



# Warranty Information

## Induction Range Limited Warranty

For US Customers: 1 year, overnight exchange warranty on all induction ranges

Ranges will be replaced via Next Day Air Express Service. Packaging and a label for return of the defective unit will be provided. Any item not covered by warranty will require payment of part and labor charges. This warranty covers normal use and service of the induction range. The warranty is void if the product is used in any way other than what is deemed 'normal'. (Refer to the Instruction Manual for Safety Precautions, Important Safeguards and Key Points). Induction ranges returned within the one (1) year warranty are subject to inspection by Spring USA. The aforementioned warranty is void if the unit has been damaged due to neglect. This includes, but is not limited to, improper use of the unit, failure to properly clean the intakes, insufficient cleaning of the unit, submersion, improper installation, overheating or damage to the exterior of the unit. The warranty is void if the unit has been altered or tampered with in any way by an unauthorized repair agent. Damage to the glass cooktop or the range housing is not covered. Any alteration of the cord or plug voids the warranty.

[Click to view/download our "Process for exchange"](#)

For Non-US Customers: 1 year replacement warranty on all induction range parts.

Parts will be replaced up to (1) year from the date of invoice, against manufacturers defect. This warranty covers normal use and service of the induction range. The warranty is void if the product is used in any way other than what is deemed 'normal'. (Refer to the Instruction Manual for Safety Precautions, Important Safeguards and Key Points). Parts returned within the one (1) year warranty are subject to inspection by Spring USA. The aforementioned warranty is void if the unit has been damaged due to

neglect. This includes, but is not limited to, improper use of the unit, failure to properly clean the intakes, insufficient cleaning of the unit, submersion, improper installation, overheating or damage to the exterior of the unit. The warranty is void if the unit has been altered or tampered with in any way by an unauthorized repair agent. Damage to the glass cooktop or the range housing is not covered. Any alteration of the cord or plug voids the warranty.

## **Spring USA Convertible Buffet Server & Induction Disclaimer**

Spring USA is the original developer of the “Convertible Induction Buffet System”. Since 1999, the system has been used widely in installations around the world.

Each component has been designed to optimize the performance of the complete system, based upon the original Swiss designs of the Spring USA concept.

Recently, many companies have chosen to copy the system and/or elements of the Spring USA buffet concept. In many cases, these components are not compatible with the original Spring USA induction system.

With that said, Spring USA cannot be held accountable for facsimile components, offered by other companies, with regard to their performance in a convertible buffet system.

## **Tips For Storing & Operating Your SmartStone® Induction System**

Do not store your SmartStone® Induction System in an unheated area.

Material is operational in normal room temperatures of 68° F (or greater) at the time of system start up. If a mobile system is moved from a cooler area, allow the system to reach a temperature of 68° F (or greater), prior to use. Failure to do so, may damage the SmartStone® countertop.

When using Spring USA servers or cookware on a SmartStone® Induction System, controls should always be set on the ‘Low’ or ‘Low-Med’ setting at the beginning of the serving cycle.

If the vessel utilizes a water bath set up, such as a Spring USA Convertible Buffet Server, your temperature should start at ‘Med-High’ or ‘High’. Power should be increased only if the food is not maintaining proper serving temperature.

When storing a SmartStone® Induction System, the countertop and sides should be protected with either a padded cover, or some other type of wrap.

## **Fire Suppression MAX Induction MCS Cooking Station Warranty**

Unless otherwise specified, all fire suppression mobile cooking stations are warranted against defects in materials and workmanship for a period of 1 year from the date of purchase and applies to the original purchaser only.

Each induction unit can be removed from the cart for hassle-free replacement. Spring USA offers a 1 year, overnight exchange warranty on all induction ranges for customers in the U.S. View the "Induction Range Limited Warranty" to learn more about our induction warranty and exchange program.

This warranty is void if it is determined that, upon inspection by an authorized service agency, the equipment has been modified, misused, misapplied, improperly installed, improperly maintained or damaged in transit or by fire, flood or act of God. Damage to the glass cooktop or the range housing is not covered. Any alteration of the cord or plug voids the warranty. Cooking Station Warranty is void if the serial nameplate has been removed, or if service is performed by unauthorized personnel.

[Click to view/download our "Process for exchange"](#)

## **ADDITIONAL WARRANTY EXCLUSIONS**

## **Spring USA Servers Convert to the New, "AA" All-Angles Axle System**

As a product enhancement, Spring USA Servers now come equipped with our new, "AA" All-Angles Axle System.

This system allows you to keep your server cover open, at virtually any angle.

In order to activate the resistance force, the server cover must be opened to a 45 degree+ angle, every time the cover is lifted.

This change affects all Spring USA Servers, except for the following Item #'s: K2509-6; K2510-6/30 & K2510-6/40.

Axles are considered a wearable item, which require maintenance; therefore, they are not covered by warranty.

## **Spring USA Beverage Servers Warranty Information**

Under no circumstances, should the handle and spout assembly be disassembled from the vessel.

Spring USA offers a one (1) year warranty, from the date of invoice, against manufacturers defect on beverage servers (specifically, Delta, Omega & Sigma Servers, represented by Product Series #175, 176, 185, 186, 195 & 196).

This warranty covers normal use and service of the beverage server. The warranty is void if the product is used in any way other than what is deemed 'normal'. Beverage servers returned within the one (1) year warranty are subject to inspection by Spring USA. The aforementioned warranty is void if the beverage server has been damaged due to neglect. This includes, but is not limited to, improper use, separation of the handle and spout assembly from the vessel, failure to properly clean the server according to the guidelines outlined on our website, insufficient cleaning of the unit, use of harsh chemicals on both, inside & outside of the server, submersion, improper maintenance, or damage to the exterior of the unit.

