

# PASMO America

## Commercial Limited Warranty

Quick Reference Card - Always call PASMO first: 844-527-2766 | [service@pasmousa.com](mailto:service@pasmousa.com)

### What's Covered

Coverage	Duration	Details
Non-Wearable Parts & Labor	1 Year	Parts and standard labor for manufacturing defects under normal commercial use.
Compressor (Part Only after Year 1)	5 Years	Year 1: parts and labor. Years 2–5: replacement part only. Up to 2 compressor replacements per unit.
Shell and Hopper (Part Only after Year 1)	5 Years	Year 1: parts and labor. Years 2–5: replacement part only.
Wearable Parts	No Coverage	Excluded. See wearable parts list below.

### What's NOT Covered

- Wearable parts (see list →)
- Operator error, misuse, or abuse
- Improper cleaning or neglected maintenance
- Clogged condensers (evidence voids warranty)
- Inadequate clearance or blocked ventilation
- Improper electrical supply or power surges
- Unapproved product mixes
- Unauthorized service or non-genuine parts
- Mobile, residential, or unapproved use
- Cosmetic damage (rust, scratches, dents)
- Service not authorized by PASMO in writing
- Failures not reported within 30 days of occurrence

### Wearable Parts (No Coverage)

These items wear through normal use and are the customer's responsibility:

- Dispensing door, beater arm and beater shaft.
- Dispensing handles, levers, springs, pivot pins
- O-rings, gaskets, and seals (including draw valves)
- Scraper/beater blades, beaters, and air tubes
- Panels, cosmetic trim, drip trays, design caps
- Caster wheels and hopper cover
- Drive belts, fuses, and switches
- Emergency stop switches
- **This list is not exhaustive, Items subject to regular wear and tear are excluded unless otherwise approved in writing by PASMO. Replacement is the Customer's responsibility**

### To Keep Your Warranty Valid

- Equipment must be purchased new from PASMO or an authorized dealer.
- Installation must comply with PASMO specifications.
- Complete PASMO training and register your equipment.
- Maintain per PASMO guidelines — clean regularly, keep condenser clear.
- Use only in indoor, stationary commercial installations.
- Call PASMO FIRST before any service is scheduled.
- Only use PASMO Authorized Service Agents for repairs.
- Warranty is non-transferable — ownership changes void coverage.

### SUBMIT A SERVICE REQUEST

 **Service & Warranty**  
 844-527-2766 ext. 2  
[service@pasmousa.com](mailto:service@pasmousa.com)

 **Parts**  
 844-527-2766 ext. 703  
[parts@pasmousa.com](mailto:parts@pasmousa.com)

 **Food Safety / Emergency**  
 844-527-2766  
 Stop serving. Call immediately.

For the complete warranty terms, visit [www.pasmousa.com](http://www.pasmousa.com) or ask your PASMO representative for the PASMO America Commercial Limited Warranty document.