

# Grindmaster-Cecilware Corporation™

## Product Warranty for USA

Effective January 1, 2010

New machines that have been manufactured by or for Grindmaster-Cecilware Corporation and all parts thereof are conditionally\* warranted to the original user by Grindmaster-Cecilware Corporation to be free from defects in material and workmanship (existing at the time of manufacture and appearing during the stated warranty period) under normal use and service as follows:

### All Equipment unless specified otherwise below: 1 year parts and 1 year labor

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|--|---|---|
| <b>Crathco® Barrel Style Freezers</b><br>1 year parts<br>1 year labor<br>5 years compressor parts            | <b>Micro-Controller based boards (except Granita and Crathco® Barrel Style Freezers and PIC)</b><br>3 years parts<br>1 year labor   | <b>PrecisionBrew™ Coffee Brewers and Space Saver Urns</b><br>2 years parts<br>2 years labor                   |
| <b>G-Cool/Crathco® Classic Premix Dispensers</b><br>1 year parts<br>1 year labor<br>5 years compressor parts | <b>All Grinding Burrs on coffee grinding equipment manufactured by Grindmaster-Cecilware (does not include espresso grinders)</b><br>4 years parts (or 30,000 lbs. of coffee - whichever comes first)<br>1 year labor | <b>Urn Body and Liners</b><br>3 years part  |
| <b>Ugolini Cold Beverage Dispensers</b><br>1 year parts<br>90 days labor                                     | <b>AVS/VS Vacuum Shuttles®, Classic CS-1 Shuttle®, and CW-1 Warmer</b><br>1 year parts  | <b>PrecisionBrew™ Pod Brewers</b><br>Model OPOD: 1 year replacement<br>Model GPOD: 1 year replacement         |
| <b>Powdered Beverage Dispensers</b><br>2 years parts<br>1 year labor   |   | <b>Grindmaster-Cecilware Accessories (does not include glass decanters and Airpots)</b><br>90 days parts only |

During these warranty periods, Grindmaster-Cecilware Corporation will at its option (and after inspection), repair or replace a defective unit with no charge for parts or bench labor during the applicable parts or labor warranty period, respectively. Grindmaster-Cecilware Corporation's obligation under these warranty periods shall be limited to repairing or replacing any part of said dispenser (excluding plastic parts, rubber parts, light bulbs or normal wear items), which proves defective within the warranty period. These warranty periods run from the date of installation (proof of installation date required) if within 6 months of ship date, or if no proof of installation is provided the warranty start date is the original ship date of the equipment. Travel is covered up to 50 miles or 1 hour, whichever comes first. Labor does not include the cost of shipping to or from the service station or factory.

\*This warranty is subject to the following conditions, terms and exclusions (for a detailed list see Warranty Explanation):

- 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 Corporation be liable for consequential or incidental damages.
- The model and serial number of the unit (shown on the serial plate) shall be supplied to the service station or factory along with the defective parts of the unit.
- Upon request by Grindmaster-Cecilware Corporation, 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 Corporation 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 Corporation. Warranty labor will not be paid until warranty claim parts are received and validated by Grindmaster-Cecilware Corporation.
- The buyer shall give prompt notice to Grindmaster-Cecilware Corporation, and must obtain prior authorization from Grindmaster-Cecilware Corporation, for any claim to be made under said warranty via telephone at (800-695-4500) or writing to P.O. Box 35020, Louisville, KY 40232-5020.
- Upon request by Grindmaster-Cecilware Corporation, the defective equipment shall be shipped prepaid to the Grindmaster-Cecilware Factory Service Center designated in the RGA confirmation, or, if requested by Grindmaster-Cecilware Corporation, to an authorized Grindmaster-Cecilware service location.
- **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 Corporation are not authorized to modify this warranty or to add warranties that are binding to Grindmaster-Cecilware Corporation. 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 Corporation 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 Corporation's discretion.



**GRINDMASTER-CECILWARE™**

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