



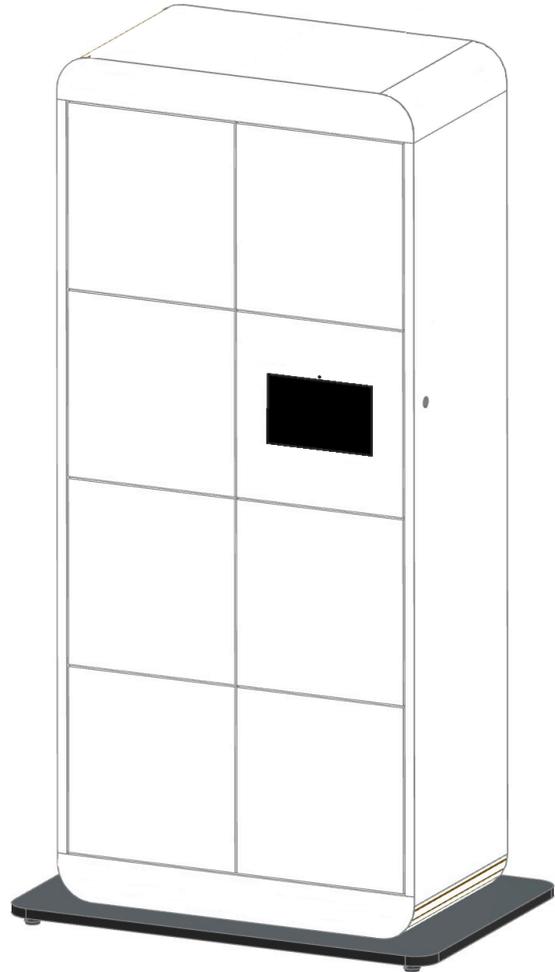
# Minnow Pod

Q Series

Food Delivery Management

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## Installation and Operation Manual



**⚠ WARNING**

Do not operate this equipment unless you have read and understood the contents of this manual! Failure to follow the instructions contained in this manual may result in serious injury or death. This manual contains important safety information concerning the maintenance, use, and operation of this product. If you're unable to understand the contents of this manual, please bring it to the attention of your supervisor. Keep this manual in a safe location for future reference.

**⚠ AVERTISSEMENT**

Ne pas utiliser cet équipement sans avoir lu et compris le contenu de ce manuel ! Le non-respect des instructions contenues dans ce manuel peut entraîner de graves blessures ou la mort. Ce manuel contient des informations importantes concernant l'entretien, l'utilisation et le fonctionnement de ce produit. Si vous ne comprenez pas le contenu de ce manuel, veuillez le signaler à votre supérieur. Conservez ce manuel dans un endroit sûr pour pouvoir vous y référer plus tard.

# CONTENTS

<b>CONTENTS</b> .....	2
<b>IMPORTANT OWNER INFORMATION</b> .....	2
<b>INTRODUCTION</b> .....	2
<b>IMPORTANT SAFETY INFORMATION</b> .....	3
<b>MODEL DESCRIPTION</b> .....	4
<b>SPECIFICATIONS</b> .....	5
Plug Configurations.....	5
Electrical Rating Chart.....	5
Dimensions.....	5
Cubby Interior Dimensions.....	5
<b>INSTALLATION</b> .....	6
General.....	6
Installing the Minnow Pod.....	6
Setting Up the Minnow Pod for Operation.....	9
<b>OPERATION</b> .....	10
General.....	10
<b>MAINTENANCE</b> .....	11
General.....	11
Daily Cleaning.....	11
<b>TROUBLESHOOTING GUIDE</b> .....	12
<b>LIMITED WARRANTY</b> .....	13

## IMPORTANT OWNER INFORMATION

Record Model, Serial number, and purchase date of the unit in the spaces below (specification labels are on unit back and on back of tablet door). Please have this information when calling Minnow for assistance.

Model No. \_\_\_\_\_

Serial No. \_\_\_\_\_

Date of Purchase \_\_\_\_\_

**Telephone:** 503-897-9061

**Business Hours:** 9:00 am to 5:00 pm PT Mon–Fri

**Email:** [support@minnowpod.com](mailto:support@minnowpod.com)

**Knowledge Base:** [minnowpod.com/support/](http://minnowpod.com/support/)

Additional information at [minnowpod.com](http://minnowpod.com).

## INTRODUCTION

Minnow Pods provide safe, secure, contact-free access to pickup and delivery orders. They are self-service and can be placed in workplaces, office buildings, and multi-family residential buildings.

This manual provides the installation, safety, and operating instructions for Minnow Pods. Minnow recommends all installation, operating, and safety instructions appearing in this manual be read prior to installation or operation of the unit.

Safety information that appears in this manual is identified by the following signal word panels:



**WARNING** indicates a hazardous situation which, if not avoided, could result in death or serious injury.



**CAUTION** indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.



**NOTICE** is used to address practices not related to personal injury.

## IMPORTANT SAFETY INFORMATION



Read the following important safety information before using this equipment to avoid serious injury or death and to avoid damage to equipment or property.

