



**SANDENVENDO AMERICA, INC.
2016 NEW EQUIPMENT WARRANTY
Refrigeration Equipment
United States, Canada and Mexico**

- I. SandenVendo America warrants the original purchaser of new Refrigerated Equipment manufactured and/or distributed by SVA, and all parts thereof, for a period of twelve (12) months from the date of installation but not to exceed (15) months from date of shipment from SandenVendo America Dallas Texas to be free from defects in material and workmanship.
- a. Warranties for Hermetic sealed condensing systems manufactured by SandenVendo America will be covered as set forth in section I.
 - b. Warranties for Hermetic sealed, Reciprocating, Scroll or Inverter Scroll Condensing systems Distributed by SandenVendo America will be covered by manufactures stated warranty.
 - c. Warranties for Evaporators, and Remote Condensers Distributed by SandenVendo America will be covered by SVA for a period of twelve (12) months from the date of installation but not to exceed (15) months from the date of shipment from SandenVendo America Dallas Texas. SandenVendo America will warranty ("The Components Parts") found upon inspection to have failed due to a defect in material or workmanship.
- **An installation check sheet and registration form will be provided with each new unit. This form should be sent back to SandenVendo America within 30 days of installation.**

EXTENDED COMPRESSOR WARRANTY

- II. In addition to the warranty set forth above for equipment (Manufactured by SVA), SandenVendo America warrants the hermetically sealed, reciprocating, scroll or inverter scroll Compressor ("Part Only") for an additional 45 months for a total of five (5) years from date of shipment from SandenVendo America Dallas Texas, provided upon receipt and inspection of the compressor it is found to be defective due to a defect in material and workmanship from the manufacture. This extended compressor warranty does not apply to any of the compressor's electrical components, wiring harness or any other parts.
- III. All claims under this warranty must be made as soon as reasonably possible, but in no event later than 30 consecutive calendar days after the discovery of the defect. All requests for return must be made in writing using (Sanden's RG form) and include the cabinet model and serial number. If a return is found to be inoperative due to defects in material and/or workmanship, we will at our option make necessary repairs to returned item, or furnish a reconditioned or new replacement part at no charge.
- IV. SandenVendo America reserves the right to inspect all returned goods for material and/or workmanship defects. If parts returned for warranty or credit are determined to be in good working condition, they may be returned and no credit may be issued for any advanced replacement.
- V. SandenVendo America will pay normal transportation charges on parts or refrigeration systems replaced under this warranty. If special handling or premium transportation is requested, these charges will be assumed by the purchaser.
- VI. All warranty parts are required to be returned within 45 days of shipment of the replacement part unless specified in writing by SandenVendo America. Failure to return defective part will result in billing for the full value of replacement part, taxes and freight changes.



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- VII. This warranty DOES NOT apply to equipment located outside the limits of the United States, Canada or Mexico nor does it apply to reconditioned equipment, or equipment sold "as is", or to its components designed to work on electrical current other than 110/120v 60 cycle, or 208-230v 60 cycle as specified on the serial tag.
- VIII. Title and risk of loss pass to the purchaser upon delivery of the showcase unit or replacement parts to the common carrier. All loss and damage claims are the responsibility of the purchaser and must be filed with the delivering carrier.
- IX. This warranty DOES NOT include any service guarantee, either explicit or implied, nor will it extend to cover incidental or consequential damage, or damage resulting from purchaser or third party negligence, accidents, vandalism, or any act of God.
- X. SandenVendo America reserves the right to make any design changes, additions to, and improvements upon any of our products without incurring any obligation to incorporate the same on any products previously manufactured.
- XI. This warranty is in lieu of all other express warranties or other obligations or liabilities on our part, and we neither assume nor authorize any person to assume for us any other obligation for liability in the connection with the sale of said equipment or parts thereof. EXCEPT AS SPECIFICALLY PROVIDED HEREIN, THERE ARE NO WARRANTIES GIVEN, EITHER EXPRESSED OR IMPLIED, AND ALL OTHER WARRANTIES, INCLUDING SPECIFICALLY BUT WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY EXPRESSLY DISCLAIMED