The Company will, at its volition, repair or replace without charge, such products if it fails due to manufacturing defect, PROVIDED THAT: the products are maintained in accordance with the maintenance instructions. Again, coverage under this warranty is based on the inspection of the product by Spring USA personnel. If your product is deemed defective, Spring USA will replace the product free of charge with an identical item. If that item is no longer available, it will be replaced with a comparable product.

If you believe you have a defective beverage server, contact the Spring USA office, at (1-630-527-8600) and ask to speak with a Sales Coordinator. You will need to be able to identify the type of beverage server you have, as well as provide the Invoice # or purchase date. You will be asked to provide a brief description of the defect, and/or provide a photograph. The Sales Coordinator will issue a Return Material Authorization (RMA).

If it is determined that you have a warranty claim, you should ship the product, at your expense, to the address shown below. Use a shipping service that allows you to track your shipment (such as UPS or Federal Express).

Improper packing of your product does not result in an automatic replacement if it is damaged in transit.

## **SmartStone® Limited Warranty**

### **SPRING USA® 1-YEAR SmartStone® MATERIAL WARRANTY**

Spring USA® (the “Company”) warrants SmartStone® products for commercial use that the Company will, at its option, repair or replace without charge, such products if it fails due to manufacturing defect, PROVIDED THAT: the products are maintained in accordance with the maintenance instructions. This includes reasonable labor charges needed to repair or replace the products covered hereunder. This warranty applies to SmartStone® material that is put into commercial use and maintained in the manner recommended by the Company relating to care for a permanent installation.

[Click to view/download the SmartStone Limited Warranty](#)

## **Chafing Dishes**

Spring USA chafing dishes carry a lifetime warranty covering welds, non-maintenance items, or manufacturer defects. Warranty does not cover abuse or normal wear and tear.

## **Spring USA Professional Cookware Warranty**

Spring USA offers a limited lifetime warranty on all lines of professional cookware, covering welds, non-maintenance items, and manufacturer defects on pan body or the affixing of cookware handles. Interior, non-stick pan coatings are covered for one year from the date of invoice. Limited lifetime warranty does not cover damage caused by misuse or abuse of the product, through over-heating or mistreatment with metal utensils, improper cleaning, neglect, accidents or intentional alteration of the product.

The Company will, at its volition, repair or replace without charge, such products if it fails due to manufacturing defect, PROVIDED THAT: the products are maintained in accordance with the maintenance instructions.

Coverage under this warranty is based on the inspection of the product by Spring USA personnel. If your product is deemed defective, Spring USA will replace the product free of charge with an identical item. If that item is no longer available, it will be replaced with a comparable product.

If you believe you have a defective piece of cookware, contact the Spring USA office and ask to speak with a Sales Coordinator. You will need to be able to identify the type of cookware you have, as well as provide the Invoice # or purchase date. You will be asked to provide a brief description of the defect, and/or provide a photograph. The Sales Coordinator will issue a Return Material Authorization (RMA).

If it is determined that you have a warranty claim, you should ship the product, at your expense, to the address shown below. Use a shipping service that allows you to track your shipment (such as UPS or Federal Express). Improper packing of your product does not result in an automatic replacement if it is damaged in transit.

[Click to view/download the Spring USA Professional Cookware Warranty](#)

## **Blackline SwissSteel Cookware**

Blackline SwissSteel cookware carries a lifetime warranty on the pan body. Designed to withstand the most intensive heat, this pan is perfect for searing. Weld-Mounted cast handle and solid carbon steel construction make this a back of the house favorite!

[Click to view/download Blackline SwissSteel Care Instructions](#)

## **VULCANO 5-Ply Stainless Cookware**

All Vulcano 5-Ply Stainless Cookware products carry a lifetime warranty on the pan body and handle welds. Vulcano combines the best of Spring USA design, along with a Whitford Quantanium stick-resistant finish. Vulcano 5-Ply Cookware has a durable, ply, scratch-resistant, ceramic reinforced, non-stick interior cooking surface.

For Use & Care Instructions, click on the pdf download, below.

[Click to view/download Vulcano Care Instructions](#)

## **Primo! Professional Cookware**

All Primo! products carry a lifetime warranty on the pan body and handle welds.

### **Warming Tray Limited Warranty**

Spring USA Warming Tray (specifically Model # ST-1220 & ST-1220-T) offers a one (1) year warranty, from the date of invoice, against manufacturers defect.

### **Heat Lamps**

For all heat lamps, Spring USA provides a one-year warranty on parts and labor against manufacturer's defects, effective from the date of invoice. Customers are required to return non-working units to Spring USA for inspection, and if the malfunction is deemed covered by warranty, the unit will be repaired accordingly. This warranty does not cover defects resulting from misuse of the product, any alterations made to the product, or damage to heat bulbs/elements and power cords. Please note that this warranty applies to domestic models only and does not include international models. It is the responsibility of the customer to ensure proper use and maintenance of the product. For warranty inquiries or claims, please contact Spring USA Customer Service.

### **SpringVolt**

Spring USA Portable Battery, specifically Model SPBB-1440, is covered by a one-year warranty against manufacturer's defects from the date of invoice. However, please note that this warranty does not apply to items that have been misused, abused, modified, damaged by accident, or show evidence of water damage or use in adverse weather conditions such as rain, dust/sandstorms. Additionally, any product that has been modified or had a repair attempted by anyone other than Spring USA is not covered under this warranty. In the event that a customer sends in an item that they suspect to be defective, and upon our testing it is found to be working correctly, the customer will be responsible for payment of repair. For further inquiries regarding warranty claims or replacements, please contact Spring USA Customer Service.