



HOSHIZAKI AMERICA, INC.

SERVICE BULLETIN

SB02-0003R2

Revised August 5, 2014

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Subject: THE USE OF NON-OEM PARTS

The information shown below is a Service Bulletin that was original published in April 2002 and revised in April of 2004. Due to a recent increase in warranty issues concerning the use of non-OEM parts, we felt it necessary to re-state Hoshizaki's warranty policy concerning the use of non-OEM parts. Hoshizaki cannot give parts credit or pay labor claims where non-authorized, non-OEM parts are used. Also Hoshizaki cannot honor future warranty for any parts not purchased through the Hoshizaki distribution network.

ORIGINAL SERVICE BULLETIN:

After reviewing certain returned warranty parts it has become apparent that some are being replaced by using generic off the shelf parts (Non-OEM). Hoshizaki has never authorized the use of non-OEM parts when replacing components on our ice machines that are in or out of the warranty period. The use of non-OEM parts for in-warranty equipment will result in the denial of any warranty claim.

As an example, we have received non-OEM water valves, thermostats, and other components. We have also received water-regulating valves that have an OEM head and a non-OEM pressure bellows. There may have been some confusion resulting from a statement made in the Tech Spec pocket guide. This statement made mention of the fact that a non-OEM re-build kit could be used when re-building certain water regulating valves. This statement was never intended to authorize the use of non-OEM parts for warranty repairs. It is simply stated to assist in reducing the cost of equipment repair on units that were out of the warranty period. This statement has now been removed from all current inventories of the Tech Spec pocket guide as well as future versions. The reason for removing this statement is that the installation of the rebuild kits can be confusing and could cause additional failures if installed improperly. In the event that the water-regulating valve fails in the warranty period the valve must be purchased through the local Hoshizaki distributor.

The one and only exception to this policy is the use of non-OEM refrigerant driers. If you are on a call to repair a refrigerant leak and do not have an OEM drier on your truck, it is acceptable to use an equivalent non-OEM drier. This will save you time and effort and get the customer back up and running quickly and efficiently.

If you have any questions regarding our policy on the use of non-OEM parts, please contact Technical Support at Techsupport@hoshizaki.com or 1-800-233-1940.