### WARNING

#### **ELECTRIC SHOCK HAZARD:**

- Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install proper voltage and size electrical receptacle.
- Turn OFF power switch and unplug power cord before any cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
- **Unit is not weatherproof.** Locate unit indoors in a temperature-controlled environment.
- Do not steam clean or use excessive water on unit.
- This unit is not “jet-proof” construction. Do not use jet-clean spray to clean this unit.
- Do not clean unit when it is energized.
- Do not clean unit with metal scouring pads. Metal pieces can break off pad and touch electrical components, creating risk of electric shock.
- Discontinue use if power cord is frayed or worn.
- This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.
- Use only Genuine Minnow Replacement Parts when service is required. Failure to use Genuine Minnow Replacement Parts will void all warranties and may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn. Genuine Minnow Replacement Parts are specified to operate safely in the environments in which they are used. Some aftermarket or generic replacement parts do not have the characteristics that will allow them to operate safely in Minnow equipment.

**EXPLOSION HAZARD:** Do not store or use gasoline or other flammable vapors or liquids in the vicinity of this or any other appliance.

Install unit in accordance with installation instructions in this manual.

This unit is not designed for long-term food holding. Manage or dispose of food products held for longer

than safe holding time in accordance with all local food code requirements.

Use extreme caution when moving and tipping unit during installation. Size and weight of unit create significant tip and pinch point hazards. Remain aware and keep clear of unit/pinch points while tipping to avoid serious injury.

### WARNING

**FIRE HAZARD AND ELECTRIC SHOCK HAZARD:** Replace power cord with Minnow Replacement Part 20301-01CE21 only.

Make sure all operators have been instructed on the safe and proper use of the unit.

This unit is not intended for use by children or persons with reduced physical, sensory, or mental capabilities. Ensure proper supervision of children and keep them away from the unit.

This unit has no “user-serviceable” parts. If service is required on this unit, contact Minnow at: [support@minnowpod.com](mailto:support@minnowpod.com)

### CAUTION

Locate unit in an area that is convenient for use. Location should be level to prevent unit or its contents from falling accidentally and strong enough to support weight of unit and contents.

Do not move or relocate unit for cleaning. Unit is bulky and heavy.

Do not place anything on top of unit; doing so may subject personnel to injury or could damage unit.

Do not store any materials or items inside unit when not in use. Never use steel pads, wire brushes, or scrapers to clean unit.

### NOTICE

**Unit must be level for doors to function properly.**

Do not lay unit on front. Damage to doors could occur.

Use non-abrasive cleaners and cloths only. DO NOT use cleaners such as acetone, Soft Scrub®, Bar Keepers Friend®, etc.

Clean unit daily to avoid malfunctions and maintain sanitary operation.

## MODEL DESCRIPTION

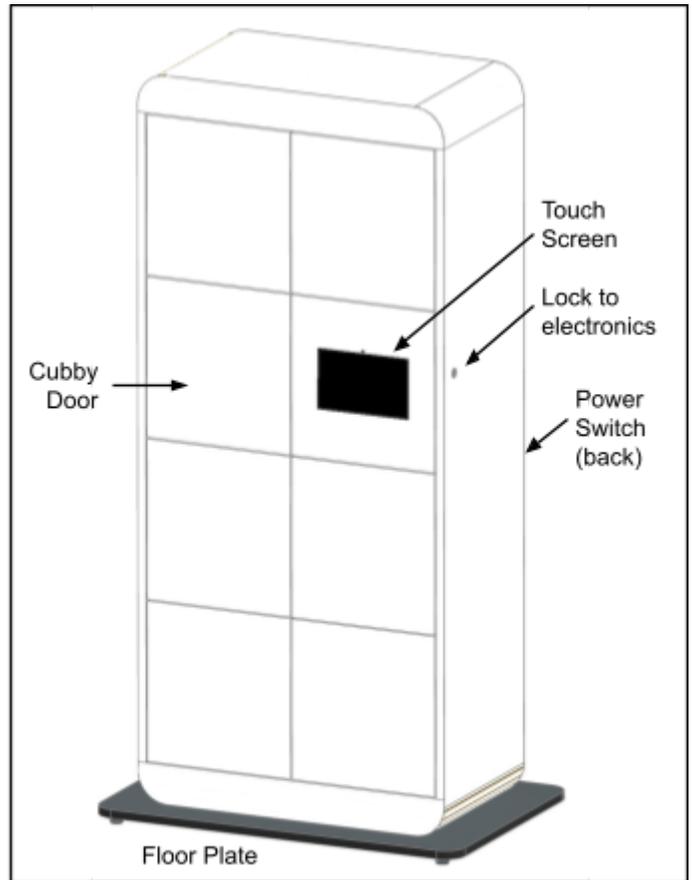
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### Q Series Minnow Pod

Minnow Pods are designed to hold food delivery orders securely while allowing quick, safe, and contact-free access. Each unit features seven cubbies, individually locking doors, a Power Switch switch, and a 10' (3048 mm) detachable power cord with plug.

