



# LIMITED LABOR AND PARTS WARRANTY



## Warranty Valid only in the Contiguous United States

This Limited Warranty ("Warranty") is presented by USR Brands ("Company"), covering all HILO Products.

## 30 DAY LIMITED WARRANTY

USR Brands ("Company") guarantees that, for thirty (30) days from the original delivery date when purchased from an authorized dealer, all HILO Products will be free of manufacturing defects. This warranty is valid only for the original purchaser and does not cover components or accessories sold separately. If a defect occurs, the Company will repair the product. Under no circumstances will warranty coverage exceed the original purchase price. At the Company's discretion, store credit may be offered instead of repair. This is the sole and exclusive remedy available under this warranty.

## Warranty Coverage

This Warranty exclusively covers defects arising from the product's manufacturing or workmanship during standard usage as prescribed in the USR Brands' instructions. The Warranty does not cover:

- Damage resulting from deliberate or accidental misuse, abuse, unauthorized alterations, vandalism, improper handling, inadequate maintenance, or storage;
- Damage caused by fire, flooding, natural disasters, power fluctuations, improper utility connections (such as using the wrong voltage, phase, or fuel type), or any other external factor;
- Assembly, installation, or usage in disregard of USR Brands' guidelines;
- Gas, plumbing, and hardwired electrical connections that are not completed by a qualified installer (any necessary calibrations or other adjustments are the responsibility of the installer and are not covered under this warranty);
- Unconventional or unintended usage;
- Normal wear and tear, including parts subject to routine replacement, such as gaskets;
- Corrosion or damage due to exposure to moisture;
- Usage of the product for non-commercial purposes;
- Labor, materials, or expenses incurred for removal, reinstallation, or replacement of the product.
- **Residential Installations:** USR Brands equipment is designed solely for commercial food service use. Warranty will not extend to residential use. We do not recommend using commercial food service equipment in residential settings;
- **Farm Installations:** Due to inconsistent electrical construction and safety standards, Farm installation warranties will be Parts Only. USR Brands Inc. is unable to send commercial food service technicians to perform any diagnoses or repair at a residential or farm location. We will ship covered parts for the duration of the warranty.

USR Brands does not maintain service contracts, and for this reason, cannot ship to, or guarantee products in the following western US states: CA, OR, WA, MT, WY, UT.

IN NO EVENT SHALL USR BRANDS BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, DIRECT, INDIRECT, SPECIAL, PUNITIVE, OR EXEMPLARY DAMAGES, INCLUDING BUT NOT LIMITED TO ECONOMIC LOSS, PROFIT LOSS, OR DAMAGES ARISING FROM THE USE OR INABILITY TO USE USR BRANDS' PRODUCTS OR SERVICES, ENCOMPASSING LOSSES OR DAMAGES RESULTING FROM BUSINESS INTERRUPTION, OR ANY OTHER COMMERCIAL OR ECONOMIC LOSSES, REGARDLESS OF WHETHER SUCH DAMAGES ARE BASED ON CONTRACT, TORT, STRICT LIABILITY, OR ANY OTHER LEGAL THEORY.

USR Brands retains the right to revise or terminate this warranty at its discretion. The warranty covers solely those items acquired between the initiation date of this warranty and the conclusion date of any ensuing warranty (or termination) that follows.

For warranty claims, please download and fill out the service form at <https://usrbrands.com/pages/warranty>. Provide the model number, serial number, original order number, images, videos, and a comprehensive description of the issue. Claims must be submitted within 30 days of identifying the defect. Failure to comply may result in your warranty being voided.

This warranty replaces any previous and concurrent agreements, representations, or understandings, whether expressed verbally or in writing, concerning the product. Modifications or changes to this warranty require a written statement signed by an authorized USR Brands representative. USR Brands is not obliged by any statements or claims that exceed the conditions outlined in this warranty.



USR Brands, Inc.

Phone: 800-764-1172 | [www.usrbrands.com](http://www.usrbrands.com) | [service@usrbrands.com](mailto:service@usrbrands.com)

USRBRANDS® RESERVES THE RIGHT TO CHANGE SPECIFICATIONS WITHOUT NOTICE

REV: 02-2026

Page 1/1