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## **Sammic USA Limited Warranty**

*Effective Date: 1/1/2024*

### **Warranty Duration**

This limited warranty is a testament to the confidence we place in our products. Your new Sammic product is warranted to the original purchaser from the date of purchase, commencing from the initial date of installation with proof of purchase. The warranty duration varies according to the product model, as specified below:

<b>Product Model</b>	<b>Warranty Duration</b>	<b>Type of Service</b>
<b>Potato Peelers (PI-10, PI-20, PI-30) Salad Spinners (ES-100, ES-200)</b>	One-year parts and labor	Field Service
<b>Food Processors (CA-31, CA-41, CA-61, CK-35V, CK-45V, CA-3V, CA-4V, CK-38V, CK-48V, KE-5V, KE-8V)</b>	One-year parts and labor	Field Service/ Carry-in Service
<b>Food Processors (K-41, KE-4V, CA-21, CA-2V, CK-241, CK-24V)</b>	One-year parts and labor	Carry-in Service
<b>Vacuum Packing Machines (All Models)</b>	One-year parts and labor	Field Service
<b>Sous Vide Machines (All Models)</b>	One-year parts and labor	Carry-in Service/ Factory Repair
<b>Immersion Blenders (All Models)</b>	18-Month Replacement Warranty	-
<b>Heated Tanks (All Models)</b>	One-year parts and labor	Field Service/ Carry-in Service

### **Warranty Coverage**

This limited warranty covers defects in material and/or workmanship. It includes labor for the replacement of defective parts, provided that the repairs are carried out by an authorized service agency. At its sole and absolute discretion, Sammic will repair, replace, or refund the part of the product that has become defective. This applies to the continental United States, Hawaii, and Alaska.



### **Customer Responsibilities**

Before warranty repairs begin, the customer must inform the service agency of the possibility of warranty coverage and provide a copy of the dated sales or delivery receipt. For items purchased separately, replacement parts and accessories are warranted for ninety (90) days from the date of purchase and must be verified by a dated sales receipt or packing slip. All parts or accessories replaced under warranty must be returned to the service agency.

### **Not Covered Under Warranty**

This warranty does not cover the following:

1. Damage caused by abuse, misuse, dropping, or other incidental damage resulting from failure to follow assembly, operating, cleaning, user maintenance, or storage instructions, including but not limited to: a.) Damage caused by immersion or splashing of the motor or electronic components in liquid or food. b.) Damage caused by power surges or connection to incorrect voltage. c.) External physical damage or equipment alteration. d.) Damage caused by improper or insufficient cleaning procedures. Machines must be cleaned daily after each use; refer to the user manual for proper care instructions. e.) Damage to couplers caused by improper installation of attachments, impact from dropping the machine, or the coupler hitting a hard surface, or damage caused by the blade hitting a solid object. f.) Repairs made by anyone other than a Sammic designated servicer.
2. Material or labor for sharpening or replacing knife assemblies or blades that have become dull, chipped, or worn due to normal use.
3. Material or labor to renew or repair scratched, stained, chipped, dented, or discolored surfaces, blades, knives, attachments, or accessories.
4. Labor charges to install or test attachments or accessories, such as bowls, slicing disks or grids, blades, or attachments, which are replaced for any reason.
5. Charges to change the Direction-of-Rotation of Three-Phase electric motors (installer is responsible).
6. Shipping damage is not covered by the warranty. Visible and hidden damage are the responsibility of the freight carrier. The consignee must promptly file a damage claim against the carrier or, in the case of hidden damage, upon discovery. All original containers and packing materials must be kept for carrier inspection.
7. The warranty will not be honored for Sammic commercial equipment used in residential or non-commercial applications.



## **Manufacturer's Warranty Obligations**

Sammic and its affiliates, distributors, officers, directors, agents, employees, or insurers shall not be obligated for consequential or other damages, losses, or expenses related to the use or inability to use the machine for any purpose. Sammic reserves the right to deny a warranty claim after evaluating all information pertaining to the equipment claim request. In the case of replacement, Sammic reserves the right to replace damaged equipment with new or refurbished equipment under warranty, retaining the remainder of the original warranty period of the replaced equipment.

## **Warranty Service Models**

- **Carry-In Service Models:** These models must be transported to and from a Sammic Approved Agent by the customer.
- **Factory Repair Models:** These models will be returned to the factory for repair once deemed a manufacturer's defect. Factory to provide return label when deemed eligible.
- **Field Service Models:** These models will be repaired on-site under a Sammic Approved Agent, and the warranty will cover travel and labor. All warranty repairs are covered by the terms and conditions of the Sammic Warranty.

## **Extended Warranty Option**

An extended 6-month Parts Only Warranty (up to 18 months total) is available by filling out the online warranty card (<https://www.sammic.us/warranty>), which can also be found on QR Codes located on the Name Plate of the product. Excluding immersion blenders, 18-month standard.

## **Procedure for Warranty Claims**

All warranty repairs must be performed by an authorized Sammic warranty facility and/or pre-approved by Sammic's Service Department before work is initiated. If initial troubleshooting indicates that a warranted unit may be repaired in one to two (1-2) labor-hours or less, warranty parts and service will be dispatched to the end-user location for on-site repair. In the case of small units, such as sous vide or immersion blenders, or if the repair is anticipated to take more than two (2) labor-hours, Sammic may opt to ship a new or refurbished unit along with a Return Merchandise Authorization (RMA) and return label to the end-user to replace the defective unit. If a replacement unit is unavailable, Sammic may opt to repair the defective unit at Sammic USA HQ in Evanston, IL. The end-user has fourteen (14) days to return the defective unit, or they will be responsible for the cost of the replacement unit through original dealer.

Upon evaluation of the defective unit by an authorized Sammic service technician or the Sammic Service Department, if the damage falls under the category of "not covered under warranty" listed in the Sammic warranty policy, the end-user will be responsible for the cost of the parts, labor-time, travel used for repairs (up to the cost of a complete unit), and any shipping costs incurred for the return or replacement of the defective unit.



### **Preservation of Manufacturer's Warranty**

To preserve the manufacturer's warranty, dealers and customers must carefully follow applicable user manuals when maintaining or operating Sammic products. Unauthorized repairs or alterations, the use of parts not provided by Sammic, or failure to follow the manufacturer's user manuals will result in the voiding of the warranty.

### **Warranty Claim Submission**

Upon notice of a warrantable failure, information should be gathered specific to the cause and results of the failure. Warranty claim requests must be filed within thirty (30) days of the failure. All claims for parts and/or labor shall be made through the Sammic corporate offices. The service invoice must be returned to Sammic within fifteen (15) days from the date of service to be eligible for labor and parts warranty coverage.

Sammic holds the right to request parts be returned to the factory for analysis or withhold warranty reimbursement. All replacement parts must be approved Sammic parts. All claims shall include the product model number, serial number, original date of installation, customer identification, and a description of the problem.

### **For Warranty Assistance, Please Contact:**

- Phone: +1 (224) 307-2232 Ext: 223 (Sammic Service Department)
- Email: [service@sammic.com](mailto:service@sammic.com)

*Please complete the following and retain for your record:*

### **Customer Information:**

- Customer: \_\_\_\_\_
- Distributor/Dealer: \_\_\_\_\_
- Model: \_\_\_\_\_
- Serial Number: \_\_\_\_\_
- Installation Date: \_\_\_\_\_