

TERMS AND CONDITIONS

US Equipment Warranty

Effective January 1, 2019

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. 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 12 months of ship date. Units replaced under warranty will retain remaining warranty term of original unit.

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

- Warranty must be activated by online registration at 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@electrolux.com.
- RC400 - 1 year parts and labor.
- Grindmaster-Cecilware dispensers, Accessories and Parts - 90 days replacement only.
- Warranty does not apply to machines or any part thereof which have been subject to any; accident, abuse, misuse, neglect, alteration, non-compliance to owners manual and preventive maintenance requirements, 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. If service agents cannot access equipment (eg. Food truck) customer is responsible for bringing unit to agent for warranty repair.
- Poor water conditions is defined as water not meeting the following criteria:
 - Total Dissolved Solids: Minimum 50 PPM, Maximum 125 PPM
 - Total Hardness: Minimum 3 GPG, Maximum 5 GPG
 - pH: Minimum 6.5, Maximum 7.5
 - Free Chlorine: Maximum 0.5 PPM
 - Total Chlorine: Maximum 1 PPM

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- Grindmaster-Cecilware reserves the right to be reimbursed for service calls deemed Non-Warranty. Authorized service agents (ASA) reserve the right to secure credit card information prior to dispatching a service call. In the case where the ASA deems a service call to be non-warranty, the service invoice is the responsibility of the end user. The warranty on the unit will be voided until the balance is reimbursed.
- If Grindmaster-Cecilware Service Agents are prevented from performing or completing service by the customer, 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 RGA 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.
- Upon request by Grindmaster-Cecilware, the defective equipment shall be shipped prepaid to the Grindmaster-Cecilware Factory Service Center designated in the RGA 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.