

# Grindmaster Corporation

## Detailed list of warranty conditions, terms and exclusions

Effective April 1, 2007

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

- These warranty periods run from the date of installation, or 6 months following the date of shipment from the Grindmaster factory, whichever comes first. Proof of installation date required. In the event proof of installation does not exist, these warranty periods will run from the date of shipment from Grindmaster factory.
- 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, fire, flood or acts of God;
- Failure to complete preventive maintenance (PM) on equipment is considered neglect and abuse of machine and voids warranty.
- Proof of regular preventive maintenance (PM) including use of Grindmaster Corporation PM checklists when available, is required per the recommended frequency. Failure to do so is considered neglect and abuse of machine and voids warranty. When stated in PM Checklist, proof of PM includes return of the replaced PM parts to Grindmaster Corporation factory within 2 weeks after the recommended PM time.
- This warranty does not cover normal preventative maintenance and cleaning such as, but not limited to, condenser cleaning, fan lubrication and o-ring, seal or light bulb replacement.
- Warranty is in lieu of all other warranties expressed or implied. In no event shall Grindmaster Corporation be liable for consequential or incidental damages.
- Plastic parts (such as, but not limited to bowls, hoppers, augers, mixing assemblies, dispense valves, side panels, drain trays and lids);
- Rubber parts (such as, but not limited to o-rings, seals, grommets, pump tubing and gaskets);
- Normal wear items unless specified otherwise (such as, but not limited to seals, o-rings, grommets, whipper blades, pump tubing, gaskets, bearing sleeves, impellers, and light bulbs);
- Any sealed system that has been broken into;
- Any part or assembly that has been altered, modified or changed.
- A unit whose refrigeration system is modified or installed with a condenser, parts and assemblies other than those manufactured by or for Grindmaster Corporation.
- Said dispenser located or used outside U.S.A. states, territories or possessions.
- The cost of repairs made or attempted by anyone without prior authorization by the Grindmaster Corporation Service Department.
- A refrigerated or frozen beverage machine maintained without the required air clearance on all sides, or located in close proximity to heat producing or powder equipment.
- Unit or part failures caused by water conditions such as, but not limited to, lime or mineral content of water used in machines, low/high pressure/flow.
- This warranty does not cover making adjustments to the dispensers including, but not limited to: consistency adjustments; thermostat adjustments; and drink strength, flow rate and portion adjustments.
- This warranty does not cover temporary non-functioning conditions which can occur with normal use and which can be readily remedied by the user by referring to the user's instructions or calling Grindmaster Corporation's toll free line for assistance (800-695-4500). These conditions include, but are not limited to: resetting of the dispenser after the watchdog timer has activated; resetting circuit breaker; absence of power or water supply; and no powder or concentrate flow because the dispenser was left in rinse cycle.
- 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 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 Factory Service Center designated in the RGA confirmation. Upon receipt, Grindmaster 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 Corporation. Warranty labor will not be paid until warranty claim parts are received and validated by Grindmaster Corporation.
- The buyer shall give prompt notice to Grindmaster Corporation, and must obtain prior authorization from Grindmaster 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 Corporation, the defective equipment shall be shipped prepaid to the Grindmaster Factory Service Center designated in the RGA confirmation, or, if requested by Grindmaster Corporation, to an authorized Grindmaster service location.
- **No field, outside or service station work is covered by this warranty without prior authorization by the Grindmaster Service Dept.**

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



**Grindmaster Corporation™**

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