Operation of the Minnow Pod is accomplished through the integrated touch screen.

The Q Series can be installed in two configurations. The Minnow Pod can be mounted with a Floor Plate which stabilizes the unit. Alternatively, the unit can be anchored to a wall using (2) Wall Brackets. Four adjustable feet allow leveling of the unit for proper alignment and smooth operation of the cubby doors.



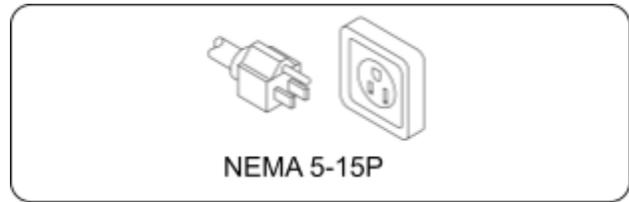
# SPECIFICATIONS

## Plug Configurations

Units are supplied from the factory with a detachable power cord and plug. Plugs are supplied according to the application.



**ELECTRIC SHOCK HAZARD:** Plug unit into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. If plug and receptacle do not match, contact a qualified electrician to determine and install a proper voltage and size electrical receptacle.



NEMA 5-15P

Plug configurations

*NOTE: Receptacle not supplied by Minnow.*

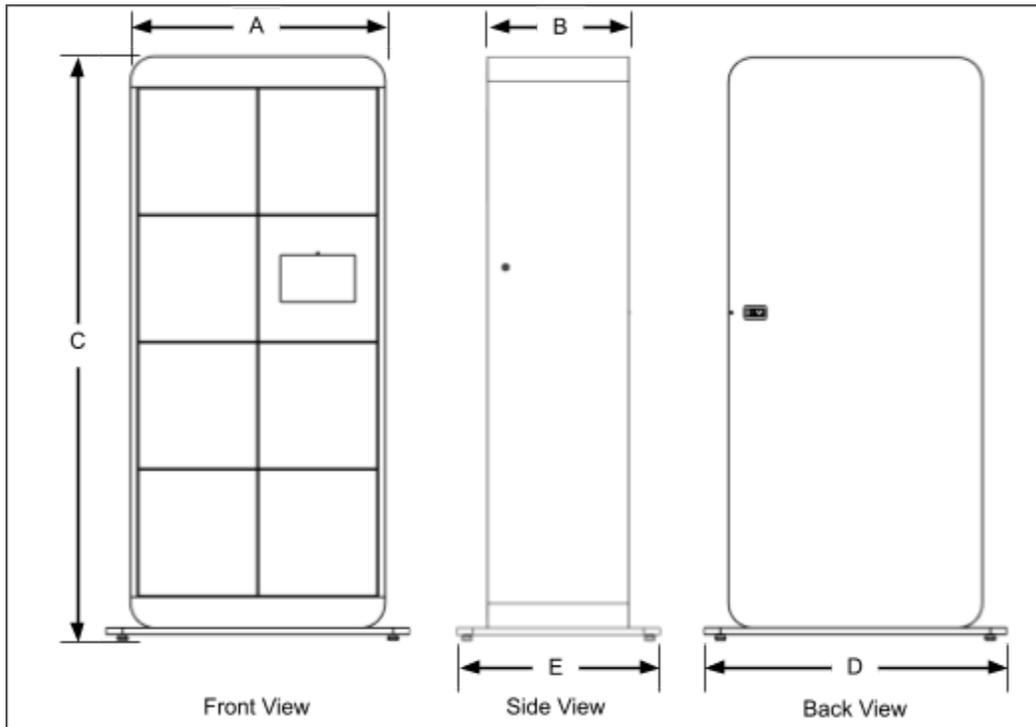
*NOTE: The Specification Labels are located near the power inlet on the back of the unit and behind the touchscreen cubby door. See the label for the model & serial number.*

## Electrical Rating Chart

Model	Voltage	Watts	Amps	Plug config	Unit Weight
MPP-Q7	120	90	0.75	NEMA 5-15P	233 lbs. (106 kg)

## Dimensions

Model	Width (A)	Depth (B)	Height with Floor Plate (C)	Floor Plate Width (D)	Floor Plate Depth (E)
MPP-Q7	31 3/4 (807 mm)	17 21/32" (449 mm)	72 7/16" (1840 mm)	37 25/32" (960 mm)	25 11/32" (644 mm)



## Cubby Interior Dimensions

Width	Depth	Height
13 11/16" (348 mm)	16" (407 mm)	15" (381 mm)

# INSTALLATION

## General

Minnow Pods are shipped mostly assembled. Care should be taken when unpacking the shipping carton to avoid damage to the unit. Use the following procedures to complete assembly and install a Minnow Pod.



