EAGLE GROUP WARRANTY INFORMATION

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EAGLE GROUP
Profit from the Eagle Advantage®

WARRANTY INFORMATION

General Terms

- Warranty does not cover any cost associated with maintenance, misuse, abuse, or improper installation.
- Warranty applies in the contiguous United States only.
- Eagle will cover mileage up to 2 hrs or 100 miles round trip up to a maximum of $150.00 for approved warranty work, any overage is a customer responsibility.
- Any warranty work must be authorized by Eagle's service department before the repair appointment.
- The cost of warranty work cannot exceed the cost of the original item.
- Warranty does not cover items purchased as excess, seconds, or closeout inventory.
- Repair parts will be sent on ground transportation, air options available at customer expense.
- All purchases made by the Buyer from the Seller are subject to the seller's warranty and return policy.

Limited Warranty for Eagle Products

Metal Masters Foodservice Equipment Co Inc. d/b/a Eagle Group or Eagle Foodservice Equipment ("Eagle") hereby warrants to you, the original purchaser and end-user ("you" or "your"), that the products manufactured by Eagle that you purchased which accompany this Limited Warranty ("products") shall be free from defects in materials and workmanship under normal use consistent with the accompanying documentation for a period of one year from the date of the original installation of the equipment, not to exceed 18 months from date of shipment from Eagle. Some exclusions apply, outlined below are the product offerings that have their own individual warranty standards.

Warranty provided is limited to repair, replacement, or refund of the purchase price of the affected goods. Seller shall not be liable for any indirect, special, incidental, punitive, or consequential damages of any kind including loss of use, loss of revenue, or interruption of business.

Failure to have service work approved before work is performed shall not be covered under this warranty. Use of an unauthorized agency will void the warranty.

The warranty covers substantiated travel expenses for up to 2 hours or 100 miles round trip up to a maximum of $150.00. Any additional costs due to installations that require extra work, time, or travel to gain access to service are the sole responsibility of the equipment purchaser. Any exceptions to these travel and access limitations must be pre-approved by the factory Service Manager.

Accessory items such as faucets, electronic eye faucets, drains, pre-rinse units are covered by a limited warranty of 90 days, unless individual manufacturer warranty allows for additional time.

Eagle also provides individual limited warranties concerning specific product categories.

Eagle also provides the following individual limited warranties concerning specific categories…

Eagle Hot Food Tables, Cold Pan Units, Portable Warming Equipment, Heated Drawers, and Transport Holding Cabinets

Eagle will warrant for 12 months from the date of shipment from the factory or 6 months from the date first placed into service (whichever comes first). Eagle will replace any defective part or component material upon demonstration to its satisfaction that a breach of warranty did not exist. This warranty does not cover any cost associated with maintenance, misuse, abuse, improper installation, pilot light adjustments, pilot outage, improper ventilation, adjustments, alteration, calibration, wrong voltage, wrong gas, voltage or gas conversions, resetting of circuit breakers, or safety controls, overtime charges, mileage in excess of 100 miles, operation contrary to the installation and operating instructions, damage caused by flood, fire or acts of God. The warranty shall not apply if the nameplate has been removed or altered.

Eagle Cooking Equipment—including but not limited to all Gas and Electric Griddles, Charbroilers, Hot Plates and Fryers

Eagle will warrant for 12 months from the date of shipment from the factory or 6 months from the date first placed into service (whichever comes first). Units intended for other than household use. These commercial appliances must be installed within surroundings and ventilation requirements as dictated by National and/or local code.

This warranty does not cover any cost associated with maintenance, misuse, abuse, improper installation, pilot light adjustments, pilot outage, improper ventilation, adjustments, alteration, calibration, wrong voltage, wrong gas, voltage or gas conversions, resetting of circuit breakers, or safety controls, overtime charges, mileage in excess of 100 miles, operation contrary to the installation and operating instructions, damage caused by flood, fire or acts of God. The warranty shall not apply if the nameplate has been removed or altered.

100 Industrial Boulevard, Clayton, DE 19938-8903 U.S.A.
Phone: 800-441-8440 or 302-653-3000. Fax: 302-653-2065
http://www.eaglegrp.com

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Eagle also provides the following individual limited warranties concerning specific categories…

Eagle Shelving Warranty

Eagle warrants that the goods supplied hereunder manufactured by Eagle will be free from defects in material and workmanship for 1 year from shipment from our factory. In addition, our shelving also carries a warranty against corrosion and rust formation for the timeframes outlined below(chart). Upon factory review, we guarantee to replace any part, provided it has been properly installed and maintained. If a shelf proves to be defective, or not in conformity with the specification, customers are entitled only to replacement of such unit. Under no circumstances will Eagle be liable for labor or subsequent damage.

