



Warranty Policy - Effective for machines sold or registered after **Jan 1, 2020**

Grindmaster Corporation warrants the equipment it manufactures and distributes to be **free of defects in material and workmanship** existing at the time of manufacture and appearing within the applicable warranty periods. Grindmaster Corporation will at its option, after troubleshooting directly with customer site, repair or replace a defective unit at no charge for parts or labor during the applicable parts or labor warranty period.

The warranty periods are as follows:

- 1 Year Labor on preauthorized warranty service calls.
- 2 Year parts warranty on all parts that have been diagnosed and reported by a qualified service technician.
- 3 year on microprocessors and urn liners as the result of a qualified technician diagnosis.
- 4 Year Grinding Burrs.
- 5 Year compressor only warranty on Crathco® branded items.

Compressor must be diagnosed and reported by a Qualified Service Company. Limit one compressor for remaining warranty period after the labor period has expired. Grindmaster Corporation's obligation under these warranty periods shall be limited to repairing or replacing any part of said equipment (excluding plastic parts, rubber parts, light bulbs, or normal wear items) which proves defective within the warranty period.

Warranty start date is from the original ship date of the equipment or the date of sale to the customer with proof of sale and registration. Maximum adjustment from shipment of equipment to registration is 12 months. Units replaced under warranty will retain remaining warranty term of original unit. In no event shall Grindmaster be liable for any other damage or loss, including, but not limited to, lost profits, lost sales, loss of use of equipment, claims of Buyer's customers, cost of capital, cost of down time, cost of substitute equipment, facilities or services, or any other special, incidental or consequential damages.

This warranty is subject to the following conditions, terms, and exclusions:

- Warranty must be activated by online registration at www.grindmaster.com.
- All Warranty claims must be pre-authorized by Grindmaster Corporation Technical Services by calling 800-695-4500 (opt 1) or on-line at www.Grindmaster.com
- RC400 - 1-year parts and labor. Model CTR 2.68/CTR 3.75 – 2 Year Replacement.
- Grindmaster Corporation dispensers, Accessories and Parts - 90 days replacement only.
- Warranty does not apply to machines or any part thereof which have been subject to any; accident, abuse, misuse, neglect, alteration, non-compliance to owner's manual and preventive maintenance requirements, use on incorrect voltage, lack of gas pressure, improper ventilation, damage caused in transit, improper installation or operation, improper maintenance or repair, normal wear items, plastic or rubber parts, poor water conditions, machine adjustments, temporary non-functioning conditions, unauthorized chemicals, fire, flood, or acts of God; Warranty is in lieu of all other warranties expressed or implied. In no event shall Grindmaster Corporation be liable for consequential or incidental damages. If service agents cannot access equipment (eg. Food truck) customer is responsible for bringing unit to agent for warranty repair. Products where the original serial number has been

removed, altered or cannot be readily determined will not be covered. Damage caused at any time during shipment is also not covered under warranty.

- Service Agent travel up to 50 miles is covered.
- Equipment is not intended for residential use and warranty service will not be dispatched to a residential address.

Poor water conditions are defined as water not meeting the following criteria:

- Total Dissolved Solids: Minimum 50 PPM, Maximum 125 PPM
- Total Hardness: Minimum 3 GPG Maximum 5 GPG
- pH: Minimum 6.5, Maximum 7.5
- Free Chlorine: Maximum 0.5 PPM Total Chlorine: Maximum 1 PPM

TERMS AND CONDITIONS US Equipment Warranty

- Grindmaster Corporation reserves the right to be reimbursed for service calls deemed Non-Warranty. Authorized service agents (ASA) reserve the right to secure credit card information prior to dispatching a service call. In the case where the ASA deems a service call to be non-warranty, the service invoice is the responsibility of the end user. The warranty on the unit will be suspended until the balance is reimbursed.
- If Grindmaster Corporation Service Agents are prevented from performing or completing service by the customer, if the customer refused service in part or whole, the warranty shall be considered void.
- Upon request by Grindmaster Corporation, some warranty parts, (including but not limited to: motors, compressors, micro-controlled based boards, gear motors, and burrs) shall be shipped prepaid to the Grindmaster Corporation Factory Service Center designated in the RGA confirmation. Upon receipt, Grindmaster Corporation will inspect parts to verify warranty claim is valid. Replacement parts will be billed out when shipped, and then credited on return of a part that is proven to be a valid warranty claim upon inspection by Grindmaster Corporation. Warranty labor will not be paid until warranty claim parts are received and validated by Grindmaster Corporation.
- Upon request by Grindmaster Corporation, the defective equipment shall be shipped prepaid to the Grindmaster Corporation Factory Service Center designated in the RGA confirmation.
- No field (including travel), outside or service station work is covered by this warranty without prior authorization by the Grindmaster Corporation Service Department.

The dealers, distributors, employees, and agents of Grindmaster Corporation are not authorized to modify this warranty or to add warranties that are binding to Grindmaster Corporation. Neither written nor oral statements by such individuals establish warranties and thus should not be relied upon. This will establish your warranty rights. The purchaser's redress against Grindmaster Corporation for the breach of any obligation arising from the sale of this equipment, whether derived from warranty or elsewhere, shall be limited to repair, replacement or refund at Grindmaster Corporation's discretion.