

3Wire Warranty Policy

General Warranty Policy – Beverage Parts

3Wire warrants that all products and parts are free from defects in material and workmanship under normal use and service as per original manufacturer's warranty. **3Wire warranties products 90 days from install date.** A dated work order may be requested as proof of install for warranty processing.

Warranty Claims – Foodservice Parts

A completed Warranty/Defective Claim form is required for all warranty returns and can be obtained by calling 3Wire at 800-634-5005, dial 3 for Accounting, dial 5 for Warranty>Returns. Once the claim is completed and validated, a Return Authorization is issued for the return of the Warranty/Defective parts(s) to 3Wire. All parts must be returned within 30 days.

Warranty/Defective Claims are limited to the warranty conditions as provided by our manufacturers. 3Wire will process your warranty claim with the manufacturer of the defective part(s) and will issue credit for your claim once the manufacturer has accepted the claim from 3Wire. Any freight costs related to a Warranty/Defective Claim item, any replacement items and any parts returned for warranty processing are the purchaser's responsibility. As our manufacturers require complete warranty information from us, processing of Warranty/Defective Claims will not begin until complete and accurate information is supplied to 3Wire.