**ELECTRIC SHOCK HAZARD:** Unit is not weatherproof. Locate unit indoors in a temperature-controlled environment.



Locate unit in an area that is convenient for use. Location should be level to prevent unit or its contents from falling accidentally and strong enough to support weight of unit and contents.



**Unit must be level for doors to function properly.**

**Do not lay unit on its front side. Damage to doors could occur.**

*NOTE: Use the proper number of people for installation based on the size and weight of the unit.*

1. Inspect the shipping container for obvious signs of transit damage. If damaged, take photos of the damage and inform the freight company immediately. **CAUTION! Stop! Do not attempt to use a damaged unit. Contact Minnow for assistance.**
2. Move the unit close to the final installation location.
  - The unit is shipped in a horizontal position and will need to be tipped up to its normal, vertical position. Make sure there is space to tip up the unit near the installation location.
3. Cut and remove the shipping bands from around the packaging, then remove the packaging.
4. Remove any loose components/accessories from the shipping container. The following components are included with every unit:

Floor Plate with Leveling Feet

### Hardware Kit

- |                      |                             |
|----------------------|-----------------------------|
| (4) Black Hex Screws | (1) 4mm Hex Key             |
| (2) Door Keys        | (1) Wire Routing Clip       |
| (1) 5/8" Wood Screw  | (2) Wall Brackets           |
| (2) Phillips Screws  | (2) Toggle Anchors & Screws |
| (2) Red Toggle Key   | (1) 10 ft Power Cord        |

*NOTE: To prevent scratching the floor with the leveling feet, be careful while moving the unit during installation. Consider placing something underneath the unit to protect the floor.*

5. With the help of several people, carefully tip up the unit to its vertical position.
6. Remove the protective packaging from all surfaces of the unit.
7. Inspect the unit for freight damage such as dents or scratches. If damaged, take photos of the damage and contact Minnow support immediately: [support@minnowpod.com](mailto:support@minnowpod.com) or 503-897-9061.
8. Perform the "Installing the Minnow Pod" procedure.
9. Perform the "Setting up the Minnow Pod for Operation" procedure.

## Installing the Minnow Pod

The Minnow Pod is a floor standing unit that must be mounted to a floor plate or secured to a wall using the supplied Wall Brackets. Use the following procedures to install a Minnow Pod in an appropriate location.

### Tools Required

- |       |                         |
|-------|-------------------------|
| Level | 4mm Hex Key             |
| Tape  | #2 Phillips Screwdriver |

### Wall Anchoring Only

- |                |                 |
|----------------|-----------------|
| Cordless Drill | 5/16" Drill Bit |
| Hammer         | Step Ladder     |
| Pencil         |                 |

### Positioning the Minnow Pod

1. Consider the following when choosing an installation location:
  - Locate the unit indoors in a temperature-controlled environment and in an area that is convenient for use. **Installation locations above ground and near windows will allow for better cellular connectivity.**
  - Make sure the floor is level and the unit is placed in front of an appropriate wall **as close to the main building entrance as possible.**
  - Make sure a grounded electrical receptacle of the correct voltage, size, and plug configuration is within three feet of the unit on the installation wall.
  - Make sure the Verizon cellular signal in the installation location is three bars or higher.

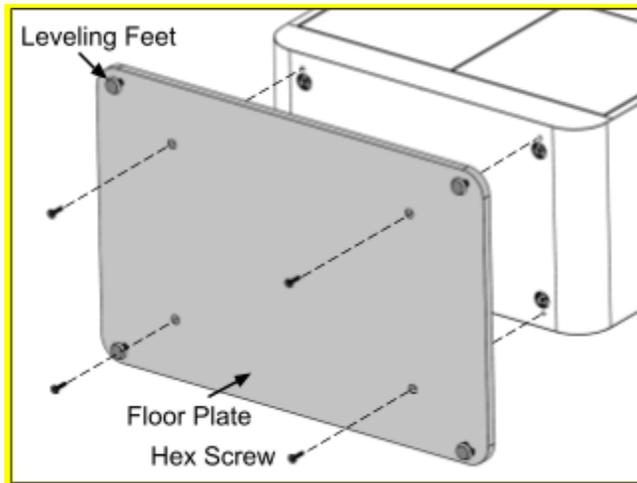
## Floor Plate Installation (fastest method)

- Place the Floor Plate assembly in the exact installation location.
- Using a level, adjust the Leveling Feet until the Floor Plate is stable and level.
- Using tape, mark the location of the Floor Plate on the floor. Also place a piece of tape on the front of the Floor Plate assembly.



Use extreme caution when moving and tipping unit during installation. Size and weight of unit create significant tip and pinch point hazards. Remain aware and keep clear of unit/pinch points while tipping to avoid serious injury.

