VOLLRATH

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Warranty Information

Effective as of September 19, 2025

The Vollrath Company LLC (**Vollrath**) warrants to the original commercial end user that each of Vollrath's foodservice products (**Products**) will be free from defects in materials and workmanship. This warranty is for the following periods (**Warranty Period**):

Standard warranty period is:

- *12 months parts & labor starting from Vollrath's sale to end user **OR***
- *18 months parts & labor starting from Vollrath's sale to dealer, **whichever comes first**.*

Exceptions are noted in the table that follows. To be valid, a warranty claim must be asserted during the applicable Warranty Period. This warranty applies only to the original commercial end-user and is not transferable without Vollrath's prior written consent.

EXCLUSIONS

This warranty does not apply to:

- Products purchased for any use other than standard commercial foodservice. "Other than standard commercial foodservice" includes, but is not limited to the following that are excluded from the warranty:
    - Residential commercial kitchens and microenterprise home kitchens, and
    - Any locations that are not subject to commercial building or safety codes.
- Use of the Products as a rental asset. The use of the Products as a rental asset negates all warranties associated with the Products.
- Damage resulting from:
    - Shipping, accident, neglect, or improper installation, setup or use.

        ailure to follow operating instructions and/or scheduled maintenance procedures.

- Modification of Products in any manner from original model, substitution of parts other than factory authorized parts, unauthorized removal or unauthorized addition of any parts.

- Normal wear and tear.

VOLLRATH'S WARRANTY OBLIGATION

If any Product manufactured by Vollrath is found to not conform to the warranty set forth above, Vollrath's sole obligation is to repair or, at Vollrath's option, replace the Product.

NO OTHER WARRANTIES

THE ABOVE WARRANTY IS EXCLUSIVE. VOLLRATH PROVIDES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NO MODIFICATION OR WAIVER OF ANY PROVISIONS OF THIS WARRANTY IS BINDING ON VOLLRATH UNLESS CONTAINED IN A WRITING SIGNED BY AN OFFICER OF VOLLRATH.

LIMITATION OF LIABILITY

UNDER NO CIRCUMSTANCES WILL VOLLRATH BE LIABLE TO THE ORIGINAL END USER OR ANY THIRD PARTY FOR ANY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES ARISING OUT OF THE SALE, USE OR INSTALLATION OF THE PRODUCTS, INCLUDING DAMAGES FOR LOST PROFITS, LOSS OF USE OR LABOR COSTS.

HOW TO OBTAIN WARRANTY SERVICE

- Warranty work must be authorized in advance by Vollrath.

- The original end-user must contact the Vollrath Technical Service support line at telephone number (800) 628-0832. The caller must have access to the product when the call is placed.

- The technical service representative will work with the end-user over the phone to diagnose the issue and provide a service solution. Issues that cannot be resolved over the phone may require the assistance of a Vollrath-authorized service agent. Service solutions may include:

    - Return of the Product to Vollrath or, upon Vollrath's request, to a Vollrath authorized service agent, for analysis of problem, determination of warranty applicability, and service. The end-user is responsible for any freight or travel charges connected with the return of the Product.

    - Repair by Vollrath or an authorized service agent.

    - If, in Vollrath's judgment, repair is not possible or feasible, Vollrath will replace the Product. If Vollrath replaces the Product, Vollrath may request the end-user to return the original Product to Vollrath. Failure to promptly return the requested original Product will result in the end-user being billed for it. Vollrath will provide free shipping for the return of the requested original Product.

If Vollrath or the service agent determines the issue is not covered by the warranty, the end-user will be charged for all service related charges, including parts, diagnosis, repair and service agent travel. Therefore, the service agent will require credit card or payment/billing information before providing service.

The following information is required for processing a warranty service request:

- Name and phone number of point of contact
- End-user's business name and business address
- Item number & serial number
- Date of purchase and proof of purchase (Receipt)
- Name of dealer where the Product was purchased
- Credit card or payment/billing information
- Description of the product failure

Vollrath will not process warranty claims that do not follow these warranty procedures.

Standard Warranty

Standard warranty period is 12 months parts & labor starting from sale to end user, OR 18 months parts & labor starting from sale to dealer, whichever comes first.

As Vollrath's only responsibility and the purchaser's only remedy, for any breach of warranty, Vollrath will repair or, at its option, replace the defective product or part without charge.

Warranty Exceptions

Exceptions noted in the table that follows.

