PIZZAGROUP

Houston, TX
July 23th , 2024

DRAGON WARRANTY CONDITIONS

Pizza Group warrants all ovens to be free from rust for five (5) years from the date the equipment is originally purchased. In the event of a part failure, Pizza Group will furnish a replacement part and pay for all labor associated with the replacement of the part. If upon inspection Pizza Group determines that the part is not defective, all incurred cost will be the responsibility of the end user purchaser. This warranty is extended to the original end user purchaser and is not transferable without prior written consent of Pizza Group. Damages are limited to the original purchase price.

DUTIES OF THE OWNER:

· The owner must inspect the equipment and crates at time of receipt. Damage during shipment is to be immediately reported to the carrier and also to Pizza Group.

· The equipment must be installed and operated in accordance with the written instructions furnished with the unit.

· This warranty shall not excuse the owner from properly maintaining the equipment in accordance with the written instructions furnished with the unit

· A copy of the "Initial Start-Up Checklist" must be filled out and returned to Pizza Group when the unit is initially installed, and/or when the unit is removed and installed in another location

· The gas, electric, utilities must be connected to the oven and installed by locally licensed contractors

· Failure to contact Pizza Group Ovens prior to contacting a repair company for warranty work voids any and all warranties

PIZZA GROUP USA LLC
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Houston, TX 77032 - U.S.A.
phone/fax (+1) 832 626 1216 usa@pizzagroup.com **pizzagroupusa.com**

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CLAIMS HANDLED AS FOLLOWS:

Should any such defect be discovered, Pizza Group must be notified. Upon notification, Pizza Group will arrange for necessary repairs to be made by an authorized service agent. Denial of services upon the arrival of an authorized service agent will release Pizza Group of any and all warranty obligations.

CONDITIONS:

· The owner must inspect the equipment and crates at time of receipt. Damage during shipment is to be immediately reported to the carrier and also to the Authorized Dealer.

· The equipment must be operated in accordance with the written instructions furnished with the unit.

· This warranty is not valid unless equipment is installed, started, and demonstrated under the supervision of the Authorized Service Company.

· This warranty shall not excuse the owner from properly maintaining the equipment in accordance with the written instructions furnished with the unit.

· A copy of the "Initial Start-Up Checklist" must be filled out and returned to the Authorized Dealer when the unit is initially installed, and/or when the unit is removed and installed in another location.

· The gas, electric, utilities must be connected to the equipment and installed by locally licensed contractors.

· The Authorized Dealer must be contacted for service. Failure to contact the Authorized International Distributor prior to contacting a repair company for warranty work voids any and all warranties.

WHAT IS COVERED:

· 1 year labor – Extensions may be available and charges may apply

· 5 year parts – Extensions may be available and charges may apply

· 5 years parts and labor on: structural welds, conveyor shafts, rusted materials in ovens

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WHAT IS NOT COVERED:

· Freight damage

· Any part that becomes defective because of utility services (power surges, high or low voltages, high or low gas pressure or volume, contaminated fuel, or improper utility connections)

· Any part that becomes defective because of moisture and/or other contaminants

· Conveyor belts and stones.

· Filters.

· Exhaust fans.

· Light bulbs.

· Normal maintenance or adjustments.

This warranty shall not apply if the equipment or any part is damaged as a result of accident, casualty, alteration, misuse, abuse, improper cleaning, use of caustic/acidic chemicals, improper installation, improper operation, natural disasters, or man-made disasters

CLAIMS HANDLED AS FOLLOWS:

Should any such defect be discovered, the Authorized Dealer must be notified. Upon notification, the Authorized Dealer will arrange for necessary actions.

RECEIVING & INSPECTION

NOTIFY CARRIER OF DAMAGE

Upon receiving all goods shipped by a Common Carrier, check for any exterior damage that may indicate interior damage. If conditions permit, open all crates & do a full inspection for any damage while the delivery driver is still there. If there is damage, please note on the delivery receipt & call the carrier to make a freight damage claim within 24 hours of receipt. Failure to make a damage claim within the first 24 hours may void the opportunity to have the claim re- solved.

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SERVICE REQUEST:

To receive technical support for the oven or hood you purchased, Pizza Group has qualified customer service personnel that can provide assistance on any type of Pizza Group ovens and equipments problem you may experience. Customer Service is available from Monday to Friday from 8 Am to 5 Pm at +1 832 626 1216.

IMPORTANT NOTE:

Installation of all gas appliances & ventilation exhaust hoods should only be performed by a qualified professional who has read & understands these instructions & is familiar with proper safety precautions. Read the user manual thoroughly before in- DANGER stalling or servicing this equipment.

Save this Document.

This document is the property of the owner of this equipment.

Pizza Group reserves the right to make changes in design & specifications, and/or make additions to or improvements to its product without imposing any obligations upon itself to install them in products previously manufactured.

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