- While on its back, move the Minnow Pod as close to the installation location as possible to prevent sliding the unit a long distance after tilted upright.
- Mount the Floor Plate to the bottom of the unit using the four outermost holes, (4) black hex screws and 4mm hex key. Make sure the tape marking the front of the Floor Plate aligns with the front of the unit.



- With a minimum of two people, tilt the unit upright.

*NOTE: Consider placing something underneath the Leveling Feet to prevent floor damage when sliding.*

- Plug the female end of the Power Cord into the power inlet on the back of the unit.
- Route power cord down the back of the unit and secure using routing clip and 5/8" wood screw.
- Plug the male end of the power cord into a properly grounded electrical receptacle of the correct voltage, size, and plug configuration. See the SPECIFICATIONS section for details.
- Being careful not to damage the floor, move unit back to installation location indicated by floor tape.

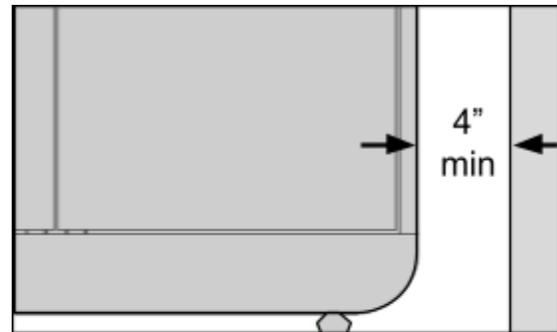
- Verify the unit is level.
- If the unit is not level, adjust the Leveling Feet. Using two people, tilt unit slightly off the ground and adjust Leveling Feet. Repeat until level.

## Wall Anchoring the Unit (alternative method)

If the Floor Plate is not desired or will not work, the unit must be secured to a wall using the Wall Brackets. **The unit must be attached to a Floor Plate or anchored to the wall but not both.** A hardware kit has been included for hollow wall installation.

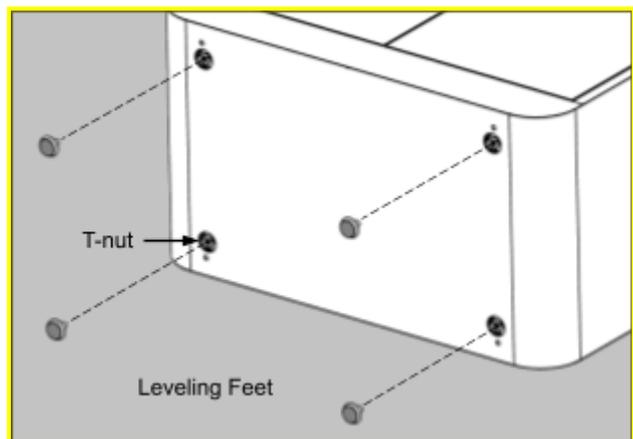
## NOTICE

**When wall mounting, there must be a minimum of 4" of clearance on the right side of the unit.** This allows access to the Power Switch in the back and the cubby lock on the side of the unit.



*NOTE: The following procedure is for hollow wall installation only. If studs are available that line up with both wall brackets, use the appropriate fasteners to secure them to the studs.*

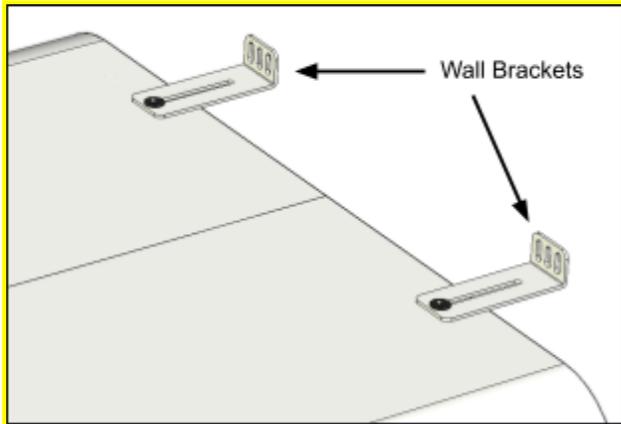
1. While on its back, remove (4) Leveling Feet from the Floor Plate and reattach directly to the bottom of the unit using the holes with T-nuts.



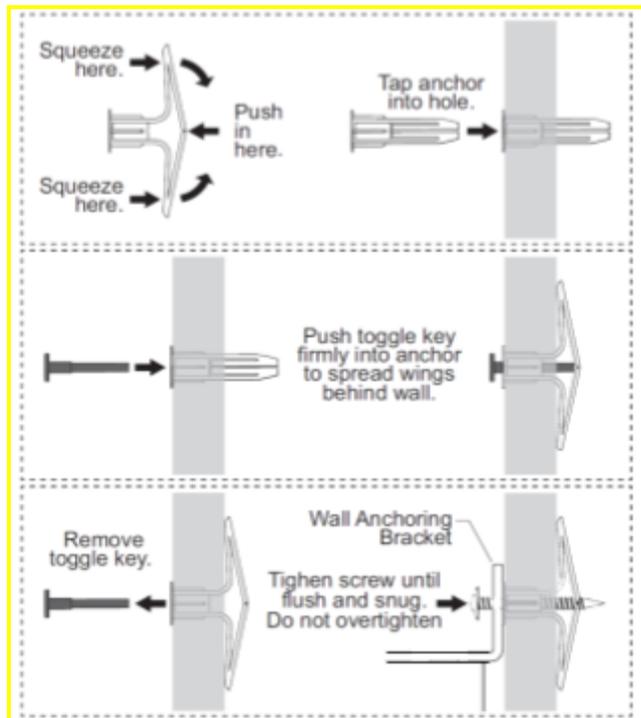
2. Using a minimum of two people, tilt the unit upright.
3. Move the unit into its installation location against the wall. Make sure there is clearance between the wall

