



#### LIMITED EQUIPMENT WARRANTY

Flexeserve Inc. [as well as its subsidiaries] warrants to the original purchaser of new Flexeserve products to be free from defects in material or workmanship, under normal and proper use and maintenance service as specified by Flexeserve and upon proper installation and start-up in accordance with the instructions supplied with each product. The Flexeserve standard warranty is limited to one [1] year from the date of original installation unless otherwise noted and referred to as the warranty period. The warranty period begins on the documented date of original installation or up to twelve [12] months from original invoice date, whichever occurs first. Defects that occur as a result of normal use, within the time period and limitations defined in this warranty, will at Flexeserve's discretion have the parts replaced or repaired by Flexeserve or an authorized service agency.

#### THIS WARRANTY IS SUBJECT TO ALL LISTED CONDITIONS

Repairs performed under this warranty are to be performed by an authorized service agency. Flexeserve will not be responsible for charges incurred or service performed by non-authorized repair agencies. In all cases, the nearest authorized service agency must be used. Flexeserve will be responsible for normal labor charges incurred in the repair or replacement of a warranted product within 50 miles (80.5 km) of an authorized service agency. Time and expense charges for anything beyond that distance will be the responsibility of the owner. All labor will need to be performed during regular service hours. Any overtime premium will be charged to the owner. For all shipments outside the U.S.A. and Canada, please see the International Warranty for specific details. It is the responsibility of the owner to inspect and report any shipping damage claims, hidden or otherwise, promptly following delivery.

#### WARRANTY INCLUSIONS

- Heater fan assemblies
- Controllers
- Control boxes and componentry within (excluding fuses)
- LED lights
- Looms
- Probes
- Damage through Flexeserve arranged shipment

**Flexeserve reserves the right to request any replaced parts to be returned for testing, where appropriate, within 7 days of new parts being delivered.**

#### CONTACT

Should you require any assistance regarding the operation or maintenance of any Flexeserve product; phone or email our service department.

In all correspondence, provide the model number and serial number of the unit that requires service.

Normal Business Hours: 8:00 a.m. to 5:00 p.m. Central Time

Telephone: 833-955-8300 Email: [service@flexeserve.com](mailto:service@flexeserve.com)

Parts are available at [www.partstown.com/flexeserve/parts](http://www.partstown.com/flexeserve/parts)

#### WARRANTY EXCLUSIONS

##### THE FOLLOWING WILL NOT BE COVERED UNDER WARRANTY.

The sole obligation for Flexeserve under this warranty is limited to either repair or replacement parts, subject to the additional limitations detailed below. This warranty neither assumes nor authorizes any person to assume obligations other than those expressly covered by this warranty.

- Any product which has not been used, maintained, or installed in accordance with the directions published in the appropriate installation sheet and/or owner's manual, including incorrect electrical connection. Flexeserve is not liable for any unit which has been mishandled, abused, misapplied, subjected to harsh chemicals, modified by unauthorized personnel, damaged by flood, fire, power surges or other acts of nature [or God], or which have an altered or missing serial number.
- Damage to the unit by equipment or parts connected to or used within the unit, not supplied by Flexeserve, including point of sale, signage and non-OEM accessories.
- Damage or further damage caused by a delay or failure to notify Flexeserve of any defect within 7 days.
- Installation, labor, and job checkouts, calibration of heat controls or electrical system checks, connection to an incorrect voltage and phase conversions or cleaning of equipment.
- Operation outside of accepted normal conditions, including but not limited to environmental extremes, (less than 65F). This includes HVAC systems in close proximity or strong drafts.
- Replacement of fuses or resetting of circuit breakers, safety controls, or reset buttons.
- Replacement of broken or damaged glass components and glass end panels.
- Acrylic risers, ticket edges and accessories.
- Any labor charges incurred by delays, waiting time, or operating restrictions that hinder a service technician's ability to perform service.
- Replacement of parts that fail or are damaged due to normal wear or labor for replacement of parts that can be replaced during a daily cleaning routine.
- Any economic loss of business or profits.
- Non-OEM parts. Use of non-OEM parts without the approval of Flexeserve will void the warranty.
- Units exceeding the warranty period from original installation date. The warranty period begins at date of original installation or up to twelve [12] months from original invoice date, whichever occurs first.

**The foregoing warranty is in lieu of any, and all other warranties expressed or implied and constitutes the entire warranty.**