



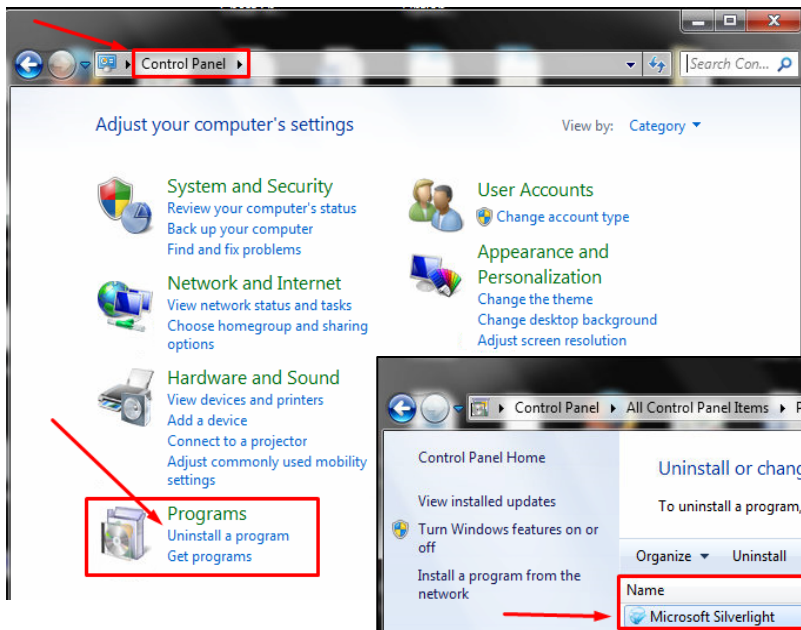
Warranty Claim Troubleshooting Guide

HOSHIZAKI

Tech Support: 800.233.1940
TechSupport@hoshizaki.com

We are sorry you are having trouble, the following steps correct 99% of application issues:

Install Silverlight:



1

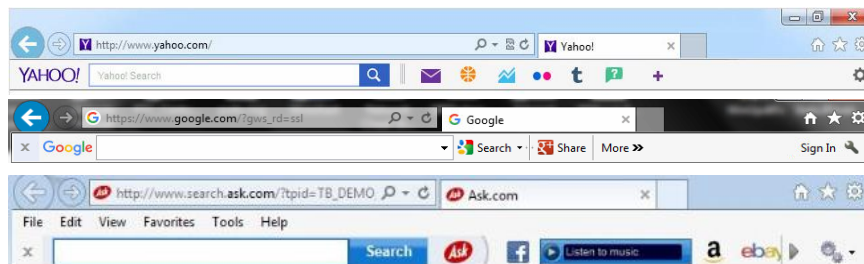
Make sure you have Microsoft Silverlight installed on your computer.

- Go to **CONTROL PANEL**
- Click on **PROGRAMS**
- Search for **MICROSOFT SILVERLIGHT**

If not installed, download it for free here:

<https://www.microsoft.com/silverlight/>

Disable or Uninstall Browser Toolbars:



2

Disable any toolbars on your browser.

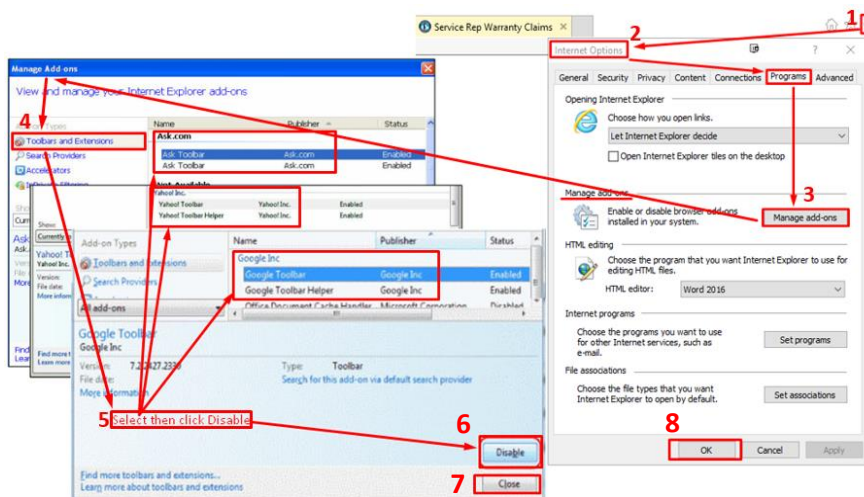
We have found that having ASK, Google, Yahoo, or other toolbars can cause issues with our warranty application.

To disable toolbars:

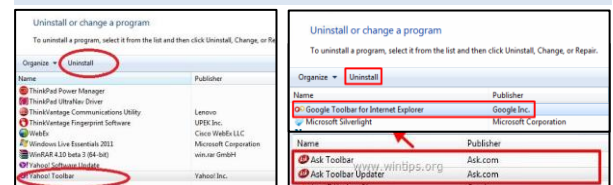
- Go to **TOOL** or **SETTINGS** in your browser (Look for gear or 3 dot icon)
- Go to **INTERNET OPTIONS**
- Click on **PROGRAMS** tab
- Click on **MANAGE ADD-ONS** button
- Click on **TOOLBARS**
- Disable all Toolbars
- Click the **CLOSE** button, then the **OK** button

To uninstall toolbars:

