



SOLARIS COOKING EQUIPMENT LIMITED WARRANTY

(NON-TRANSFERABLE)

For Warranty Service Call 888-377-1620

**This policy supersedes any previous policy and is effective August 1, 2026
Starting with date code: 2601**

2 Year Limited Warranty

All new SOLARIS Steamer Models SCS-3, and SCS-5, and Solaris High Speed Ovens Models HSB-208, HSB-240, HSS-208, and HSS-240, is warranted to the original purchaser of new equipment, to be free from manufacturing defects in material and workmanship under normal use and service for a period of two (2) years from the date of original purchase when installed by a qualified installer where applicable. Warranty coverage is valid only to the original commercial customer. (Proof of purchase required.) For indoor commercial use only in a commercial establishment under a hood with fire protection. The warranty is not transferable. Coverage cannot be modified after the time of purchase. Solaris will repair, replace with equivalent equipment, or refund the purchase price of the equipment at Solaris's discretion to satisfy warranty obligation.

1 Year Limited Warranty

All other products, such as Solaris Heat Holding Cabinets, Convection Ovens, All Gas Ranges & Floor Model Fryers, and all Gas Counter Equipment will have one (1) year parts and labor from the date of original purchase when installed by a qualified installer where applicable. Warranty coverage is valid only to the original commercial customer. The warranty is not transferable. (Proof of purchase required.) For indoor commercial use only in a commercial establishment under a hood with fire protection. The warranty is not transferable. Coverage cannot be modified after the time of purchase. Solaris will repair, replace with equivalent equipment, or refund the purchase price of the equipment at Solaris's discretion to satisfy warranty obligation.

*All services must be dispatched by calling the above noted phone number. No exceptions.

THE WARRANTY DOES NOT COVER:

- Installation in non-commercial or residential applications.
- Failure to install and/or use equipment with proper operating conditions specified by Solaris in the owner's/installer manual. This includes but is not limited to residential, outdoor applications.
- Issue(s) related to improper installation. Issues related to the installation are the responsibility of the installer. Solaris requires qualified installation for gas equipment.
- Any adjustments necessitated by improper operation conditions.
- Damage caused by improper electrical connection, power failure, generators, or excessively high incoming gas pressure, low or inadequate gas supply.
- Failure to properly maintain the unit including all preventative maintenance and cleaning.
- Equipment sold or used outside of the United States or Canada, equipment purchased second-hand, equipment sold by unauthorized reseller, and equipment expressly sold without warranty coverage.
- Equipment that has not been used appropriately or was subject to misuse, neglect, abuse, accident, alteration, negligence, damage during transit, delivery or installation, fire flood or an act of God.
- Equipment that has been altered, modified, or repaired by anyone other than an authorized service agency outside of the preventative maintenance and cleaning.
- Damage that occurred by improper gas or electric connects. This will include gas leaks that the fire causes damage to components.
- Glass, hoses, plastic, or rubber components, interior and exterior finishes, melted or burnt knobs, deliming, door gaskets, and normal wear and tear parts.
- The use of Non-OEM or authentic Solaris parts.
- Any fryer converted from its manufactured gas type. If converted to a fuel type other than the manufactured fuel type, the warranty and all liabilities will be voided.

(Continued)



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This warranty is limited to the repair and replacement, including standard labor charges for defective parts and/or assemblies. Labor, travel, and mileage covered for the warranty period include straight time labor charges and travel charges, a maximum of 100 miles, or a round trip of 50 miles, not exceeding a total of 100 miles. If the service is not available within 50 miles there will be additional travel charges to be incurred by the product owner. *Warranty cannot be offered for extreme remote locations over 100 miles away where service is not available.* This warranty does not cover overtime, holiday or off-hour and weekend rates. Solaris reserves the right to deny coverage after a service technician is on site based on the above exclusions. Solaris and its authorized dealers/distributors will not be responsible for service charges incurred on non-warranty matters.

Revision #20260728

Solaris

Customer Service Email:

solaris@entree.biz

Tech Support Email: techsupport@entree.biz

Phone: 888-377-1620

