

WARRANTY TERM

TERMS AND DETAILING

- a)** Our products are warranted for twelve months for parts and labor, and twenty-four months for the all heating element parts; from the date the product is installed. If, for any reason, there is no record of the installation date or if the purchase invoice cannot be located, the date of manufacture of the equipment contained on the rating label shall be considered the start date of this guarantee.
- b)** If new visits are needed to complete the delivery/installation of the product due to the lack of adequate, electrical, or exhaust related conditions, the costs of such visits shall be the customer's responsibility.
- c)** For the product's installation, the customer must provide all conditions required (208v/240v single phase) in the installation blueprint. The customer will also be responsible for transporting the equipment to the installation site.
- d)** The warranty only covers manufacturing and component failures. Damages caused by lack of heeding label warnings on the product will not be covered.
- e)** The warranty will cover adjustments and replacement of defective parts. It is the responsibility of the authorized service technician to return the defective parts to MVP Group for analysis when requested.
- f)** Warranty service calls will not justify the extent of the warranty, returns or exchanges of the equipment, or any other type of claim.

WARRANTY EXCLUSIONS

- a)** The customer should thoroughly inspect the equipment upon delivery and contact the carrier in case of shipping damage arising from transport.
- b)** MVP Group will not respond for any issues arising for electrical building irregularities, or a lack of abiding to the local electrical code.
- c)** Use or installation not in accordance with the Installation and Operation Manual accompanying the product.

- d)** Failure to observe the installation details per the Installation and Operation Manual, such as uneven floors, installing the oven next to equipment that exudes fat, heat or solid particles, lack of air circulation, etc.
- e)** Any damage and defects resulting from inappropriate cleaning products that result in damages to the components will not be covered under warranty. For example, pouring water inside the electric panel, etc.
- f)** Changes performed by unauthorized technicians in the original conditions of installation such as electrical distribution, installation location, etc.
- g)** Use of aggressive or abrasive products that are unsuitable for cleaning which may tarnish, wear, scratch or damage accessories or equipment components.
- h)** Occurrences from electrical discharges arising from acts of nature or voltage peaks caused by generators or power supply companies.
- i)** Damage to the equipment or its accessories caused by accidents, improper operation, improper handling or installation as described by the Operation Manual included with this product.
- j)** Repair attempts by unauthorized third parties or use of non-OEM parts and components, regardless of the damage or defects.

NOTES AND RECOMMENDATIONS

- a)** The operator should use the Installation and Operation Manual as a guide.
- b)** Make sure that the electric systems are made and installed by a qualified company or technician.
- c)** Before contacting technical assistance, check the manual for troubleshooting tips that can be solved without a technician.
- d)** For installation, service or other questions contact:

TECH SUPPORT:
MON - FRI 8:30 AM - 5:00 PM EST
(888) 275-4538 EXT 611
SERVICE@MVPGROUPCORP.COM
(888) 275-4538 EXT 612