



# HOSHIZAKI AMERICA, INC.

## SERVICE BULLETIN

SB17-0001R1

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### **Subject: Counterfeit or “knock off” parts**

We continue to identify counterfeit, as well as rebuilt or re-manufactured Hoshizaki service parts in the market. Some examples of these parts include float switches, thermistors, mechanical bin controls and water pumps.

The manufacturing and safety standards of these counterfeit/re-built parts cannot be verified, and the use of these parts could adversely affect the performance and potentially the safe operation of the equipment.

The use of these parts will not be covered under warranty and may affect any remaining warranty on the unit. The use of these parts may also affect agency approvals and may result in the denial of insurance coverage.

It is important that all service parts for Hoshizaki equipment be purchased through your local authorized parts distributor. To locate your local distributor please use our distributor locator at : <http://hoshizakiamerica.com/locate-distributor/>

If you have any questions concerning a possible counterfeit part please contact the Technical Support Department at [tech-support@hoshizaki.com](mailto:tech-support@hoshizaki.com) or 1-800-233-1940.