



# Grindmaster Cecilware

## US Equipment Warranty Terms & Conditions

*Effective January 1, 2018*

Within warranty periods, Grindmaster-Cecilware will at its option, after troubleshooting directly with customer site, repair or replace a defective unit at no charge for parts or labor during the applicable parts or labor warranty period. Grindmaster-Cecilware's obligation under these warranty periods shall be limited to repairing or replacing any part of said equipment (excluding plastic parts, rubber parts, light bulbs, or normal wear items) which proves defective within the warranty period. It is the responsibility of the customer for travel to locations where service agents are more than 50 miles from the service site. Warranty start date is from the original ship date of the equipment or date of sale to the customer with proof of sale, if within 1 year of ship date.

This warranty is subject to the following conditions, terms, and exclusions:

- Warranty must be activated by online registration at [www.gmcw.com](http://www.gmcw.com).
- All Warranty claims must be pre-authorized by Grindmaster-Cecilware Technical Services by calling 1-800-695-4500 (opt 2) or by email at [TSMailbox@gmcw.com](mailto:TSMailbox@gmcw.com).
- RC400 - 1 year parts and labor.
- Grindmaster-Cecilware Accessories and Parts - 90 days replacement only.
- Manual & Super Automatic Espresso Machines, Coffee Urns, and Foodservice Equipment are excluded from the 60 day money back guarantee.
- Compressor warranty is limited to one compressor replacement after the labor warranty expiration with the 5 year total compressor warranty period.
- Warranty does not apply to machines or any part thereof which have been subject to any accident, abuse, misuse, neglect, alteration, use on incorrect voltage, improper ventilation, damage caused in transit, improper installation or operation, improper maintenance or repair, normal wear items, plastic or rubber parts, poor water conditions, machine adjustments, temporary non-functioning conditions, fire, flood, or acts of God; Warranty is in lieu of all other warranties expressed or implied. In no event shall Grindmaster-Cecilware be liable for consequential or incidental damages.
- Warranty is conditional on required preventive maintenance. See page 177 of Grindmaster-Cecilware 2018 Domestic Catalog for preventive maintenance requirements and frequencies, or visit [www.gmcw.com](http://www.gmcw.com) under the service tab.
- Grindmaster-Cecilware must receive proof of required preventive maintenance performed to activate second year labor warranty.
- If Grindmaster-Cecilware Service Agents finds warranty-voidable conditions at time of service, the customer shall be responsible for correcting the voidable condition where possible; otherwise the warranty shall be voided.
- If Grindmaster-Cecilware Service Agents are prevented from performing or completing service by the customer, or if the customer refused service in part or whole, the warranty shall be considered void.
- Upon request by Grindmaster-Cecilware, some warranty parts, (including but not limited to: motors, compressors, micro-controlled based boards, gear motors, and burrs) shall be shipped prepaid to the Grindmaster-Cecilware Factory Service Center designated in the return goods authorization confirmation. Upon receipt, Grindmaster-Cecilware will inspect parts to verify warranty claim is valid. Replacement parts will be billed out when shipped, and then credited on return of a part that is proven to be a valid warranty claim upon inspection by Grindmaster-Cecilware. Warranty labor will not be paid until warranty claim parts are received and validated by Grindmaster-Cecilware.

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[www.gmcw.com](http://www.gmcw.com)

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### US Equipment Warranty Terms & Conditions (continued)

- Upon request by Grindmaster-Cecilware, the defective equipment shall be shipped prepaid to the Grindmaster-Cecilware Factory Service Center designated in the return goods authorization confirmation.
- No field (including travel), outside or service station work is covered by this warranty without prior authorization by the Grindmaster-Cecilware Service Department.

The dealers, distributors, employees, and agents of Grindmaster-Cecilware are not authorized to modify this warranty or to add warranties that are binding to Grindmaster-Cecilware. Neither written nor oral statements by such individuals establish warranties and thus should not be relied upon. This will establish your warranty rights. The purchaser's redress against Grindmaster-Cecilware for the breach of any obligation arising from the sale of this equipment, whether derived from warranty or elsewhere, shall be limited to repair, replacement, or refund at Grindmaster-Cecilware's discretion.

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