

Warranties

US Equipment Warranty Terms and Conditions

During these warranty periods, GMCW 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. GMCW'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 (if within 1 year of ship date), with proof of installation date required. 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:

- RC400 - 1 year parts and labor.
- GMCW Accessories (does not include glass decanters and Airpots) - 90 days parts only.
- AMW and Cecilware Coffee Urns and GMCW Super Automatic Espresso Machines are excluded from the 60 day money back guarantee.
- Fry Baskets, Fountain Pumps, Jars / Jar Accessories, Syrup and Condiment Rails - 30 day replacement only.
- 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 GMCW 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 GMCW, some warranty parts, (including but not limited to: motors, compressors, micro-controlled based boards, gear motors, and burrs) shall be shipped prepaid to the GMCW Factory Service Center designated in the RGA confirmation. Upon receipt, GMCW 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 GMCW. Warranty labor will not be paid until warranty claim parts are received and validated by GMCW.
- Upon request by GMCW, the defective equipment shall be shipped prepaid to the GMCW Factory Service Center designated in the RGA confirmation, or, if requested by GMCW, to an authorized GMCW service location.
- **No field (including travel), outside or service station work is covered by this warranty without prior authorization by the GMCW Service Department.**

The dealers, distributors, employees, and agents of GMCW are not authorized to modify this warranty or to add warranties that are binding to GMCW. 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 GMCW 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 GMCW's discretion.

Warranties

NEW US Equipment Warranty

The Industry's BEST Warranty and only 60 Day Money Back Guarantee†

2

YEARS

Parts & Labor
All Equipment unless specified
otherwise in Terms and Conditions.

3

YEARS

Micro-Controller Based Boards
& Urn Bodies and Liners

4

YEARS*

Grinding Burrs
*or 30,000 pounds of coffee

5

YEARS

Compressors & Fry Tanks

†AMW and Cecilware Coffee Urns and GMCW Super Automatic Espresso Machines are excluded from the 60 day money back guarantee.