

Heat Seal Warranty Information



HEAT SEAL WARRANTY PROCEDURE

Have your Heat Seal Distributor Service Technician examine the machine and the parts to determine if it is covered by the Heat Seal Warranty. Call Heat Seal customer service with the MODEL NUMBER and SERIAL NUMBER and request a replacement part. At this time, request a **Return Authorization (RA) number** so that the failed part can be returned to Heat Seal for evaluation. Returns must be prepaid shipped back to Heat Seal within 30 days of granted RA number. Heat Seal can ship most replacement parts next business day, if necessary. Heat Seal requires a Purchase Order for the replacement part and Heat Seal will issue a credit to your account when the failed part has been returned to our factory and evaluated. Warranty related replacement parts are Ground shipped only.

Energy Smart® Warranty & Plate Damage

Do NOT use the seal plate as a cutting surface, as this will damage the thin heating foil and Non-stick cover of the seal plate. Seal plate damage voids the warranty.

Due to the advanced materials used in this new technology, it is extremely important to maintain the Non-stick cover or seal plate protective cover in good condition. It is recommended to replace the Non-stick cover at least once every three months to protect the heating foil and maintain a sanitary surface. The seal plate should not be used as a cutting surface; any punctures will render the seal plate useless and will void the warranty. The seal plate has been designed to provide long life sealing performance when it is properly maintained.

Heat Seal warrants the Energy Smart® Wrapper against defective parts for a period of one year. Installation or labor costs are not included. Have your Service Technician examine the machine and the parts to determine if it is covered by the Heat Seal Warranty. Your service technician should call Heat Seal Customer Service with the model number and serial number and request a replacement part. Heat Seal Customer Service will issue a Return Authorization (RA) number so that the failed part can be returned for evaluation. Heat Seal can ship most replacement parts next business day, if necessary. At this point, we will invoice you for the replacement part and issue a credit to your account when the failed part has been returned to our factory. Returns must be received no later than 30 days of granted Return Authorization number. The End User is solely responsible for the safe installation and operation of the Energy Smart® Wrapper. Damage due to misuse, misapplication, modification, negligence, accident, abuse, improper installation or damage occurring during transit/shipping is not covered.

Food Packaging and Processing Warranty

Heat Seal warrants food related hand wrap machines against defective parts for a period of one (1) year from the date of purchase, for machines shipped after September 1, 2013. Machines shipped prior, and machines other than food related hand wrap machines, as well as parts, carry a 90 day warranty. Parts will be replaced by Heat Seal to the Distributor upon receipt and evaluation of the defective part at our factory. Any related labor, service or expendable parts such as Non-stick Covers and Belting Material are not included. The Purchaser is solely responsible for the safe installation and operation of the equipment. Damage due to misuse, misapplication, modification or damage occurring during transit/shipping is not covered.

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Work Tables Warranty

Heat Seal LLC warrants to the original owner that all tables supplied that are manufactured by Heat Seal LLC will be free from defects in materials and workmanship for a period of one year from date of original installation, not to exceed 18 months from the date of shipment. All warranty claims must be supported by digital photos clearly showing the warranty defect. Return authorization is required on all warranty claims. Any product authorized for return requires proper packaging and crating by the end user to prevent additional freight damage.

This warranty is valid providing that the equipment is properly handled, adjusted and maintained. This warranty does not apply to damages which may result from neglect, misuse of product, accidental or intentional damage, alteration to product, exposure to extreme conditions, and/or use of corrosive materials on product.

Heat Seal's obligation under this warranty is hereby limited to repair or replacement of product at our sole discretion.

Heat Seal & Ampak Industrial Equipment Warranty

Heat Seal warrants products for a period of one or two years, depending on the machine, after the shipment of product from the factory, replacement of parts that prove defective in workmanship or material. Purchaser must follow Heat Seal's warranty procedure, and have parts installed by a Heat Seal distributor in order to receive parts at no charge under warranty, defective parts must be returned, freight prepaid to Heat Seal. Warranty does not cover labor or related services and parts replaced under warranty carry a 90 day warranty.

The warranty does not extend to parts designed to wear in normal operation and must be replaced periodically, or where damage is caused by negligence, accident, abuse or improper installation and operation. The following are considered as wear parts: fuses, seal wires, spring cylinders, Non-stick tape, seal bars & pads, belting, tunnel curtains, and other expendable parts.

Heat Seal assumes no responsibility for the quality and performance of films, board or any other materials used with the Heat Seal or Ampak product.

THIS UNDERTAKING IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSES.

LIMITATION OF LIABILITY

Buyer agrees that in NO event shall Heat Seal and/or Ampak have liability for direct damages in excess of the contract price of the goods in respect of which claim is made and Buyer further agrees that in NO event shall Heat Seal and/or Ampak for any claim of any kind of liability for loss of use, loss of profits, or for any indirect, incidental or consequential damages.

CANCELLATION

Buyer may cancel order only by providing written notice received at our office prior to shipment. Deposits are non-refundable.

Heat Seal will stop work on the order promptly once written notice has been received. Standard Equipment: Buyer agrees to pay all Heat Seal's REASONABLE COSTS due to order cancellation. Special or Non-Standard Equipment: Heat Seal retains non-refundable deposit. Buyer agrees to pay all additional costs incurred by Heat Seal in excess of non-refundable deposit.

TITLE RISK OF LOSS INSURANCE ASSIGNMENT

Delivery of goods FOB Heat Seal's plant to a carrier or Buyer shall constitute transfer of risk of loss. Title to the goods shall remain with Heat Seal until the full purchase price is paid. Buyer agrees to keep the goods fully insured with Heat Seal as a named loss payee until the full purchase price is paid. Neither Buyer nor Heat Seal shall assign this contract without prior written consent to the other.