

Ice machines

Compact, reliable Chewblet® extruded ice and flake ice machines in a variety of sizes to meet your needs. Choose from top mount or RIDE® remote ice delivery equipment (extruded only). Follett's unique Ice Manager™ diverter valve system allows the use of ONE Horizon Elite™ (1010 and larger) with TWO storage units each up to 75 ft (22.8 m) away.

Warranty

Maestro Plus™ and Horizon Elite ice machines, Ice Manager diverter valve system

Follett Products, LLC warrants to the original end user that all parts shall be free from defects in material and workmanship under normal use and service for a period of 3 years from the date of installation. Date of installation shall not exceed 90 days from date of shipment. Parts and labor for repair within this 3 year period are covered under this warranty. For products outside of the U.S., the labor warranty will apply only to equipment sold and serviced through a Follett Authorized Distributor in its designated territory.

The compressor shall be covered for an additional 2 years (parts only), for a total of 5 years from the date of installation.

Note: Marine units carry 2 year parts warranty and a limited 2 year labor warranty. Labor will be covered provided Follett receives 72 hours notice to perform service and service is provided at a port located in the 48 contiguous states.

WARRANTY CONDITIONS

- Warranty labor must be performed by the local Follett authorized service provider
- The equipment has been installed and operated in compliance with instructions provided by Follett
- Customer has documented record of preventive maintenance and cleaning of the machine every 6 months according to the instructions in the Installation, Operations and Service Manual
- Malfunctions or damage due to alterations, improper operation, outdoor use, neglect, vandalism, fire, acts of God, or any situation beyond the control of Follett are expressly excluded from this warranty
- Follett reserves the right to require that any parts covered under this warranty be returned to Follett prepaid and verified as defective upon examination
- Any damages resulting from shipment of the unit are expressly excluded. Follett advises customers to carefully examine all shipments prior to acceptance and note all potential damage concerns on the appropriate shipping papers.
- Excess labor charges resulting from security clearance procedures, safety training, travel time greater than one hour or 50 miles (80 km), premium time labor; after hours, weekends, holidays, etc., will not be covered by Follett Products, LLC and are the responsibility of the equipment owner

This warranty is expressly made in lieu of other warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose except as provided in the warranty with respect to defects in material and workmanship. Follett Products, LLC will not be liable for any consequential damages, expenses, connecting or disconnecting charges, or any losses or damages resulting from a defect of the machine. Questions concerning this warranty should be directed to Follett Products, LLC, technical service at +1 (877) 612-5086 or +1 (610) 252-7301.