PRODUCT DOCUMENT PACK

Prepared and distributed by KW Commercial Kitchen

PRODUCT

Hoshizaki 97000190 HRF-127 HRF-127 DUAL-TEMP 2 LONG DOOR

Model / SKU: 97000190

KW COMMERCIAL KITCHEN

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DOCUMENT NOTICE

The supplier document begins on the next page. KW contact branding is added in a separate footer area and does not replace the supplier's instructions, specifications or warranty terms.

Official supplier source: /media/products/82226/documents/other-2.pdf

Dear Valued Customer,

A HOSHIZAKI Company

As part of our ongoing commitment to providing timely, high-quality service, we are updating our warranty service procedures. Effective **January 1, 2026**, Hoshizaki will introduce the Stripe Payment Platform for all non-warranty or suspected non-warranty claims processed via our National Service Centre (NSC) A refundable pre-payment will be required at the time of booking for certain warranty requests.

What's Changing?

- Pre-payment Amount: **$264.00 (incl. GST).**
  This covers our standard call-out fee plus one hour of labour.
- How It Works:
  Our Warranty Coordinator will assess your claim. If it is determined that the issue may not be covered under warranty, a member of our NSC team will contact you to advise you of the situation and process the pre-payment. These funds will be held on your behalf.
- Refund Process:
  If, after inspection, the technician confirms that the issue is covered under your warranty, the full pre-payment will be refunded to your original payment method.

Why Are We Making This Change?

Over the past year, collecting payment for non-warrantable work after service has proven increasingly difficult. By requesting a refundable pre-payment up front for jobs that may fall outside of warranty coverage, we can ensure prompt technician dispatch and maintain the high level of service you expect from us.

Secure Payment Processing with Stripe

To make this process as secure and seamless as possible, we've partnered with Stripe, a trusted global payment platform.
Stripe is PCI DSS Level 1 compliant—the highest level of security certification available for payment service providers—meaning they handle the majority of the security and compliance requirements on our behalf.

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What to Expect:

1. Submit your warranty request form to the NSC team.
2. Our team will contact you to confirm receipt and review the job details.
3. If the issue appears to be covered under warranty, it will be assigned to a technician.
4. If the issue may fall outside of warranty, we will call to take the pre-payment.
5. If the technician later determines the issue is covered, your payment will be fully refunded automatically.

If you have any questions about this new process or need assistance with making a pre-payment, please don't hesitate to contact our Warranty Support team at the NSC.

Thank you for your continued trust in Hoshizaki. We're committed to handling all warranty and non-warranty issues with transparency, fairness, and efficiency.