Finish	*Warranty*	*Storage Conditions*	*Proration*
Chrome	1-YEAR WARRANTY	Dry Storage	*90 days at no cost, 5% for each 30 days thereafter, 1+ yr 100%
EAGLEbrite®	3-YEAR WARRANTY	Dry Storage	*1 year no cost, 20% for year 2 and 5% for each completed year thereafter, 3+ yr 100%
VALU-MASTER®	5-YEAR LIMITED WARRANTY*	Wet & Dry Storage	*1-2 yr no cost, 20% for year 3 and 5% for each completed year thereafter, 5+ yr 100%
Valu-Gard®	5-YEAR LIMITED WARRANTY*	Wet & Dry Storage	*1-2 yr no cost, 20% for year 3 and 5% for each completed year thereafter, 5+ yr 100%
EAGLEgard® (with MICROGARD®)	12-YEAR LIMITED WARRANTY*	Wet & Dry Storage	*1-5 yr no cost, 20% for year 6 plus 5% for each completed year thereafter, 12+ yr 100%
Stainless Steel	15-YEAR LIMITED WARRANTY*	Wet & Dry Storage	**1-5 yr no cost, 20% for year 6 plus 5% for each completed year thereafter, 15+ yr 100%
QuadPLUS® *Polymer shelf mats have a lifetime warranty against rust and corrosion. *Wire truss frames, based on finish, share warranty duration as outlined above. *Note frame defaults to finish warranty above. *Frame finish prorates by above chart, based on finish.	*	Wet & Dry Storage	None
Solid Shelving-Stainless	1-YEAR WARRANTY	Wet & Dry Storage	None
Solid Shelving-Galvanized	1-YEAR WARRANTY	Dry Storage	*90 days at no cost, 5% for each 30 days thereafter, 1+ yr 100%

* Replacement cost of prorated amounts will be determined based on original order value and will be applied as a credit for warranty replacement orders.

- Replacements are covered only for the balance of the original order's warranty timeframe.
- Replacement quantities cannot exceed quantities originally purchased over the duration of the warranty period.
- Eagle may request evidence of disposal for original items replaced under warranty claims.

Eagle wire shelving must be cleaned with soft cloths and mild detergent. Using harsh detergents, abrasive materials, scrapers or stiff brushes will void this warranty. In addition, any physical damage, rupturing the coating, or sustained exposure to corrosive substances and vapors is not covered. Warranty applies only when shelves have been continuously used within a temperature range from -20˚F to +120˚F, with intermittent exposure up to +200˚F for Valu-Gard®, Valu-Master® or EAGLEgard® epoxy finishes, and up to +175˚F for chrome or EAGLEbrite® zinc finishes. The customer agrees to use only cleaners that are recommended for use on epoxy-coated steel. Eagle plated shelving finishes are not intended for use in an automated cart wash system and such use will invalidate the warranty. In the event of a warranty claim, an Eagle representative will review the claim and provide disposition. A shelf may need to be returned for inspection and testing to determine if a claim can be paid. Returns, including disassembly and subsequent reassembly, become the responsibility of the initial owner. If it is found after outside testing that the issue came from misuse, neglect, or failure to follow cleaning guidelines the cost of testing may be charged back to the customer.

See page 4 for steps to obtain service under the Eagle warranty.

WARRANTY INFORMATION

To Obtain Service Under Eagle Warranty:

1. Email our service department at service@eaglegrp.com
2. Include with email the following information:
   a. Date of purchase and installation
   b. Proof of purchase (copy of the original dated invoice)
   c. Description of nature of the defect
   d. Model number, serial number, or description of model or component part.
   e. Photographs if applicable.
3. Wait for disposition from our service team.
4. Service work performed without Eagle approval will not be covered.

Eagle provides in-warranty repairs during a service company's regular working days and hours. There is no provision for payment of a premium rate during "overtime" hours. When warranty service is requested during other than normal working hours, the customer will be charged the premium portion of the overtime rate.

If defects are the result of rough handling by the freight carrier, a warranty claim would not be accepted and should be handled directly by a claim to the carrier.

Goods repaired or replaced during the warranty period shall be covered by the foregoing warranty for the remainder of the original warranty period or thirty (30) days whichever is longer.

This limited warranty is extended only to the original end-user, is non-transferable and terminates if the original purchaser transfers the product to another person or entity. For this warranty to be valid, the product must have been purchased directly from Eagle or an authorized dealer. Proof of original ownership may be required.

There are no warranties, which extend beyond these warranties. All other expressed or implied warranties, including those of merchantability or fitness for a particular purpose, which exceed the warranties stated above, are disclaimed by Eagle and excluded from this agreement. No employee or agent of ours has any authority to make any representation or warranty, which exceeds the warranties stated above. The terms of this limited warranty are subject to change without notification.

Warranty Registration

To ensure proper registration of your equipment's warranty, please access the link below within 10 days from date of installation. EAGLE GROUP warrants, to the original owner, that the goods supplied hereunder will be free from defects in materials and workmanship for a period of one year from date of shipment from the factory. Some limitations may apply.

DON'T FORGET... SCAN TO REGISTER YOUR WARRANTY!

THANK YOU FOR YOUR ORDER.

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