and the back of the unit for the power cable and access to the power switch.

4. **Check for level.** Adjust Leveling Feet as needed.
5. Using a step ladder, philips screwdriver and (2) 1/4-20 x 1" screws, loosely attach (2) Wall Brackets to the holes on top of unit.
6. Slide Wall Brackets against wall. Tighten screws.
7. Using a pencil, mark the desired hole location on each bracket onto the wall.

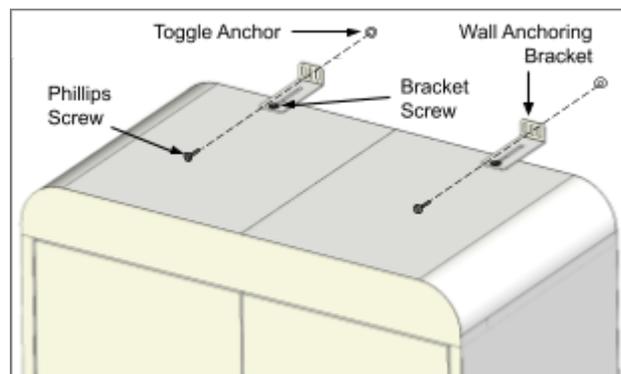


8. Being careful not to damage the floor, move the unit away from the wall to provide room for drilling.
9. Using a 5/16" drill bit, pre-drill the holes in the wall at the marked locations.
10. Install the included Toggle Anchors into each predrilled hole.
  - a. While holding the rim of the anchor with one hand, simultaneously push in the middle and squeeze together the wings of the anchor.
  - b. Using a hammer, tap an anchor into each pre-drilled hole until flush with the wall.
  - c. Insert the red toggle key into the anchor, and push the key firmly into the anchor to spread the wings of the anchor behind the wall.



Installing Toggle Anchors

11. Clean up all dust and debris created by drilling and installing the Toggle Anchors.
12. Plug the female end of the detachable Power Cord into the power inlet on the back of the unit.
13. Route Power Cord down the back of the unit and secure using routing clip and 5/8" wood screw.
14. Plug the male end of the Power Cord into a properly grounded electrical receptacle of the correct voltage, size and plug configuration. See the SPECIFICATIONS section for details.
15. Being careful not to damage the floor, move the unit back to the installation location, and line up the slots on the Wall Bracket with the Toggle Anchors.
16. Insert the (2) #8 x 1-3/4" screws through the Wall Brackets and into the Toggle Anchors. Tighten until flush and snug. Do not overtighten.



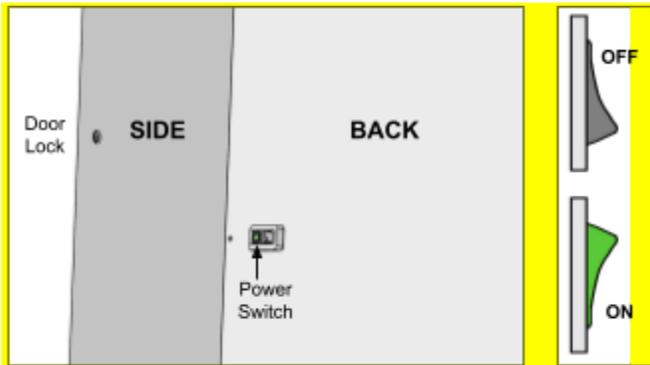
Anchoring the unit to A Wall

## Setting Up the Minnow Pod for Operation

The final steps in setting up a Minnow Pod for Operation include: turning ON the unit for the first time and activating the unit.