ITEM	UNIT WARRANTY PERIOD	REPLACEMENT PARTS TOTAL WARRANTY PERIOD	WARRANTY NOTE
Arkadia™	90 days[1]	N/A	See footnote
Cayenne® Heat Strips – Heating Elements	Standard	2 years (heating element only)	

ITEM	UNIT WARRANTY PERIOD	REPLACEMENT PARTS TOTAL WARRANTY PERIOD	WARRANTY NOTE
Cheese Melters: Models JW1 and JW2	Standard	2 years (Excludes: Heater Tubes)	No warranty for glass damage Carry In Only for Service
Conveyor Ovens	Standard	2 years (Excludes: Heater Tubes)	No warranty for glass damage
Food Delivery Bags and Liners	30 days	N/A	See footnote
Food Delivery Bags Accessories: Heat Pads, Power Packs, Power Cords and Power Pack Chargers	90 days[1]	N/A	See footnote
Frozen Beverage Granita Machines – Electronic board	N/A	3 years	
Frozen Beverage Granita Machines – Compressor	N/A	5 years	
Frozen Beverage Granita Machines – All other non-wear parts	N/A	2 years	
In-Chamber Vacuum Packing Machine	Standard	2 years (1 Year: Pump)	Wear parts excluded (including sealing wire, sealing tape, and gasket)
Hot Well Drop-Ins: Marine Grade Models	2 years	2 years	
Induction Range: 4-Series - Entire Unit	2 years[1]	N/A	See footnote
Induction Range: 4-eries - Temperature robe	90 days[1]	N/A	See footnote

ITEM	UNIT WARRANTY PERIOD	REPLACEMENT PARTS TOTAL WARRANTY PERIOD	WARRANTY NOTE
Induction Range: Mirage® Pro	2 years[1]	N/A	See footnote
Induction Range: Professional	2 years[1]	N/A	See footnote
Induction Range: Ultra Fajita Models	2 years[1]	N/A	See footnote
Induction Range: Ultra Models	2 years[1]	N/A	See footnote
Manual Food Processors	2 years[1]	2 years	See footnote
Mixers - Entire Unit	Standard	2 years	Warranty is void if unit fails due to changing gears while unit is running or overloading
Mixers - Mixer Belts	5 years	5 years	Warranty is void if unit fails due to changing gears while unit is running or overloading
Nonstick Surfaces	90 days[1]	N/A	See footnote
Optio™	90 days[1]	N/A	See footnote
Refrigerated Display Cases (RDE) Compressors	Standard	5 years (Compressor Only)	
Drop-Ins/Mobile Serving Equipment Refrigeration Compressors	N/A	5 years	
Refrigerated `everage Machines - ompressor	N/A	5 years	

ITEM	UNIT WARRANTY PERIOD	REPLACEMENT PARTS TOTAL WARRANTY PERIOD	WARRANTY NOTE
Refrigerated Beverage Machines - All other non-wear parts	N/A	2 years	
Replacement Parts	90 days	90 days	
Servewell® Hot Food Tables	Standard	1 year	
Slicer - Belts	5 years	5 years	No remedy will be available for slicers where blade has not been sharpened. Refer to owner's manual for sharpening instructions.
Slicer - Gears	10 years	10 years	No remedy will be available for slicers where blade has not been sharpened. Refer to owner's manual for sharpening instructions.
SerVue™ Touchless Refrigerated Slide-In Unit	Standard	4 years (Compressor Only)	
Toasters: JT1, JT1H, JT1B, JT1BH	Standard	2 years (Excludes: Heater Tubes)	No warranty for glass damage Carry In Only for Service
Toasters: All other models	Standard	2 years (Excludes: Heater Tubes)	No warranty for glass damage
6-Series V-Class Custom	2 years	2 years	

Warranty Exceptions

ITEM	UNIT WARRANTY PERIOD	WARRANTY NOTE
Lifetime Warranty Products:	Lifetime[1]	Kool-Touch, non-stick coatings, and silicone handles are not covered by Lifetime Warranty. See footnote
NSF Certified One-Piece Dishers		
NSF Certified One-Piece Spoodle Utensils		
NSF Certified Heavy-Duty Spoons with Ergonomic Handle		
NSF Certified Heavy-Duty Basting Spoons		
Heavy-Duty Turners with Ergonomic Handle		
One-Piece Tongs		
Heavy-Duty One-Piece Ladles		
Nylon and Stainless Steel Handle Whips		
One-Piece Skimmers		
Tribute® Cookware		
Intrigue® Cookware		
Centurion® Cookware		
Classic Select® Cookware		
Miramar® Display Cookware		
EverTite™ Riveting System – Only Original Purchaser		
Super Pan V® Steam Table Pans		
Traex® Non-Skid Round ays		

[1] Service option is not available for this product. Vollrath will offer product replacement at no charge.

*** Optional 2 Year Warranty on select products available for purchase. This would extend the standard warranty against defects in materials and workmanship for a second year.*

Unit – is the entire product, as a whole.

Replacement Parts – These are not wear parts.

Wear Parts – These parts will wear out over time and are not covered by warranty.

No Warranty

Acrylic Safety Guards (hanging or mounted styles only)	Not Covered
Calibration and Set Up of Gas Equipment	
Cutting Board Surfaces	
Door Seals	
Glass components including but not limited to items such as breath guards, induction ranges, display cases, and oven doors.	
Knives	
Light Bulbs	
USB Flash Drives, USB port and USB port cover for 4-Series Countertop Induction Ranges	
Temperature Probe Port and Temperature Probe Port Cover for 4-Series Countertop Induction Ranges	

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