

PASMO America

Warranty Service and Troubleshooting Guide

For PASMO America Equipment Owners and Operators

**FOOD
SAFETY —
STOP
SERVING**

If you suspect a temperature control failure or contamination issue, stop serving product immediately and call PASMO America: 844-527-2766. Do not wait for a scheduled appointment.

Support: 844-527-2766 | service@pasmousa.com | Mon–Fri 8:00am–5:00pm MST

Quick Service Flow

Follow these steps for the fastest path to resolution.

Step	Action	What to Know
1	Submit a Service Request or Call PASMO Support	Submit a Service Request or Call 844-527-2766, ext. 2. Have your model number, serial number, and symptoms ready.
2	Troubleshoot by Phone	PASMO will troubleshoot with you first. Many issues are resolved without a technician visit.
3	Written Authorization	If on-site service is needed, PASMO will issue written authorization (email or ticket with an authorization number) before dispatch.
4	Set Up ASA Account	Before the technician is dispatched, establish a billing account with the Authorized Service Agent. A credit card on file is required.
5	On-Site Service	The ASA technician diagnoses and repairs your equipment. The technician will verify clearance and airflow as part of the visit.
6	Warranty Outcome	If confirmed as a warranty defect and PASMO-authorized, eligible charges will be handled per warranty terms (see Section 6).

1. How to Get Help

PASMO America support is available to troubleshoot with you by phone or email during business hours. Before any on-site service is scheduled, call PASMO or [Submit a Service Request](#) first — this step is required for warranty coverage.

REQUIRED	Warranty service must be authorized in writing by PASMO before a technician is dispatched. Written authorization is an email or ticket confirmation from PASMO that includes an authorization number. Service performed without PASMO authorization may not qualify for warranty coverage.
-----------------	--

Contact	Details
Service Request	Submit a Service Request
Support Phone	844-527-2766 (844-52-PASMO)
Support Email	Monday – Friday, 8:00am – 5:00pm MST
Business Hours	Monday – Friday, 8:00am – 5:00pm MST
After-Hours (Food Safety)	Leave a detailed voicemail at 844-527-2766 or Submit a Service Request . Food safety messages are returned as the first priority at opening. Stop serving products until the issue is resolved.
Parts Inquiries	parts@pasmousa.com

2. Before You Call: Quick Checks

Check these items before calling. Many issues can be resolved in minutes.

<input type="checkbox"/>	Check	What to Look For
<input type="checkbox"/>	Power	Confirm the unit is on and not in standby mode.
<input type="checkbox"/>	Breaker / Circuit	Check the breaker at your electrical panel and reset if tripped.
<input type="checkbox"/>	Clearance and Airflow	Verify required clearance is maintained and vents are not blocked by walls, shelving, or other equipment.
<input type="checkbox"/>	Mix Level / Product Supply	Confirm mix level is adequate and product is flowing correctly.
<input type="checkbox"/>	Error Codes and Alarms	Write down any error codes or alarms on the display. Take a photo.
<input type="checkbox"/>	Ambient Conditions	Note the room temperature and ventilation at the equipment location.

3. What to Have Ready When You Call

- Model number and serial number (on the unit nameplate — take a photo to have handy).
- Business name, service address, and best callback number.
- Description of the issue, when it started, and any error codes or alarms displayed.
- Installation date or delivery date if available.
- Photos or short videos if you can capture the issue.

4. Warranty Coverage Summary

Your PASMO America Commercial Limited Warranty covers the following. For the complete warranty terms, visit www.pasmousa.com or contact PASMO Support.

Coverage	Duration	What's Included
Non-Wearable Parts & Labor	1 Year from delivery date	Parts and standard labor for covered manufacturing defects under normal commercial use.
Compressors, Shell, and Hopper	5 Years from delivery date	Year 1: parts and labor. Years 2–5: replacement parts only — labor is customer's responsibility.
Wearable Parts	No coverage	O-rings, gaskets, seals, beater blades, dispensing handles, drive belts, and similar wear components are excluded. See Quick Reference Card for full list.
Compressor replacements	Up to 2 per unit in 5-year term	PASMO covers the replacement compressor (part only). Labor, shipping, and refrigerant not included.

