

Limited Warranty Reference

The Movable Outdoor Social Kitchen

Cook - Gather - Entertain

KS-WC-PUBLIC-20261021 | Public reference | Reviewed 21 October 2026

Public reference of the reusable Generic R2 terms dated 14 October 2026. A completed order-specific certificate, product record and approved BOM identify covered components. This publication does not change a certificate already incorporated into an existing order.

1 Product, purchaser and registration record

Certificate field	Complete before issue
Certificate number	[KS-WC-YYYY-#####]
Model / configuration	[PRO / MAX / CUSTOM; mechanism; finish]
Product serial number(s)	[Insert serial(s)]
Original purchaser / distributor	[Registered legal name]
Purchase / shipment date	[DD Month YYYY]
Installation date / location	[DD Month YYYY / project site]
Use classification	[Residential / commercial / hospitality / other]
Linked PI / contract / BOM revision	[Document reference(s)]

2 Warrantor and applicable products

This Limited Warranty is given solely by KAISTEEL LIMITED, a Hong Kong-registered company ("KAISTEEL"). It applies only to eligible KAISTEEL-supplied components and ordered materials identified in the product and order records. Founders, individual personnel, designers, suppliers, manufacturing partners and third parties do not separately warrant the system unless they expressly agree in writing.

3 Start of coverage and warranty periods

Coverage tier	Maximum term	Eligible scope
Primary structures	Up to 15 years	Eligible solid SUS304/SUS316 worktops, 304/316 stainless-steel cabinet bodies/doors and structural steel frames, only if included in the ordered specification; material/workmanship defects.
Surface / finish	Up to 5 years	Eligible factory-applied powder-coat or supplied decorative panel finish defects, subject to normal-weathering/corrosion exclusions.
Specified functional components	1 year	KAISTEEL-supplied electric actuators, canopy motors, switches, controllers and integrated LED lighting identified in the BOM.
Third-party appliances	Manufacturer terms	Grills, refrigerators, TVs, hobs and other third-party appliances: only the relevant manufacturer's applicable warranty.

Coverage normally begins on the verified original installation date. If installation timing cannot reasonably be verified, the shipment date recorded on the commercial invoice is used. The following tiers apply to eligible residential and commercial uses, subject to scope and exclusions.

Critical material limitation: aluminium cabinetry, aluminium panels and aluminium frames are NOT automatically in the 15-year primary-structure tier. Cabinet hardware is not automatically within the 1-year specified electrical/mechanical tier. The written BOM and product-specific schedule control eligibility.

4 Maintenance and qualified installation

Owners must perform reasonable care, including regular cleaning of stainless-steel surfaces (normally at least every two weeks, more often near salt/coastal or polluted conditions), prompt removal of standing water and food/chemical residues, suitable non-chloride and non-abrasive cleaners, and inspection/lubrication of hinges, actuators and canopy mechanisms as prescribed in the supplied instructions. Assembly, structural modifications, electrical/gas/water connections and site work must be performed by appropriately qualified local professionals.

5 Registration

The original purchaser or distributor should register within 60 days after installation with the serial number, purchase evidence and installation date, by contacting sales@kaisteelkitchen.com or the designated registration channel. Registration may be a condition of any additional contractual extension where lawful; it does not remove mandatory non-excludable rights. Reasonable alternative proof may be requested if records are missing.

6 Exclusions

To the maximum extent allowed by applicable law, contractual warranty coverage excludes damage or failure caused by:

Improper, non-compliant or non-professional installation; unauthorized modifications, repairs or unsuitable site conditions.

Chemical exposure (including chlorides, acids, de-icing salts and unapproved cleaners), inadequate drainage, misuse, neglect or missing maintenance.

Storms, flooding, fire, seismic events, accidents, external impact and other force-majeure events.

Normal weathering, color change, minor pitting, fading, cosmetic oxidation not impairing structural integrity, scratches, handling marks or other non-functional appearance changes.

Third-party appliances or components except under their own manufacturers' warranty terms.

KAISTEEL may request photographs, videos, service/maintenance records, installation drawings and reasonable access/inspection before deciding whether a claim falls within coverage.

7 Claim submission

Send the certificate reference, serial number, proof of purchase, installation information, defect description, photographs/video and contact information to the KAISTEEL Sales Team at sales@kaisteelkitchen.com. KAISTEEL aims to acknowledge a complete claim within 5 business days and may request further evidence or inspection before communicating an approved remedy and estimated handling timetable.

8 Standard remedies and cost allocation

For a verified covered defect, KAISTEEL will, at its discretion and subject to applicable law, repair or replace the defective covered component or supply appropriate replacement parts. Where practical, replacement parts are supplied without a separate parts charge at an agreed China dispatch point; destination freight, insurance, import duties/taxes, customs clearance, removal, reinstallation, field labor and local contractor service are generally the claimant's/dealer's responsibility, unless otherwise expressly agreed in writing or legally required.

If a repair or replacement cannot reasonably be provided, an alternative remedy may be agreed in writing, subject to section 9 and mandatory applicable rights. KAISTEEL provides remote technical coordination, identification of appropriate parts and replacement-part support; it does not promise local on-site installation or field technicians.

9 Contractual limitation of liability

To the maximum extent permitted by law, contractual liability under this certificate is limited to repair or replacement of the covered defective component or, if KAISTEEL elects and where permitted by law, a refund not exceeding the original amount paid for that component. KAISTEEL is not responsible for indirect, consequential, incidental, punitive or special loss, including loss of use, lost revenue/profit, project delay or damage to other property, except where such liability cannot lawfully be excluded or restricted.

Nothing in this certificate excludes mandatory statutory warranties, guarantees, consumer protections or non-excludable remedies, including those that may apply to local purchasers despite business-to-business distribution.

10 Transferability

The contractual warranty applies to the original purchaser and may be transferred once together with the product only upon KAISTEEL's written confirmation and proof of serial-number and purchase-record traceability. Mandatory statutory rights are unaffected.

11 Governing law and dealer obligations

The contractual limited warranty is governed by the law of Hong Kong SAR, without overriding mandatory rules in a destination market that cannot lawfully be excluded. Dealers/distributors remain responsible for compliant local sales disclosures, resale warranties, site installation practices and statutory after-sales obligations.

12 Order scope, precedence and commercial separation

Ordered materials, dimensions, configurations and parts must match the approved quotation/PI, bill of materials, drawings and commercial invoice. This certificate governs contractual limited warranty coverage and supersedes inconsistent general marketing or catalog warranty descriptions unless a later written agreement signed by KAISTEEL expressly states otherwise. Photographs and concept visuals are illustrative only.

Sample-credit programs, promotional windows, LCL surcharges, discounts, prices, shipping quotations and other commercial arrangements are separate from this warranty, do not expand coverage and are governed only by the order-specific quotation/PI and relevant standalone policy.

Certificate completion and partner acknowledgment

This certificate should be completed using the final serial number, shipping record and approved BOM/PI references before delivery to the original purchaser. Do not issue it for a hypothetical configuration or imply certification/coverage for unlisted accessories or third-party appliances.

KAISTEEL contact for registration, parts and claims: sales@kaisteelkitchen.com | kaisteelkitchen.com.