PASMO America (USA) Commercial Limited Warranty

PASMO's warranty obligations are limited to the terms set forth below:

PASMO America (USA) ("PASMO") provides the following Commercial Limited Warranty ("Warranty") to the original commercial purchaser ("Customer") of PASMO soft serve and frozen beverage equipment ("Equipment"). This Warranty is issued for commercial use only and outlines the coverage, conditions, and limitations related to parts and service. It is not a consumer warranty and is governed solely by the terms below.

Non-Wearable Parts

1 Year (Parts & Labor)

Covers manufacturing defects under normal commercial use. PASMO will repair or replace Non-Wearable Parts and cover standard labor.

Compressor, Shell, and Hopper

5 Years (Parts Only after Year 1)

Extended coverage for compressor, shell, and hopper. Years 2-5 include parts only; labor is not covered.

There is no coverage for wearable parts.

Items subject to regular wear and tear are excluded unless otherwise approved in writing by PASMO. Replacement is the Customer's responsibility.

Wearable Parts

No coverage.

Items subject to regular wear and tear are excluded unless otherwise approved in writing by PASMO. Replacement is the Customer's responsibility.

Definitions

Non-Wearable Parts: Major internal components such as compressors, motors, gear boxes, condensers, fans, control boards, etc.

Wearable Parts: Components subject to regular usage-related wear or requiring periodic replacement due to normal operation. Wearable Parts are expressly excluded from warranty coverage unless otherwise approved in writing by PASMO. Examples of Wearable Parts include, but are not limited to:

- Dispensing handles, levers, springs, pivot pins, and related dispensing hardware
- O-rings, gaskets, seals (including draw valves and related O-rings)
- Scraper blades/beater blades, beaters, and air tubes
- Panels and cosmetic trim, design caps, drip trays and covers, and caster wheels
- Drive belts, fuses, switches (including emergency stop switches), and hopper covers

Authorized Service Agent (ASA): A technician approved by PASMO to perform warranty repairs.

I. Warranty Coverage and Duration

5-Year Limited Compressor Warranty (Commercial Use)

PASMO America warrants the original compressor in each unit to be free from defects in materials and workmanship for a period of five (5) years from the date of original shipment. This warranty applies only to equipment used in commercial environments, under normal operating conditions, and subject to routine maintenance and proper installation.

If a compressor is determined by PASMO America to have failed due to a covered defect, PASMO will provide a replacement compressor at no charge for the part. This warranty covers two (2) compressor replacements per unit during the warranty term.

The warranty does not include:

Labor, shipping, or refrigerant charges associated with replacement

Failures resulting from improper installation, misuse, lack of maintenance, power surges, environmental factors, or third-party servicing

Any failure not reported within thirty (30) days of occurrence

Replacement of the compressor does not extend or renew the original five-year warranty term. After two (2) covered compressor replacements, any further compressor failures shall be deemed outside the scope of this limited warranty.

Standard Coverage - Non-Wearable Parts

PASMO warrants the Equipment to be free from defects in materials and workmanship for one (1) year from the delivery date. This includes replacement parts and standard labor for covered failures.

Extended Warranty - Compressor, Shell, Hopper

The compressor, cabinet shell, and hopper are covered for five (5) years from delivery. In years two through five, PASMO will supply replacement parts only; labor is the Customer's responsibility. Wear-and-tear, rust, and cosmetic damage are excluded.

Scope and Limitations

Coverage is strictly limited to defects in workmanship and materials. PASMO may provide new or reconditioned parts. Replaced parts are warranted for the remaining original period only.

II. Eligibility and Conditions

To qualify for warranty service, the following conditions must be met:

Authorized Purchase

Equipment must be purchased new from PASMO or an authorized dealer, and used in the United States.

Commercial Use and Location

Warranty applies only to indoor, stationary commercial installations (e.g., restaurants, cafes). Use in mobile or residential settings is not covered unless agreed to in writing by PASMO. Equipment must operate on a stable, dedicated power supply.

