Manitowoc Parts & Service Communicator

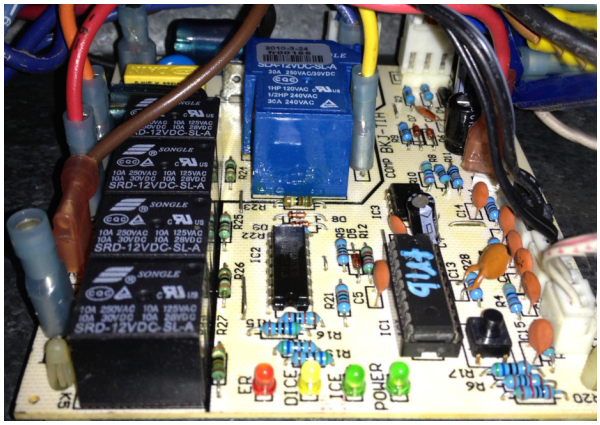
# Subject: Counterfeit and Imitation Components

It has come to the attention of the Service Department that counterfeit/imitation parts are being used as replacement components. In the instance below the control board that failed was a replacement board in a Q270 ice machine. In this instance the control board can be identified as a non OEM part with a quick visual glance. The control board layout is not the same as the Manitowoc component and construction is inferior. The Manitowoc distributor quickly identified the part as a counterfeit and notified the Service Department.

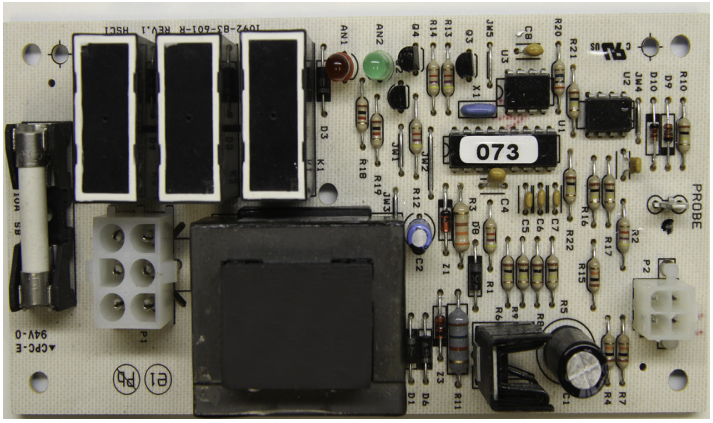
In the event that a counterfeit, imitation or non-OEM part is used in Manitowoc equipment, it may:

- Void any manufacturer's warranty
- Cause equipment failure or malfunction
- Significantly reduce equipment life and performance
- Create operator safety risks
- Void agency certifications
- Nullify insurance coverage

Please report any instances of counterfeit parts you encounter and send the part to the service department. Call 1-800-545-5720 and ask for the service department to report the issue and schedule shipping.




**Counterfeit Control Board**




**OEM Control Board**