

# VOLLRATH FOODSERVICE WARRANTY POLICY



The Vollrath Company LLC warrants each of its products against defects in materials and workmanship for the applicable period provided noted in the table on the following page.

In all cases, the warranty runs from the date of the end user's original purchase found on the receipt. THIS WARRANTY DOES NOT APPLY TO PRODUCTS PURCHASED FOR PERSONAL, FAMILY OR HOUSEHOLD USE, AND THE VOLLRATH COMPANY LLC DOES NOT OFFER A WRITTEN WARRANTY TO PURCHASERS FOR SUCH USES. The warranty does not apply to products that have been damaged by accident, carelessness, improper installation, lack of proper setup or supervision (when required), neglect, improper use, installation or operation contrary to installation and operating instructions, normal wear and tear (such as knife scoring on cutting boards), or other causes not arising out of defects in materials or workmanship.

## LIMITATION OF LIABILITY

THE VOLLRATH COMPANY LLC SHALL HAVE NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, WHETHER BASED UPON NEGLIGENCE OR OTHER TORT, BREACH OF WARRANTY, OR ANY OTHER THEORY.

## OTHER WARRANTIES

THERE ARE NO OTHER WARRANTIES ON ANY PRODUCTS SOLD BY THE VOLLRATH COMPANY LLC, AND THE VOLLRATH COMPANY LLC SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE ON ITS PRODUCTS.

## WARRANTY PROCEDURE

As The Vollrath Company LLC's only responsibility and the purchaser's only remedy, for any breach of warranty, The Vollrath Company LLC will repair or, at its option, replace the defective product or part without charge, except as otherwise provided below:

- To obtain warranty service, the owner of the equipment will be responsible to call The Vollrath Company LLC.
- Warranty work must be authorized in advance by The Vollrath Company LLC. See the operating and safety instructions for each product for detailed warranty claim procedures..
- No remedy will be available for product returned and found to be acceptable to the product specification.

## TO START A WARRANTY CLAIM

- The owner of the equipment must call the Vollrath Technical Service support line at 800-628-0832. Note: The caller must be in front of the equipment when the call is placed.
- A technical service specialist will work with you over the phone to diagnose the issue and provide a service solution. Issues that cannot be resolved over the phone may require the assistance of a Vollrath-authorized service agent.

*Note: The service agent will require a credit card or payment/billing information before providing assistance. If the service agent determines the issue is not due to a manufacturing defect or is not covered by the warranty, the agent will charge for travel, diagnosis and repair.*

## THE FOLLOWING INFORMATION IS REQUIRED FOR PROCESSING WARRANTY SERVICE REQUESTS:

- Name of person calling
- Phone number of person calling
- Business name
- Business street address, city, state & zip
- Item number & serial number
- Date of purchase
- Proof of purchase (Receipt)
- Name of dealer where product was purchased
- Credit card information

*Note: Vollrath will not process warranty claims or accept returns that do not follow the Warranty Procedure.*

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## Standard Warranty Exceptions

PRODUCT	FULL REPLACEMENT ELIGIBILITY	SERVICE ELIGIBILITY	PARTS REPLACEMENT ELIGIBILITY	NOT COVERED
Water Cooled Frozen Beverage Granita Machines (CBE127-17) - Electronic board	N/A	90 days	90 days	Any failures not related to materials and workmanship.
Water Cooled Frozen Beverage Granita Machines (CBE127-17) - Frozen Beverage Granita Machines - Compressor	N/A	90 days	90 days	Any failures not related to materials and workmanship.
Water Cooled Frozen Beverage Granita Machines (CBE127-17) - All other parts	N/A	90 days	90 days	Any failures not related to materials and workmanship.
Air Cooled Frozen Beverage Granita Machines (CBD127-37) - Electronic board	N/A	N/A	1 year	Any failures not related to materials and workmanship.
Air Cooled Frozen Beverage Granita Machines (CBD127-37) - Frozen Beverage Granita Machines - Compressor	N/A	N/A	1 year	Any failures not related to materials and workmanship.
Air Cooled Frozen Beverage Granita Machines (CBD127-37) - All other parts	N/A	N/A	1 year	Any failures not related to materials and workmanship.