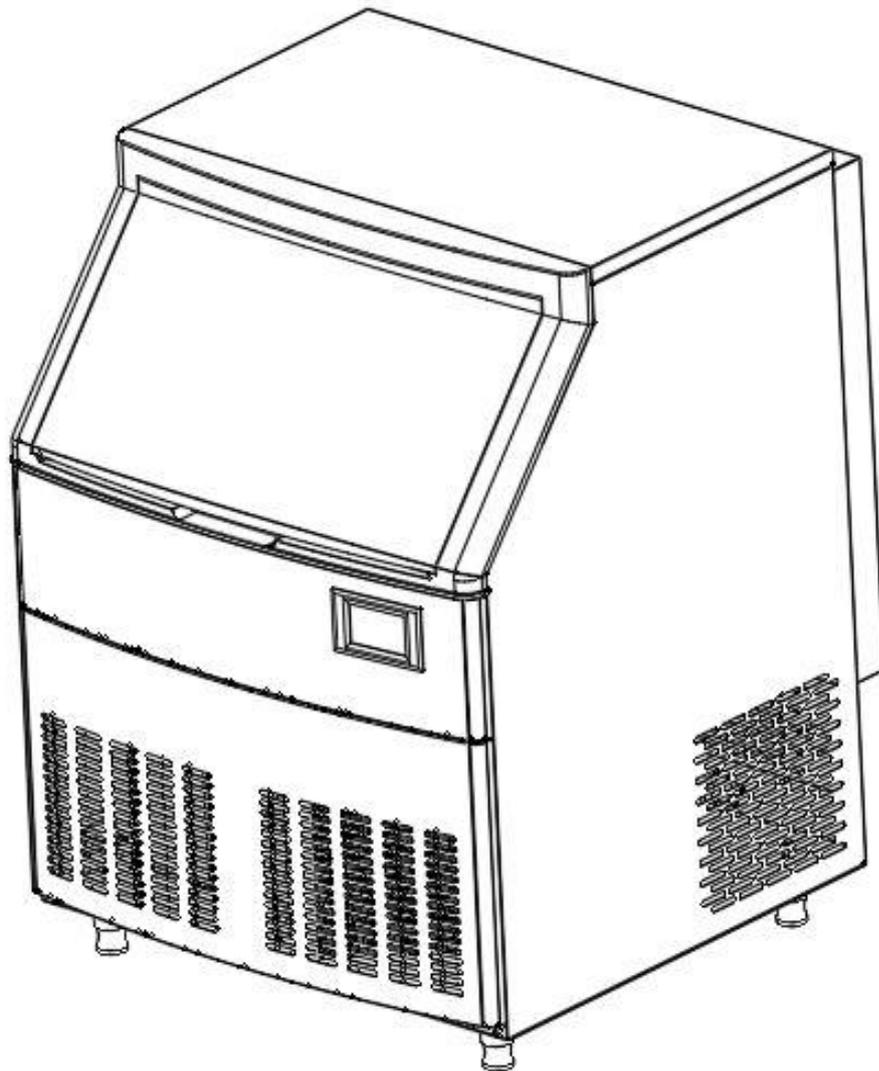


CUSTOMER SERVICE

SATISFY YOU IS OUR JOB



CAUTION

Please read the after-sales service and instruction before operating this equipment.

Service Support

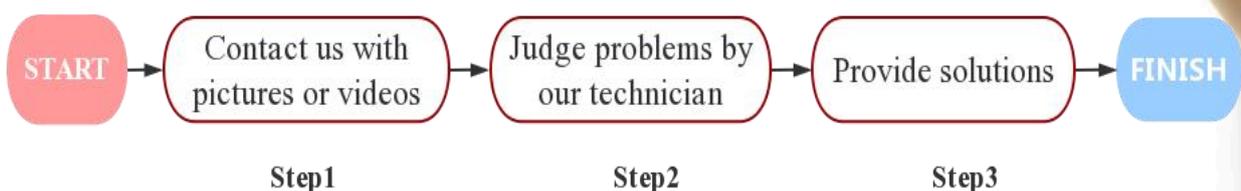
COTLIN is committed to providing important customers with reliable quality commercial ice makers and we guarantee 30 days of a new replacement for the quality problem; Providing lifetime technical service and troubleshooting support for any question.

In order to provide you with more effective services, if there is any problem with the ice machine you purchased, please kindly take some photos and videos of the product as soon as you receive it, contact customer service in time, send the problem information to us, and our professional after-sales personnel will give you an answer as soon as possible.

Do not just enter “fault icon”, “bad part” or “replaced defective part”. Our Tech Personnel will ask for more details. Failure to include specific information will delay the processing of the problem. **Contact us: service@cotlin.top**



Procedure of Getting Help



Receiving and Inspection

1. Shipped by 2 Packages

There is a difference in the delivery time as the order is shipped in 2 packages for the limitation of the size and weight. Please don't worry, we will inform you of the tracking numbers in time after delivery for you to check it.



