



Shady Oak Distributing, Inc.

616 - 13th Avenue South • Hopkins, MN 55343

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Steps to Schedule Scotsman Service 3-1-2021

The Retail Associate may assist homeowner with all or some of the steps below.

1. Determine if unit is still under warranty

- a. [Scotsmanhomeice.com](https://www.scotsmanhomeice.com) → *click* “Warranty Registration & Verification”
- b. Enter the serial number from the ice machine unit.
- c. The “Warranty Start Date” auto-populates to 90-days post-production, and warranty expiration dates will populate accordingly.
- d. If the unit has not been registered, the “Registered To:” line will be blank, and the unit can be registered at this time.
 - *Click* the “Register” button to reset the “Warranty Start Date” to the actual date of installation.
 - Provide home address, homeowner’s name, and date of installation.
 - Continue to Step 2.
- e. If the unit had been registered and it is no longer under warranty, it may be serviced by any trusted appliance repair agent, or you may search for an *authorized* agent by continuing to Step 2.

2. Contact an **Authorized** Scotsman Service Agent listed on Scotsman’s website:

<https://www.scotsmanhomeice.com/service-locator/>

- Provide the serial number, explain the problem/concern, and schedule service.

3. **Technical questions** (service agent/homeowner/retailer): Contact Scotsman directly

- technical.service@scotsman-ice.com
- 1-800-533-6006