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- XII. Specific Exclusions to this warranty shall include:
- a. Nuisance calls such as dirty air filter, or not following the installation instructions, operating instructions and/or performance checklist.
 - b. This warranty DOES NOT include glass breakage, light bulbs, fluorescent tubes, fuses, driers, filters, finish or operating supplies.
 - c. Head master valves, refrigeration lines, condensate pans or condensate pumps.
 - d. Items normally handled in, on or during preventative maintenance.
 - e. Refrigeration access valves or related refrigeration leaks.
 - f. External parts on refrigeration systems replaceable in the field.
 - g. Temperature adjustments due to installation or seasonal store conditions.
 - h. Modifications of original product.
 - i. Payment for labor to remove or install warranty parts unless specifically defined in the warranty schedule effective at time of shipment.
 - j. Payment for labor or installation charges to remove or replace equipment that can be repaired on site.
 - k. This warranty shall not apply to any profit loss, economic loss, loss of food or related products and/or contents due to the failure of this equipment for any reason.
 - l. Trip charges.
 - m. Component or refrigeration failures due to installation where supply power voltage is below or above 10% of the required 230 voltage. (**Note: Installation of step up transformers is required, prior to starting the unit if supply power voltage is found to be below or above 10% of the required 230v 60 HZ power requirements).**
- XIII. Self-Contained models of Refrigeration Equipment manufactured by SandenVendo America contain complete refrigeration systems. If a refrigeration system or component of the system fails within the warranty period and is authorized by SandenVendo America to have failed due to defects in material and workmanship under normal use and service as outlined in the operational manual supplied with each new showcase, SandenVendo America agrees to repair or replace at its option the original refrigeration system or failed component of the system with a refrigeration system or component of comparable design and capacity.
- XIV. Remote models of Refrigeration Equipment manufactured by SandenVendo America do not contain refrigeration systems or complete refrigeration systems. If a refrigeration system or component of the system fails within the warranty period and is authorized by SandenVendo America to have failed due to defects in material and workmanship under normal use and service as outlined in the operational manual supplied with each new showcase, SandenVendo America agrees to repair or replace at its option the original refrigeration system or failed component of the system with a refrigeration system or component of comparable design and capacity.



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Extended Labor Coverage:

- I. Includes expenses of diagnosis and actual repair by authorized service agents under contract either by SandenVendo America or its authorized customer to perform installations and regular service of SandenVendo America equipment.
 - a. Extended Labor Coverage applies to Refrigeration Equipment and Condensing systems manufactured and Distributed by SandenVendo America as described in section I.
 - b. Extended Labor Coverage does not apply to evaporators, coolers or remote condensers distributed by SandenVendo America.

Labor Coverage Period:

- II. SandenVendo America warrants repair labor and travel pay to the original purchaser for repair of each part covered under the terms set forth under the NEW EQUIPMENT WARRANTY (Refrigeration Equipment), for a period of twelve (12) months from the date of installation and registration. If registration card is not returned, including proper installation date, warranty will be in effect from date of invoice and not to exceed fifteen (15) months from the date of shipment from SandenVendo America Dallas Texas.

Limitations:

- III. Reimbursement of labor will only be given for authorized repair of equipment found to be in compliance with the terms set forth in the NEW EQUIPMENT WARRANTY (Refrigeration Equipment).
- IV. Warranty labor will be reimbursed at authorized service agent regional standard labor rate.
- V. Warranty travel pay will be reimbursed at authorized service agent regional standard labor rate within a 50 mile radius, 100 mile round trip.
- VI. Labor time control standards will be set by repair description though analysis of actual claim reports. These will be used to process claims or to adjust claims to an acceptable level. Time control standards are listed in attachment LABOR TIME CONTROL STANDARDS (Refrigeration Equipment).

VII. Labor Claims Process:

- I. All claims for warranty labor reimbursement for warranty parts replacement must comply with all terms set forth in the WARRANTY CLAIM PROCCESING PROCEDURE.
- II. All invoices for warranty labor must be sent to:
 - SandenVendo America Phone: 800-344-7216
 - ATN: Food Service Manager Fax: 800-541-5684
 - 10710 Sanden Dr
 - Dallas, TX 75238

All invoices for warranty labor must be sent with a detailed work order.
- III. All work orders are required to list:
 - 1. Company Name
 - 2. Company Address
 - 3. Phone Number
 - 4. Store Address
 - 5. Store Number
 - 6. Model and Serial Number
 - 7. Detailed Description of Work Performed
 - 8. Description and RG# of Parts Replaced
 - 9. Signed by Technician Performing Work
 - 10. Signed by Store Manager



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Labor Time Control Standards:

- I. SandenVendo America will reimburse labor expenses as defined in the terms and conditions set forth in the EXTENDED WARRANTY LABOR AGREEMENT (Refrigeration Equipment) in compliance with the labor time control standards defined below:

Repair Description	Maximum Time Allowed
Lamp Holder-Fixed	0.5 hour
Lamp Holder-Plunger	0.5 hour
TXV Expansion Valve	1 hour
Fan Motors	1 hour
Rotolock	2 hours
Controller Assembly	1 hours
Electrical Box Assembly	1.5 hours
Power Switch	0.5 hour
Transformer	0.5 hour
Ballast	0.5 hour
Thermistor-Defrost	1.5 hours
Thermistor-Ambient	1.5 hours
Condensing Unit Assembly	4 hours
Compressor and Motor Starter	4 hours
Compressor Only	3.5 hours
Starter Only	0.25 hour
Start Capacitor	0.25 hour
Run Capacitor	0.25 hour
Power Relay	0.25 hour
Condenser Fan Motor	1 hour
Dual Pressure Control	1 hours
Receiver	4 hours
Evaporator	4 hours



SANDENVENDO AMERICA, INC.
NEW EQUIPMENT WARRANTY
PARTS CLAIM PROCESSING PROCEDURE
Refrigeration Equipment and Hot Food Display

Warranty Duration: (See warranty duration period as specified on each product's New Equipment Warranty). This procedure is intended to define the necessary steps to be completed in order to effectively process a claim pursuant to the New Equipment Warranty Refrigeration Equipment OR New Equipment Warranty Hot Foods Display.

