God

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 only cover regular rate labor and travel up to 100 miles round trip. Kratos will cover up to 2 trips under warranty- 1 for diagnosis and 1 for repair. Additional trips need prior approval from Kratos. 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 and Canada

Kratos guarantees all new equipment sold to food trucks 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. **Begin the process by calling the warranty hotline at 855-531-7972.**