

## **PRODUCT WARRANTY**

### **Limited Lifetime Warranty – Food Preparation Products**

Nemco Food Equipment warrants its food preparation products (excluding blades) to be free from defects in materials and workmanship under normal use for the **lifetime of the product**, beginning from the date the product is placed into service by the original user. This **Limited Lifetime Warranty** applies only to the structural and mechanical components of the product and **does not apply** to:

- Blades
- Wear and tear items, including but not limited to **bushings and bearings**
- Damage resulting from misuse, abuse, improper installation, unauthorized modification, or improper maintenance

**Bushings and bearings** are warranted to be free from defects in materials and workmanship under normal use for a period of **two (2) years** from the date the product is placed into service by the original user.

At its sole discretion, Nemco will determine whether a covered product or component shall be **repaired or replaced**. This warranty is limited to parts only unless otherwise stated and does not cover labor, freight, or service costs unless required by applicable law. This Limited Lifetime Warranty is extended only to the **original user** and is non-transferable.

### **CanPro® Can Opener Warranty**

Nemco Food Equipment warrants its **CanPro® can openers** to be free from defects in materials and workmanship under **normal use** for a period of **two (2) years** from the date the product is placed into service by the original user, **when maintained and cared for in accordance with Nemco’s operating and maintenance instructions**. This warranty **excludes bearings**, which are considered consumable items and are not covered under this warranty. At its sole discretion, Nemco will determine whether a covered product or component determined to be defective will be **repaired or replaced**. This warranty is limited to parts only and does not include labor, freight, or service costs unless otherwise required by applicable law. This warranty does not apply to damage resulting from misuse, abuse, improper installation, lack of maintenance, unauthorized modification, or use inconsistent with the product’s intended purpose. This warranty is extended only to the **original purchaser** and is non-transferable.

### **Electrical/Pneumatic Products Warranty**

Unless otherwise noted in this document, Nemco Food Equipment warrants its Electrical/Pneumatic products, to the original user, (other than blades and light bulbs) to be free of electrical and mechanical defects in material and workmanship under “normal

use” (defined below) for the shorter of the following periods: (a) one (1) year from the date placed in service by the original user, or (b) 18 months from the date of shipment from its factory.

### **PaniniPro™ Sandwich Press Warranty**

Nemco Food Equipment warrants its PaniniPro™ to be free of electrical and mechanical defects in material and workmanship under “normal use” (defined below) for the following periods: (a) One (1) Year Labor, (b) Two (2) Year Parts.

**NOTE:** WARRANTY DOES NOT COVER DAMAGE TO PANINIPRO SANDWICH PRESS (MICROWAVE TECHNOLOGY USED) FROM UNIT OPERATED WITH LOW MOISTURE CONTENT FOODS. IT IS UP TO NEMCO’S SOLE DISCRETION TO DETERMINE IF DAMAGE IS THE RESULT OF IMPROPER USE AND IF SO, THE WARRANTY WILL BE VOIDED. To prevent damage to the PaniniPro™ when running a menu with microwaves, provide, AT A MINIMUM, one fresh piece of white bread (or food with equivalent moisture content) in the cooking cavity for NO LONGER THAN A 30 second period. Longer cooking times require larger amounts of moisture or damage will occur to the unit. If warming or browning a dry, low moisture content food product, be sure to use a program that does NOT use microwaves.

**NOTE:** WARRANTY DOES NOT COVER DAMAGE TO THE COATED SURFACES. IT IS NEMCO’S SOLE DISCRETION TO DETERMINE IF A COATED SURFACE OR NONSTICK COATING CLAIM IS WARRANTED.

### **Waffle/Cone Baker Warranty**

**NOTE:** WARRANTY DOES NOT COVER DAMAGE TO THE GRID, GRID COATING OR NONSTICK COATING. IT IS NEMCO’S SOLE DISCRETION TO DETERMINE IF A GRID, GRID COATING OR NONSTICK COATING CLAIM IS WARRANTED.

### **Roller Grill Warranty**

**NOTE:** WARRANTY DOES NOT COVER DAMAGE TO THE ROLLERS OR ROLLER COATING. IT IS NEMCO’S SOLE DISCRETION TO DETERMINE IF A ROLLER OR ROLLER COATING CLAIM IS WARRANTED.

### **Steamer Warranty**

**NOTE:** PLEASE REVIEW YOUR PRODUCT MANUAL FOR SPECIFIC WATER REQUIREMENTS. DISTILLED WATER MAY BE REQUIRED. PRODUCT FAILURE DUE TO SEDIMENT AND LIME BUILDUP IS NOT COVERED UNDER WARRANTY.

This **warranty does not cover products used outside the United States**, or damages caused by accident, misuse, negligence of any person other than Nemco, current or

voltage other than stated on the appliance, fire, flood or other casualty. Any alteration to the product or unauthorized repair voids this warranty. For purposes of this warranty, the phrase, “normal use” shall mean the use of the product in connection with food in accordance with the product manual accompany the product. Nemco shall be responsible only for repairs or replacements of defective parts performed by Nemco’s authorized service personnel. Authorized service agencies are in principal cities throughout the continental United States, Alaska and Hawaii.

## **PRODUCT SERVICE**

Nemco has a staffed service department, and we believe prompt service is extremely important to our customers. Please handle all product service inquiries as follows:

- (1) The end user should call Nemco Customer Experience Team with the company name, address, phone number, model number, serial number (if applicable), the nature of the problem (the “Claim Information”).
- (2) The Nemco Customer Experience Team will decide on the most appropriate course of action. If Nemco determines that it must inspect a product, the following procedure will be followed:

The end user will obtain a Return Materials Authorization (RMA) number from Nemco Customer Experience Team to return the product to Nemco for inspection. Please be sure to use this number on the box and on paperwork sent with the unit. Return the unit to Nemco. The Nemco Service Department will determine if the problem is covered by the foregoing warranty. If so, Nemco will repair the unit and return it to the end user. If the unit weighs less than 70 lbs., it will be considered a carry-in warranty. The service agent performing the service must call Nemco Customer Experience Team to obtain a Service Authorization number and provide Claim Information. If the unit weighs 70 lbs. or more, it will be considered an on-site warranty, and the service agent performing the service must call Nemco Customer Experience Team to obtain a Service Authorization number and provide the Claim Information.