Installation and Training

Installation must comply with PASMO's specifications. The Customer must complete PASMO training and register the Equipment or sign a sales agreement.

Preventive Maintenance

The Customer is responsible for maintaining the Equipment per PASMO guidelines, including routine cleaning and condenser maintenance. Failure to do so will result in the remaining warranty period being void. PASMO must be contacted FIRST to troubleshoot any issues and will recommend a local Service Agent. PASMO is not responsible for the service agent's work, conduct, or performance. Any disputes with the service provider are solely between the Customer and the agent. PASMO's liability is limited to covered parts and Equipment only.

Non-Transferable

Warranty coverage is non-transferable. Moving the Equipment to another location or transferring ownership voids the Warranty unless PASMO authorizes otherwise in writing.

III. Exclusions and Conditions That Void Warranty

PASMO is not responsible for and shall not cover:

Wearable Parts: Replacement due to normal use is excluded unless otherwise approved in writing by PASMO.

Cosmetic Wear: Rust, paint fading, scratches, and dents.

Misuse or Abuse: Operation outside PASMO's guidelines or with unsuitable products.

Neglected Maintenance: Failure to clean or maintain Equipment properly. Certified technician evidence of clogged condensers or neglected upkeep voids this Warranty.

Improper Products: Use of unapproved or homemade mixtures.

Unauthorized Service or Alteration: Any modification, disassembly, or repair performed by unauthorized personnel, unless approved in writing by PASMO, voids this Warranty. This includes installation of non-genuine PASMO parts.

Improper Installation: Setup that fails to meet PASMO standards.

Poor Ventilation or Temperature: Operation in hot or unventilated areas voids the Warranty.

Dirty Power: Failures from voltage spikes, surges, or unstable electrical supply.

Unapproved Locations: Use in food trucks, mobile carts, or homes without written PASMO approval.

Force Majeure: Damage due to natural disasters or external forces.

IV. Warranty Claim Procedure

Contact PASMO First

Customer must contact PASMO before any service by calling PASMO at 844-52-PASMO (844-527-2766), ext. 2. PASMO will attempt troubleshooting and may refer to a Service Agent.

Written Authorization Required

No warranty coverage will be granted without written PASMO authorization.

Service Agent Liability Disclaimer

PASMO is not liable for work performed by service agents. Customer assumes responsibility for any resulting issues unrelated to warranted parts.

Customer Support Obligations

Customer must provide photos, diagnostics, and access for troubleshooting.

Non-Warranty Costs

If an issue is deemed out-of-scope, the Customer is responsible for all labor, parts, travel, and a processing fee.

PASMO Inspection Rights

PASMO may require return of defective parts and reserves the right to verify maintenance compliance.

Authorized Service Setup and Payment Policy:

To schedule service, customers must contact PASMO directly and will be referred to an Authorized Service Agent (ASA). Before service can be dispatched, the customer must provide a valid credit card to establish an account with the ASA. This applies to both warranty and non-warranty calls.

If the issue is determined to be covered under warranty, PASMO will reimburse the customer for the service charges in accordance with the warranty terms. If the issue is not covered due to reasons such as installation errors, lack of maintenance, environmental conditions, power issues, or user error, the customer will be responsible for all related charges including parts, labor, and travel.

To expedite service, please have the following ready when you call:

- Model number
- Serial number
- Installation date
- A clear description of the issue
- Contact information for follow-up

V. Limitation of Liability

Sole Warranty:

This document contains PASMO's exclusive warranty. All other warranties, express or implied, including fitness or merchantability, are disclaimed.

Limitation Of Damages:

PASMO is not liable for incidental, indirect, or consequential damages including business interruption, product loss, or income loss. Total liability is limited to the purchase price of the Equipment.

No Oral Modifications:

Only written modifications signed by PASMO executives are enforceable.

For service or warranty-related questions, contact PASMO America using the contact details provided at time of sale.