



Thank you for purchasing an Ice-O-Matic commercial ice machine! We are sorry that you are experiencing issues with your machine and are would like to provide the following resources to get your problem resolved.

Warranty Status

To see if your unit is under warranty you will the need the serial number of your ice machine. This is generally located on the upper left hand corner of your machine and may also be found on the control box on the interior of your machine. Your warranty status can be viewed at: <http://www.iceomatic.com/Service-and-Support/Warranty/>. If you did not register your machine at the time of purchase your warranty would end one year from the date labeled as "Warranty Start Date".

Troubleshooting

Owner/Installation manuals, service manuals, and cleaning documentation can all be found at <http://www.iceomatic.com/Service-and-Support/Service-Documentation/>.

Warranty Support

The Ice-O-Matic commercial service network is generally unable to service machines located in a residence due to state requirements. For those customers who have a residential installation Ice-O-Matic provides reimbursement directly to the end user. Please make an appointment with your local appliance repair person and submit the invoice including service details and the machine serial number to residentialwarrantysupport@iceomatic.com for payment.

If you need assistance in finding an appliance repair company, Ice-O-Matic recommends the following:

Mr. Appliance
Homeadvisor.com
Angie's List

Ice-O-Matic will approve work by any HVACR service provider appropriately certified by your state. Please note that plumbers and electricians are generally not certified for refrigeration handling.



Limited Warranty Statement

A copy of the Ice-O-Matic limited warranty statement is available here:

http://www.iceomatic.com/uploadedFiles/Second-Level_Pages/Service_Support/Warranty/Warranty%20Statement%20June%202016.pdf

Please note that warranty does not cover normal maintenance, adjustments, cleaning, corrections for installation issues, or ice reimbursement.

Questions?

If you have any questions regarding this process, please contact residentialwarrantysupport@iceomatic.com.