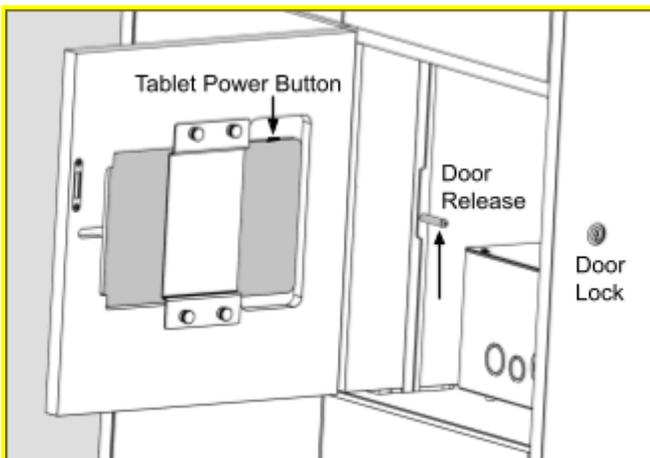
### Turning ON the unit for the first time and Activating the Unit

1. Find the Power Switch by reaching around the right side of the unit. A Switch Locator on the back edge helps locate the switch.
2. Push the bottom of the Power Switch to turn the unit ON. The switch will illuminate green when ON and powered.



3. Open the tablet door using the Door Key provided in the hardware kit.
4. Locate the Tablet Power Button on the top side of the tablet. Press & hold the button to turn ON the tablet. Allow up to 2 minutes to auto-connect to a cellular or pre-configured WiFi network. See Minnow Pod network connectivity, in the next section, to set up a new WiFi network.

*NOTE: Optional: locate the Door Release and lift to open all doors. The Door Release will drop to its original position after use. The Door Release is helpful in a power outage or troubleshooting.*



Turning on the tablet and Door Release

5. Hold the tablet door closed. Using the Door Key, lock the door by rotating 90° counterclockwise.
6. Place the door key in a safe and easily accessible place.
7. Once the unit has booted, the screen will ask for a 4 digit access code.
8. Enter the 4-digit access code found in your designated Onboarding Plan. For help finding your 4-digit code or onboarding plan Contact [support@minnowpod.com](mailto:support@minnowpod.com) or 503-897-9061.
9. After entering your code, press ACTIVATE.

When the Minnow Pod is activated, the screen changes to the main drop-off screen. The Minnow Pod is now ready for use.

### Minnow Pod network connectivity

The Minnow Pod must be connected to a cellular or WiFi network to communicate with the Minnow cloud for operation. There are two options for network connection, listed below in the preferred order:

- **Cellular Network**—This is the default method and is set up before the Minnow Pod arrives onsite. Once power is ON for the unit and tablet, the Minnow Pod will connect automatically to the Minnow cloud software. Please make sure the installation location receives a strong Verizon 4G cellular signal.
- **WiFi**— If cellular signal is weak or not available, the unit can be connected to a strong and reliable WiFi network. To login, have the network name and password available. To connect to a Wifi Network:
  - Tap the menu icon in the top left corner of the home screen.
  - Tap the gear icon for Settings
  - If prompted, enter your 4-digit access code
  - Tap Open WiFi Setting
  - Select desired WiFi network
  - Enter network password

Contact [support@minnowpod.com](mailto:support@minnowpod.com) or 503-897-9061 for assistance.

# OPERATION

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## General

Operation of a Minnow Pod is done using the touchscreen. Make sure to perform the “Setting Up the Minnow Pod for Operation” procedure to power ON the unit and the tablet in the INSTALLATION section before proceeding.



**Read all safety messages in the IMPORTANT SAFETY INFORMATION section before operating this equipment.**

For help with Minnow Pod setup, operation or if the keys to the electronics cubby are lost, please Contact [support@minnowpod.com](mailto:support@minnowpod.com) or 503-897-9061.

## End User Operation

Minnow Pod users deliver and pick up orders by using the touchscreen:

### Drop Off

1. Delivery workers start by selecting a preferred language. The default language is English.
2. They then follow the on-screen instructions to create a cubby reservation. A successful cubby reservation results in a door opening.
3. The delivery worker inserts the order into the open cubby and closes the door.
4. A message is sent to the Tenant/Resident that their order has been delivered to the Minnow Pod.

### Pick Up

5. Tenants/Residents start by selecting a preferred language. The default language is English.
6. They then follow the on-screen instructions to find their cubby reservation. A successful pick up results in a door opening with their order inside.
7. The Tenant/Resident removes their order and closes the cubby door.

# MAINTENANCE

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## General

Minnow Pods are designed for maximum durability and performance with minimum maintenance.



### ELECTRIC SHOCK HAZARD:

- Turn OFF power switch and unplug power cord before cleaning, adjustments, or maintenance.
- DO NOT submerge or saturate with water. Unit is not waterproof. Do not operate if unit has been submerged or saturated with water.
- Do not steam clean or use excessive water on unit.
- This unit is not “jet-proof” construction. Do not use jetclean spray to clean this unit.
- Do not clean unit when it is energized.
- Do not clean unit with metal scouring pads. Metal pieces can break off pad and touch electrical components, creating risk of electric shock.
- This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.
- Use only Genuine Minnow Replacement Parts when service is required. Failure to use Genuine Minnow Replacement Parts will void all warranties and may subject operators of the equipment to hazardous electrical voltage, resulting in electrical shock or burn. Genuine Minnow Replacement Parts are specified to operate safely in the environments in which they are used. Some aftermarket or generic replacement parts do not have the characteristics that will allow them to operate safely in Minnow equipment.