Package 1 Ice Machine



Package 2 Accessories

2. Check the outer packaging box and the inner content carefully

Please check the appearance of the outer packaging box and the inner contents when receiving the goods to protect your right and interest. If there is any damaged outer packaging, defect and damage product, missing parts or received the wrong item, please kindly take photos and videos from all aspects or angles immediately for evidence and contact our customer service for verification and deal with it. Plus, we need these photos and videos to ask claims to the FedEx / UPS Carrier for their bad shipping service. They are very important to us as well cause we will get the correct way to improve the shipping box's strength from your information.

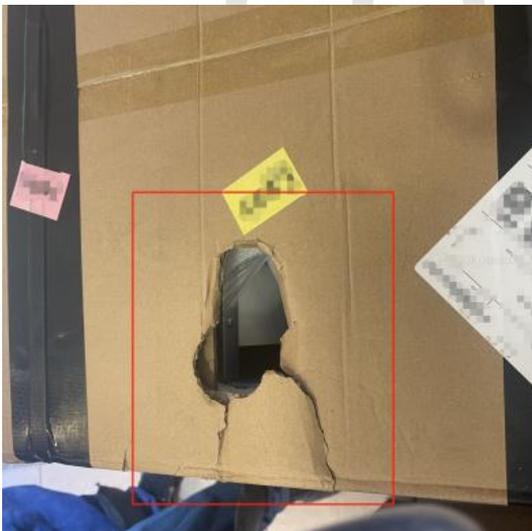
3. The Process of Receiving and Inspection

Step 1 Please check the outer shipping box and product carefully.

Step 2 If there is any damage or loss, please take some photos and videos for evidence. Pictures or videos are required:

- 1 Take some pictures or videos of the damaged parts of the outer package box and the whole image of the shipping box. e.g.

The damaged parts of the outer package box:



The whole image of the shipping box:



② Take some pictures of the damaged parts of the product and the whole image of the product(including accessories). e.g.

The damaged parts of the product:



The whole image of the product (It is better to show all accessories that have been received if there are missing parts):



- ③ Take some pictures of all the labels on the shipping box. e.g.



- ④ Take some videos to show the condition of the shipping box and inner product more intuitively.

How to take useful videos:

- To show the outer packaging box is damaged but not unpacked;
- To show the process of opening the outer box and the conditions of the inner content.

- ⑤ If the order is delivered by a truck, please take photos of the receipt with your signature (It must be noted: damaged/lost)

Step 3 Contact us with upon information, including **the model number, original order number, photos, and videos of the damaged parts**, and we will provide a satisfactory solution for you in time.

Quality Warranty

1. We guarantee 30 days of a new replacement on quality problem

The following situations are not included:

- With a large number of malicious returns.
- Unauthorized modification of the ice maker or use of non-native parts.
- Failure to install or use the machine within proper operating conditions.
- Damage caused by improper electrical connection, power failure.
- Damage caused by improper water pressure or temperature.
- Failure to properly maintain and clean the unit including all preventative maintenance and cleaning.

2. Provide lifetime technical service and troubleshooting support for any quality question

Please contact us if there is any quality problem with this equipment. You will need your model number and original order ID to make an inquiry or help. Including pictures and videos, as well as a description of the problem, will help to expedite solving processing time.



3. To improve the efficiency of solving problems, please kindly contact us with the following information

Step 1 Take some photos and videos of the screen panel, showing the specific diagnosis code that occurs when the machine runs. e.g.

For Example	
"Harvest Overtime"	 <p>The screenshot shows a blue digital display with the number '700' in large digits. Below it, '3°C' is displayed next to a wrench icon. A red rectangular box highlights the text 'Harvest overtime' in the bottom right area of the display. At the top right, there are two small buttons labeled 'Pressure' and 'Ice flip'. At the bottom, there are three icons: a gear, a bell, and a lightbulb.</p>
"Ice Flip"	 <p>The screenshot shows a blue digital display with the time '10:05' in large digits. Below it, '24°C' is displayed next to a wrench icon. A red rectangular box highlights the text 'Ice flip' in the bottom right area of the display. At the top right, there is a small button labeled 'Pres'. At the bottom, there are four icons: a circular arrow, a gear, a bell, and a lightbulb.</p>

Step 2 Take some photos and videos to show the inside status. Turn on the machine to make ice, take photos and videos to show the water, the ice tray, the ice full switch, the water pump, etc. e.g.

For Example	
Ice Tray	
Ice Full Switch	



Step 3 It is best to take some videos for about 5-10 minutes to show the screen panel and the working status of the inner after turning on the unit again. (If the video shows the running process of the ice machine for more than 10 minutes, it is easier to identify and solve the problem.)

How to take a useful video:

- Please turn off the unit for 5s and then restart it again if there is a problem with the ice maker;
- Start to take a video once you turn on the machine;
- **The contents of this video should include:**
 - Outer: the working and change status of the control panel; the situation or equipment around the machine
 - Inner of the top part: water sink, ice full switch, ice tray, and water flow, water pump, and the compressor

COTLIN ICE MACHINE

COTLIN is a commercial appliance's brand and company that specializes in industrial & business equipment, dedicating to provide reliable quality product and value for money for customer's benefit.

service@cotlin.top

support@cotlin.top