In order to receive warranty consideration, it is necessary to follow the following steps if a part is thought to have failed under the terms and conditions of the Limited Warranty:

- 1) Before any part may be returned, verification of failure and warranty coverage must be confirmed through SandenVendo America's Customer Support Department (**1-800-344-7216**), and a "Returned Goods Authorization (RGA) Number" must be assigned.

- **Each individual shipment must have its own RGA number. Any part returned without an RGA number will be returned to the sender at the sender's expense.**

After authorization has been approved by Customer Service.

- a. Defective parts must be packaged appropriately and the RGA number must be affixed to the failed part being returned as well as clearly marked on the outside of the shipping material.
- b. **Part returns for US customers:**
 - You must contact SandenVendo America's Customer Support Department at 1-800-344-7216 to schedule a pick up, at no charge to the customer, or service provider.
- c. **Part returns for Canada customers:**
 - You must ship the part at your expense to Voyageur Distribution. Actual freight charges for shipping defective parts to Voyageur will be reimbursed provided a copy of the actual shipping invoice is sent in along with the parts.
- d. If expedited freight is required, a customer or service provider may arrange so on their own, and at their own expense.
- e. Orders for expedited freight requests must be received by 11:00 AM Central time Monday through Thursday. All other orders will be shipped the following business day.
- f. After receipt of Return Authorization, all returns should be shipped to the following locations:

US Only:
SandenVendo America
4010 Distribution Drive, Ste. 200
Garland, TX, 75042

Canada Only:
Voyageur Distribution
3505 Laird Rd. Unit 19
Mississauga, ONT L5L 5Y7

- 2) At the time the part is verified as failed and within warranty (as indicated in step 1), the customer will be given two (2) options for replacement:
 - A replacement part can be ordered, and scheduled for shipment (at no cost) AFTER the returned part has been received by SandenVendo America, and confirmed it has failed within the warranty guidelines.
 - A replacement part can be ordered immediately at full price and shipped at the customer expense, then have the cost of said part and freight charges credited to their account AFTER the returned part has been received by SandenVendo America, and confirmed it has failed within the warranty guidelines.
 - In each circumstance, the customer or service provider may request expedited freight be used from SVA for part replacement at the customer, or service providers expense.
 - In either circumstance, the customer will be charged full price and freight if the part returned is determined to have failed outside of the warranty standard.
- 3) SandenVendo America will replace any part deemed defective with a new or like new part (to be determined exclusively by SVA) carrying the balance of the warranty of the original part.

EMAIL FORM TO: ssalazar@vendoco.com



4010 Distribution Drive, Ste. 200
Garland, TX 75042
Phone: 1-800-344-7216
Fax form to: 1-800-541-5684

Returned Goods #

☐ ____ Check here for Advance Replacement PO #

☐ ____ Check here for Replace upon Receipt Order #

Company: Phone :

Address: Fax # :

City/State/Zip: Contact:

**NOTE: All information below must be filled in completely as possible.
Without this information, we may be unable to process your request.**

Part Number	Qty	Description	Serial #	Reason for Return

DATE RETURN WILL BE READY FOR PICK UP:		HOW MANY BOXES?
PICK UP LOCATION OF WARRANTY ITEM	NAME:	PHONE:
	ADDRESS:	CITY/STATE/ZIP:

DELIVERY INFORMATION FOR REPLACEMENT PARTS ONLY: (Standard Ground Shipment)		
Expedited Freight (customer responsibility): Please circle - Next Day 2 nd Day 3 rd Day	NAME:	PHONE:
	ADDRESS:	CITY/STATE/ZIP:

REPLACEMENT PARTS /WARRANTY REPLACEMENTS:

SVA Reserves the right to inspect all returned goods for material and / or workmanship defects.

If parts returned for warranty or credit are determined to be in good working condition, they will be returned to you and no credit will be issued for any advance replacement****

****When shipping back RG's please use shipping method that has tracking (FedEx/UPS) ****

All in warranty replacements are shipped standard ground delivery only. SVA is not responsible for any expedited freight charges.

Please put your RG# on the outside of your shipping carton. Include a copy of this form with your return.

Any items that are not authorized on original RG request will be returned at customer's expense.

All discrepancies MUST be reported with 72 hours upon receipt of product. Please return your RG's within 30 days - authorization is valid for 30 days only.

Return packaging requirement for Refrigeration Systems:

V21 refer - no more than twelve units to a pallet / VUE 30/40 refer - no more than six units to a pallet using a standard 48" x 40" pallet