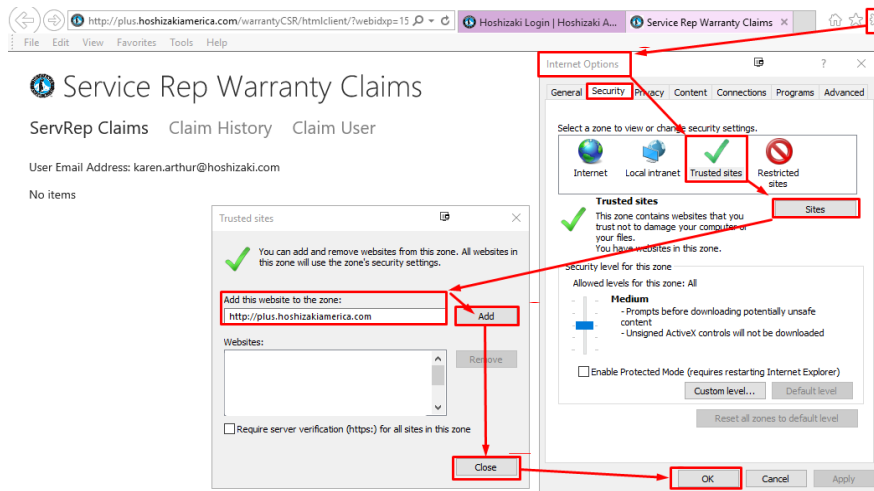
- Go to **CONTROL PANEL**
- Click on **UNINSTALL A PROGRAM**
- Select **Toolbars**
- Click on **UNINSTALL**



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Set Hoshizaki as a Trusted website:

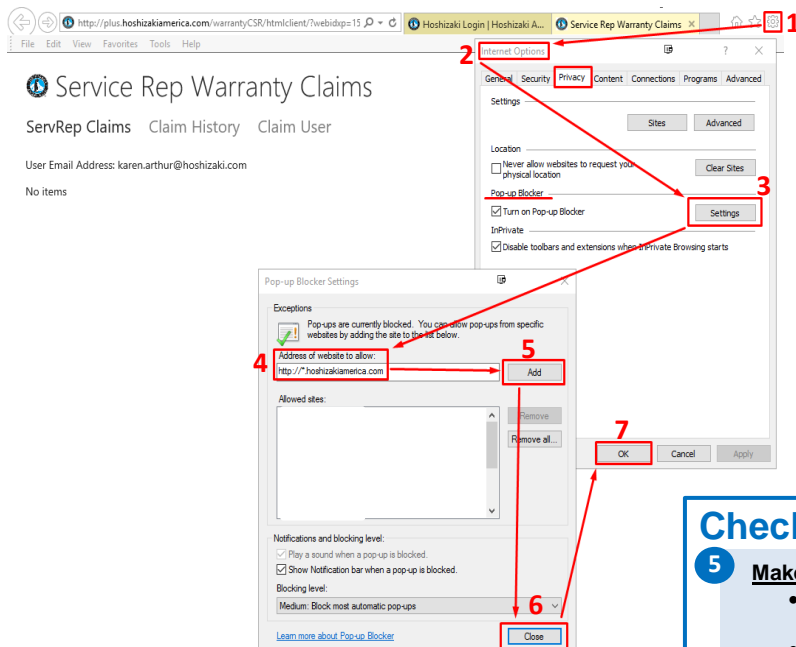


3

Add <http://plus.hoshizakiamerica.com> as a Trusted Site

- Go to TOOL or SETTINGS in your browser (Look for gear or 3 dot icon)
- Go to INTERNET OPTIONS
- Click on SECURITY tab
- Click on TRUSTED SITES
- Click on SITES button
- Place <http://plus.hoshizakiamerica.com> into the text field, click ADD button
- Click CLOSE button, then OK button

Turn Off Popup Blockers for Hoshizaki:

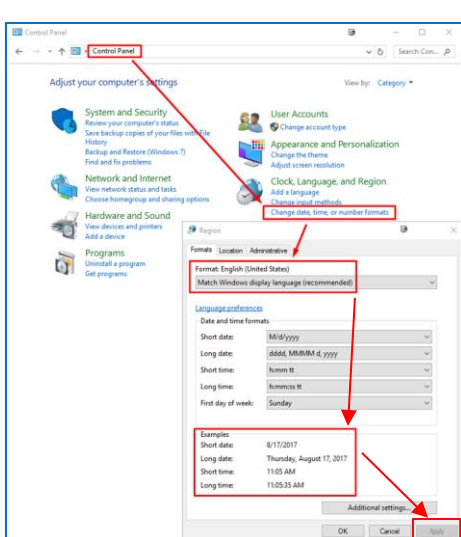


4

Disable the popup blocker for all Hoshizaki webpages:

- Go to TOOL or SETTINGS in your browser (Look for gear or 3 dot icon)
- Go to INTERNET OPTIONS
- Click on PRIVACY tab
- Click on SETTINGS button, under Pop-up Blocker
- Add http://*hoshizakiamerica.com to the allow list
- Click the CLOSE button, then the OK button

Check the date, time, or number formats:



6

Confirm your system time settings are correct:

- Go to CONTROL PANEL
- Click on CHANGE DATE, TIME, OR NUMBER FORMATS
- Select MATCH WINDOWS DISPLAY LANGUAGE from dropdown box
- Make sure your formatted settings are correct
- Click APPLY

Check your Browsing History Settings:

5

Make sure your page refreshes every time you visit the website:

- Go to TOOL or SETTINGS in your browser (Look for gear or 3 dot icon)
- Go to INTERNET OPTIONS
- Click on GENERAL tab
- Click on SETTINGS button, under Browsing History
- Check EVERY TIME I VISIT THE WEBPAGE
- Click the OK button, then the OK button

