

Warranty Coverage

Product Groups

- Bartec • General • Maxx Cold • Maximum •
- Maximum Hot • Omega • Zeroll •

Limited Warranty

ASBURY FOODSERVICE warrants to each original Buyer that its products be free from defects in materials and workmanship for the period specified below. Asbury Foodservice's obligation under this warranty shall be limited to repairing or replacing, at its option, any part or product found to be defective within the specified warranty period.

Listed below are specific periods and types of coverage:

BARTEC:

Blender – 90 Day Repair/Replacement (*base only*)

GENERAL:

Microwave Oven – 90 Day Repair/Replacement

Economy Slicer – 90 Day Repair/Replacement

Deluxe Slicer – 1 Year Parts & 90 Days On-Site Labor

Meat Mincer – 90 Day Repair/Replacement

Mixer – GEM-110 – 90 Days Parts & 90 Days On-Site Labor

Mixer – GEM-120/130 – 1 Year Parts & 90 Days On-Site Labor

Vegetable Cutter – 90 Day Repair/Replacement

MAXX COLD:

Under Counter – 1 Year Parts & On-site Labor

Sandwich Station – 1 Year Parts & On-site Labor

Upright – 1 Year Parts & 1 Year On-site Labor

MAXXIMUM:

Blender – 90 Day Repair/Replacement (*base only*)

Drink Dispenser – 1 Year Parts & 90 Days On-Site Labor

Granita Machine – 1 Year Parts & 90 Days On-Site Labor

MAXXIMUM HOT:

Hot Plate – 90 Day Repair/Replacement

Soup Kettle – 90 Day Repair/Replacement

Rice Cooker – 90 Day Repair/Replacement

Tea Dispenser – 90 Day Repair/Replacement

Coffee Percolator – 90 Day Repair/Replacement

Coffee Brewer Pourover – 90 Day Repair/Replacement

OMEGA (COMMERCIAL):

Blender – 90 Day Repair/Replacement (*base only*)

Drink Dispenser – 1 Year Parts & 90 Days On-Site Labor

Juicers – 1 Year Repair/Replacement

Granita Machine – 1 Year Parts & 90 Days On-Site Labor

ZEROLL:

All Standard Products – 1 Year Limited Replacement (*Custom Products Not Included*)

Consumables

Asbury Foodservice and Asbury Service Warranty & Parts consider specific parts of its equipment to be consumable items, and therefore NOT subject to normal warranty as stated above. These items include but are not limited to: blender containers, cutting assemblies, knives, clutches, drive sockets, lids & measuring cups, dispenser bowls, stirrers, handles and lights, shelves, shelf clips, gaskets, sharpening stones, knobs, dials and decanters. For a complete listing of consumables per product, visit: www.asburyfoodservice.com/consumables.

Warranty Claims

Warranty claims can be made to **Asbury Service Warranty & Parts (ASW&P)** at **1-877-368-2797** during normal business hours between 8:30am and 5:30pm Eastern, Monday thru Friday excluding Weekends and Holidays. Emergency warranty service claims can be made after hours, weekends and holidays by dialing 1-877-368-2797 and following the automated prompts. **All claims must include:** make, model number, serial number, proof of purchase (dated receipt), date of installation, authorized ASBURY FOODSERVICE equipment dealer and all pertinent information supporting the claim prior to the issuance of a warranty claim number. At the time of a warranty claim, should on-site service be necessary, ASW&P will dispatch a qualified service company to the location to facilitate repairs covering labor (*during normal business hours, premium or overtime service is not included*) and appropriate travel (*not to exceed 2 hours or 100 miles*). If during the warranty event the on-site technician determines the issue to be the result of improper installation, misuse, abuse, or requires adjustments and/or calibration, the end user will become responsible for any charges brought forth by the service company. Should on-site service not be required, an RMA (*Return Merchandise Authorization*) may be issued. The issuance of an RMA requires the end user provide adequate packaging and shipping including the cost of freight to the ASW&P Service Center for disposition. Should a replacement unit be necessary, it will be at the sole discretion of ASW&P Management and a new or refurbished unit will be provided. ASW&P will cover the cost to repair or replace the item including the cost to ship the unit back to the end user.

Product Returns

Product returned to Asbury Foodservice without an RMA or to any of Asbury's Distributors and/or Dealers under the auspices of warranty, freight damage or other, prior to the review and authorization of Asbury Foodservice and/or Asbury Service Warranty & Parts Management with the expectation of receiving a credit and/or payment for the same, is strictly prohibited and will become the sole responsibility of the party authorizing the transaction.

Warranty Exclusions

NO CONSEQUENTIAL DAMAGES: Asbury Foodservice and Asbury Service Warranty & Parts are not responsible for economic loss or special, indirect or consequential including without limitation; loss or damage arising from food or product spoilage claims, whether or not on account of product failure.

WARRANTY IS NOT TRANSFERABLE: This warranty is not transferable or assignable and applies only to the original verified purchaser.

NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR SERVICE: There are no other warranties statutory, expressed, or implied, except that which is specifically found on the Asbury Foodservice website. These warranties are exclusive and in lieu of all other warranties including implied and merchantability or fitness of a particular purpose.

IMPROPER ELECTRICAL CONNECTIONS: Asbury Foodservice and Asbury Service Warranty & Parts are not responsible for the repair or replacement of failed or damaged components resulting from electrical power failure, the use of extension cords, low voltage, or voltage drops to the unit.

IMPROPER USAGE: Asbury Foodservice and Asbury Service Warranty & Parts assumes no liability for parts or labor coverage for component failure or other damages resulting from improper usage or installation or failure to clean and/or maintain the product as set forth in the Owner's Manual provided with each unit.

CONSUMABLES: This warranty does not include and is not limited to items such as; blender containers, cutting assemblies, knives, clutches, drive sockets, lids and plugs, dispenser bowls, stirrers, handles and lights, shelves, shelf clips, gaskets, door handles, and sharpening stones, knobs, dials and decanters. Visit www.asburyfoodservice.com/consumables for a complete listing.

ADJUSTMENTS & CALIBRATIONS: Adjustments including calibrations, leveling, tightening of fasteners, or utility connections normally associated with the original installation are the responsibility of the dealer or installer and not the responsibility of Asbury Foodservice or Asbury Service Warranty & Parts.

CONSEQUENTIAL DAMAGES: This warranty does not cover any defect due to, or resulting from, ordinary wear and tear, handling, abuse, misuse, improper ventilation, or harsh chemical action, nor shall it extend to any product from which the serial number has been removed or altered, or modifications made by unauthorized service personnel or damage by flood, fire or other acts of God.

OUTSIDE UNITED STATES: This warranty does not apply to, and Asbury Foodservice is not responsible for any warranty claims made on products sold or used outside the United States of America.

Warranty Grace Period

Warranty coverage begins on the date of purchase. Asbury Foodservice offers an additional six (6) months grace period for warranty coverage to allow for storage and warehousing until such product can be sold. This additional grace period does not extend the end user's warranty coverage, but does limit total coverage to a maximum of 18 months on equipment with a one year warranty and 9 months on equipment with a 90 day warranty. Exceptions to this policy will require authorization from Asbury Foodservice or Asbury Service Warranty & Parts Management.

Disclaimer

Asbury Foodservice and Asbury Service Warranty & Parts reserve the exclusive right to change or modify this warranty statement or any part herein at any time and without prior notice. Visit www.asburyfoodservice.com/warrantystatement for the latest information.

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Asbury Service Warranty & Parts

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