SHELF LIFE INC
FRESHER LONGER

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PREVENTATIVE MAINTENANCE

Ultrasonic Humidifier (Dry Misting) & Reverse Osmosis Filter Equipment

Preventative maintenance (PM) program applicable to ultrasonic humidifier (dry misting) equipment, and reverse osmosis systems where supplied, sold by Shelf Life Inc. ("Shelf Life"). Please retain this document for your records.

1. Manufacturer's Warranty — Ultrasonic Humidifier Equipment

1.1 Warranty Period & Coverage

Shelf Life warrants its ultrasonic humidifier (dry misting) equipment to be free from defects in material and workmanship, under normal use and maintenance, for a period of one (1) year from the date of purchase by the end user (the "Warranty Period").

1.2 Remedy for Defective Equipment

If equipment is found to be defective in material or workmanship during the Warranty Period, Shelf Life will repair or replace the equipment, at its discretion.

1.3 Installation Labor Warranty

Shelf Life provides a ninety (90) day labor warranty from the date of installation, covering labor for defects or issues caused by improper installation or by equipment failure due to a covered reason. After this 90-day period, the customer is responsible for any labor costs associated with repairs or replacement.

2. Labor Warranty — Installation Workmanship

Shelf Life provides a one (1) year labor warranty covering issues resulting from defective workmanship on the part of Shelf Life or its installation partners. This warranty covers labor only and does not cover equipment.

3. Warranty Exclusions

This warranty does not apply to:

- Damage or defects caused by misuse, neglect, improper installation, or improper maintenance.
- Damage resulting from natural disasters, accidents, power surges, or other external causes.
- Unauthorized repairs or modifications to the equipment.
- Products that have been subjected to abnormal conditions or have exceeded their intended use.

4. Preventative Maintenance — Dry Misting Equipment

4.1 PM Program Overview

Shelf Life offers a preventative maintenance (PM) service for dry misting equipment, performed annually or biennially (every two years), depending on the application:

- Annual PM refurbishment is recommended for non-controlled applications, such as produce cases or other constant-on applications.
- Biennial PM refurbishment is recommended for controlled equipment applications, such as meat cases, enclosed-door cases, and cold storage rooms.

The refurbishment program includes: system diagnostics with repairs and software upgrades as required, new TDK transducers, cleaning and sanitization of equipment, cleaning of air filters, and testing and certification.

Pricing includes the refurbishment service plus outbound and return shipping, and excludes labor to install (swap) the units on site. Please contact your distributor or Shelf Life sales representative for pricing.

The dry misting equipment is plug-and-play. Customers may perform the swap in-house, use a preferred contractor, or contract Shelf Life to perform the service. Completing this refurbishment program resets the manufacturer's one (1) year warranty.

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4.2 Refurbishment Program Pricing

Equipment	Refurbishment Price
DM4 — 4-Transducer Humidifier	Consult with Sales Team*
DM8 — 8-Transducer Humidifier	Consult with Sales Team*

* Plus: Freight Prepay & Add based on shipping zip code

4.3 System Cleaning & Sanitization

The dry misting diffuser bar system must be cleaned and sanitized at minimum annually. Shelf Life offers a PM program to clean and sanitize the system on an annual basis *at an additional cost*, or the customer or a preferred contractor may perform this service after being properly trained by Shelf Life. Pricing varies by application; a complete cleaning and sanitization typically takes approximately 2–3 hours of labor per 16-foot system.

5. Reverse Osmosis Systems (If Supplied) — Warranty & Preventative Maintenance

5.1 Manufacturer Limited Warranty

The manufacturer warrants reverse osmosis (RO) equipment to be free from defect for 1 Year from the purchase date, does not include consumables such as filters and membranes.

5.2 Filter Maintenance

RO filter changes may be required quarterly or semi-annually, depending on the quality of the local city water supply. The customer may perform this work in-house or contract Shelf Life to supply filters and/or perform the filter change. Maintaining water quality is important to ensure optimal system performance.

5.3 Annual Service

RO systems should be serviced annually or biannually (based on application), including filters and the main membrane. This service is typically timed to coincide with the annual or biennial equipment refurbishment program described in Section 4.

6. How to Contact Us — Warranty & Service Requests

Shelf Life is committed to providing prompt, reliable support. Please use one of the methods below to reach our Service and Technical Support team.

6.1 Email (Preferred Method)

For service requests or questions regarding your warranty or equipment, please email **Service@ShelfLifeInc.com**. To help us assist you as quickly as possible, please include:

- A complete description of the problem you are experiencing — for example: “My dry misting system over the leafy greens is not working, or has weak mist from the left side of the system,” or “My system stopped working — I checked the front display and there is a red indicator light, and the display shows a water supply safety error.”
- Photos or a short video clip of the issue being reported.
- Any error code the equipment is displaying, typically indicated by a red LED indicator light on the unit.

6.2 Phone

You may also reach our Service and Technical Support department by calling our toll-free number at (888) 888-1763.

6.3 Expedited Support

Contacting Shelf Life directly through the methods above allows our Service and Technical Support team to respond quickly and resolve your issue with the greatest clarity. Your sales representative remains a valued resource for product and ordering questions; however, to ensure the fastest possible response, please direct all warranty and service requests to our Service and Technical Support team using the contact methods above, rather than through your sales representative.

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