**FIRE HAZARD AND ELECTRIC SHOCK HAZARD:** Replace power cord with Minnow Replacement Part 20301-0121 only.

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This unit has no “user-serviceable” parts. If service is required, please contact Minnow: [support@minnowpod.com](mailto:support@minnowpod.com)



Do not move or relocate unit for cleaning. Unit is bulky and heavy.

Never Use steel pads, wire brushes, or scrapers to clean unit.

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## Daily Cleaning

To maintain performance and preserve the finish of the unit, clean the Minnow Pod daily. Heavy use may require more frequent cleaning.

**Clean only user facing cubbies. Do not clean the locked electronics cubby.**

**Use non-abrasive cleaners and cloths only. Abrasive cleaners and cloths could scratch finish of unit, marring its appearance and making it susceptible to soil accumulation. DO NOT use cleaners such as acetone, Soft Scrub®, Bar Keepers Friend®, etc.**

1. Find the Power Switch by reaching around the right side of the unit. A Switch Locator on the back edge helps locate the switch.
2. **Push the top of the Power Switch to turn the unit OFF.**
3. Unplug the unit.
4. Clean the interior of each cubby using a damp nonabrasive cloth or nylon scouring pad (a non-abrasive cleaner may be used for difficult stains).
5. Remove any spillages from lockers using a damp paper towel or a non-abrasive cloth.
6. Wipe down all exterior surfaces using a non-abrasive, damp cloth (a non-abrasive cleaner may be used for difficult stains).
7. Wipe dry all surfaces using a non-abrasive cloth.
8. Sanitize the interior of each cubby as well as all exterior surfaces, if desired.

# TROUBLESHOOTING GUIDE



This unit must be serviced by qualified personnel only. Service by unqualified personnel may lead to electric shock or burn.



**ELECTRIC SHOCK HAZARD: Turn OFF Power Switch and unplug Power Cord before performing any cleaning, adjustments. Or maintenance.**

Symptom	Probable Cause	Corrective Action
Unit does not power on.	Power Switch in OFF (up) position.	Push the bottom of the Power Switch (back of unit) to turn unit ON. The switch will illuminate when in ON position and receiving power.
	Unit unplugged.	Check the Power Cable is plugged into the outlet and back of the unit securely.
	Unit connected to incorrect power supply.	Refer to SPECIFICATIONS section for unit electrical specifications. Contact a qualified electrician to determine and install proper voltage and size electrical receptacle.
Unit not connecting to internet.	Unit still connecting to cloud software.	Wait at least 2 minutes after moving Power Switch to ON position and turning ON tablet for unit to connect and operate.
	Unit not configured for type of network connection that is in place (cellular, or WiFi).	Refer to “Connecting the Minnow Pod to the Internet” in the INSTALLATION section of this manual.
	Network connection is down.	Contact the appropriate network connection provider for information.
	Unit located in area with poor cellular reception.	Change to a WiFi network connection or relocate unit to area with a stronger cellular signal.
Cubby door(s) won't open.	No power to unit.	Refer to “unit does not power on” in this table for corrective actions. If that does not work, open the doors manually: <ol style="list-style-type: none"> <li>1. Open the tablet door using the Door Key.</li> <li>2. Lift the Door Release to open all doors (refer to the “Turning on the tablet and Door Release” illustration in the OPERATION section).</li> </ol>

## Troubleshooting Questions?

If you continue to have problems resolving an issue, please contact Minnow for assistance at:

[support@minnowpod.com](mailto:support@minnowpod.com) or call 503-897-9061. Business Hours: 9:00 am to 5:00 pm PT Monday – Friday.

For additional troubleshooting, frequently asked questions (FAQs), and general information, refer to the Minnow Help Center: [www.minnowpod.com/support/](http://www.minnowpod.com/support/)

# LIMITED WARRANTY

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## WARRANTY COVERAGE

Minnow/Showbest warrants that all products sold and delivered by Minnow/Showbest Fixture Corp. are free from defects in materials and workmanship under normal use for a period of 1 year or 12 months from the date of delivery.

## WARRANTY CONDITIONS

This warranty is subject to the following conditions:

1. Scope of Warranty: The warranty applies only to products manufactured by Showbest Fixture Corp. and covers only defects arising under normal use. It does not apply to damages resulting from misuse,

neglect, improper installation, unauthorized repair, or alterations.

2. Exclusions: This warranty does not cover:
  - Normal wear and tear.
  - Damage caused by accidents, improper use, or external forces.
  - Any modifications made by the customer or third parties.
3. Remedy: Showbest Fixture Corp. will, at its discretion, repair or replace defective products or components.

## LIMITATION OF LIABILITY

The liability of Showbest Fixture Corp. is limited to the replacement of defective products, and in no event shall Showbest Fixture Corp. be liable for any incidental or consequential damages.