IMPORTANT

Warranty coverage is non-transferable. Moving equipment to a new location or transferring ownership voids the warranty unless PASMO authorizes it in writing.

5. What Can Void Your Warranty

The following conditions may result in a non-warranty determination and make you responsible for all service charges:

- Operator error, misuse, or abuse.
- Improper cleaning or failure to follow PASMO sanitation procedures.
- Inadequate clearance or blocked ventilation - certified technician evidence of clogged condensers or restricted airflow voids coverage.
- Improper electrical supply, power surges, or unstable voltage.
- Use of unapproved or homemade product mixes.
- Unauthorized service, modification, or use of non-genuine PASMO parts.
- Use in mobile, residential, or non-commercial settings without written PASMO approval.
- Failure to contact PASMO first and obtain written authorization before service.

6. Authorized Service Agent (ASA) Dispatch

If on-site service is needed after troubleshooting, PASMO America will refer you to a local Authorized Service Agent (ASA).

- Call PASMO first — this confirms the correct service path and any parts needed before the technician is dispatched.
- Using a non-authorized service provider may void warranty eligibility.
- Before the ASA can be dispatched, you must establish a billing account with the ASA and provide a credit card on file. This applies to both warranty and non-warranty calls — the warranty determination is made after diagnosis, not before dispatch.

NOTE

Providing a credit card does not mean you will be charged for warranty-covered work. If the issue is confirmed as a warranty defect and service was PASMO-authorized, eligible labor and parts charges will be handled per warranty terms. Non-warranty charges are your responsibility.

7. Clearance and Installation Requirements

Proper clearance and unobstructed airflow are required for your equipment to operate correctly and to maintain warranty coverage.

- Refer to your PASMO equipment manual for required clearance dimensions for your specific model.
- Ensure all vents and airflow paths are unobstructed.
- The service technician will verify clearance and airflow conditions on every visit and document findings.
- If inadequate clearance or ventilation is found to be a contributing factor in an equipment failure, the service event may be considered non-warranty.

8. Freight Damage at Delivery

If your equipment arrives with visible damage, act immediately:

- Document all damage with photos of the crate from all sides (or video) upon receipt BEFORE SIGNING the driver's delivery document.
- Note the damage on the delivery receipt and have the driver acknowledge it.
- Contact PASMO America to alert the shipment was received damaged.
- Do not attempt to operate damaged equipment until you have contacted PASMO.
- Freight damage is a separate process from warranty service — do not schedule a warranty service call for freight damage. Contact PASMO shipping first.

9. Warranty Determination and Disputes

Warranty coverage is determined after diagnosis by the authorized service technician, verified by PASMO America.

- If the issue is confirmed as a warranted defect and service was PASMO-authorized, eligible charges are handled per warranty terms.
- If the issue is determined to be non-warranty (see Section 5), you are responsible for all labor, parts, and travel charges.

If You Disagree with a Non-Warranty Determination:

1. Contact PASMO Support within 30 days of the service visit: 844-527-2766 ext. 2 or service@pasmousa.com.
2. Have your model number, serial number, and the ASA service invoice ready.
3. PASMO will review the claim documentation and communicate a determination in writing.
4. If the dispute is not resolved, you may escalate by requesting a review by PASMO management.

10. After the Service Visit

- Keep your service invoice and all documentation provided by the technician.
- If PASMO requests documentation for warranty review, submit it promptly.

- If the same issue recurs after a service visit, contact PASMO before scheduling another visit.
- For parts inquiries after the visit: parts@pasmousa.com or 844-527-2766 ext. 703.

11. Preventive Maintenance Reminder

Your warranty requires you to maintain your equipment per PASMO guidelines. Failure to do so can void your warranty.

- Clean and sanitize your machine per the PASMO operating manual schedule.
- Keep condensers clean and free of debris. Clogged condensers are one of the most common causes of equipment failure and may void warranty coverage.
- Refer to your PASMO Operating Manual for model-specific maintenance requirements.
- Contact Ava Cinnamon (ava@pasmousa.com, ext. 703) to schedule training if needed.

This guide is a summary and does not replace the PASMO America Commercial Limited Warranty. In the event of any conflict, the warranty terms govern.