

PASMO America

Equipment Owner

Service & Warranty

For PASMO America Soft Serve, Frozen Yogurt, and Frozen Beverage Equipment Owners

This sheet contains everything you need to get service, [understand your warranty](#), and keep your [PASMO equipment running](#). Please keep it with your equipment documentation.

Service Request	Submit a Service Request
Support Phone	844-52-PASMO (844-527-2766)
Support Email	service@pasmousa.com
Business Hours	Monday–Friday, 8:00am–5:00pm MST
Website	www.pasmousa.com
Corporate Office	23961 Craftsman Rd, Suite E/F, Calabasas, CA 91302

Your PASMO America Contacts

If You Need	Contact	Details
Troubleshooting or service	Customer Service / Technical	844-527-2766 ext. 2 service@pasmousa.com
General questions	Customer Service	Trinity Moore — trinity@pasmousa.com — ext. 702
Service agent referral or locator	Service Support	Ava Cinnamon — ava@pasmousa.com — ext. 703
Parts identification or ordering	Service Support	Ava Cinnamon — parts@pasmousa.com — ext. 703
Billing / accounts receivable	Accounting	Tammy Andrews — tammy@pasmousa.com — ext. 706
Sales or purchase inquiries	Sales	844-527-2766 ext. 1 iSales@pasmousa.com

Main Line: 844-52-PASMO (844-527-2766) | Hours: Mon–Fri, 8:00am–5:00pm MST

The Most Important Thing to Know

ALWAYS CALL PASMO FIRST

Before scheduling any service visit, call PASMO America at 844-527-2766 (ext. 2). PASMO will troubleshoot with you by phone — many issues can be resolved without a technician visit. Warranty service requires written authorization from PASMO before it is performed. Service done without PASMO authorization may not be eligible for warranty coverage.

FOOD SAFETY

If you suspect a temperature failure or contamination issue, STOP SERVING immediately and call PASMO America: 844-527-2766. Do not wait for a scheduled service appointment.