

# WARRANTY INFORMATION

In the interest of purchaser peace of mind, the quality of our equipment, parts, and components are backed up by the strength of our Warranties.

Below is a complete overview of these warranties. In the event any product is defective, or you need technical assistance contact our customer service teams Monday through Friday from 8:00 am to 7:00 pm EST.

---

## WARRANTY

### WHAT DOES THIS WARRANTY COVER?

Micro Matic USA, Inc. ("Micro Matic") warrants standard Micro Matic items; that its products will be free from defects in material and workmanship, under normal use and regular service, and preventative maintenance for the Warranty Period (defined below). As specified on the website, some products not made by Micro Matic are warranted by their respective manufacturer; therefore, this Limited Warranty does not apply to such products.

### HOW LONG DOES THE COVERAGE LAST?

Unless otherwise specified, the Warranty Period is one year from the date of sale.

### HOW DO I MAKE A WARRANTY CLAIM?

If any defect is discovered in the product during the Warranty Period, the purchaser must notify Micro Matic's customer service department to obtain a return authorization number and further instructions on how to return the product for service. Purchaser must follow Micro Matic's instructions.

### CUSTOMER SERVICE

E-Mail: [insidesales@micro-matic.com](mailto:insidesales@micro-matic.com)

Toll-Free Phone Orders (Retail): (866) 291-5756

Toll-Free Phone Orders (Commercial): (866) 327-4159

Micro Matic will have no responsibility to honor claims received after the date the applicable Warranty Period expires.

### WHAT WILL MICRO MATIC DO?

After receipt of a Product that Micro Matic determines is defective, Micro Matic will, at its option, either (1) repair (or authorize the repair of) the Product, (2) replace the Product. Micro Matic's determination of defects is final. Failure by the Purchaser to give notice of claims of breach of warranty within the Warranty Period shall be deemed an absolute and unconditional waiver of the purchaser's claim for such defects. Products repaired or replaced during the Warranty Period shall be covered by the foregoing warranties for the remainder of the original Warranty Period.

### WHAT IS NOT COVERED BY THIS WARRANTY?

ALL REPAIRS MUST BE FIRST AUTHORIZED BY MICRO MATIC PER THE ABOVE PROCEDURE. UNAUTHORIZED REPAIRS WILL NOT BE REIMBURSED BY MICRO MATIC UNDER ANY CIRCUMSTANCES.

Micro Matic is not responsible for parts damaged from factors including, but not limited to any part that has been subject to misuse, neglect, alteration, accident, unauthorized service, abuse, or any damage caused by transportation. This warranty does not cover items subject to normal wear and tear (gaskets, seals, o-rings, etc.). TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS WARRANTY, AND THE REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. MICRO MATIC SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. IF MICRO MATIC CANNOT LAWFULLY DISCLAIM OR EXCLUDE IMPLIED WARRANTIES UNDER APPLICABLE LAW, THEN TO THE EXTENT POSSIBLE ANY CLAIMS UNDER SUCH IMPLIED WARRANTIES SHALL EXPIRE ON EXPIRATION OF THE WARRANTY PERIOD. NO MICRO MATIC RESELLER, AGENT, OR EMPLOYEE IS AUTHORIZED TO MAKE ANY MODIFICATION, EXTENSION, OR ADDITION TO THIS WARRANTY. To the maximum extent permitted by law, Micro Matic's liability hereunder, in any case, is expressly limited, at Micro Matic's election, to repair or replacement of the Product. To the maximum extent permitted by law, Micro Matic is not responsible for, and the purchaser releases Micro Matic from, direct, special, incidental, or consequential damages resulting from any breach of warranty or condition, or related in any way to the equipment, or under any other legal or equitable theory, including without limitation loss of beer, loss of gas or loss of sales. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

### HOW DOES STATE LAW APPLY?

This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

# MICRO MATIC BRAND REFRIGERATION UNITS LIMITED WARRANTY

## Three Years Parts & Labor Warranty:

Micro Matic USA, Inc. ("Micro Matic") warrants to the first-end-user purchaser (the "User") that the Micro Matic brand equipment sold hereunder, except for parts and accessories which carry the warranty of a third party supplier (the "Equipment") will be free from defects in material and factory workmanship under normal conditions of use and maintenance for the applicable Warranty Period (define below). This warranty is not transferable.

## Additional Two Year Compressor Part Warranty:

In addition to the warranty set above, Micro Matic warrants the hermetically and semi-hermetically sealed compressor (part only) ("Compressor") against defects both in workmanship and material under the normal and proper use and maintenance service for the applicable Warranty Period (defined below). This Compressor Warranty only applies to hermetically and semi-hermetically sealed parts of the Compressor and does not apply to any other part or component, including, but not limited to, the cabinet, temperature control, refrigerant, motor starting equipment, fan assembly, or any other electrical or mechanical component.

## Parts Warranty Coverage:

Micro Matic warrants all-new machine parts produced or authorized by Micro Matic to be free from defects in material and workmanship for the applicable Warranty Period.

## How Long Does the Coverage Last?

The Warranty Period (a) for any item of Equipment is three (3) years from the date of installation, but in no event to exceed (39) thirty-nine months from the date of shipment; (b) for Compressors is an additional two (2) years following expiration of the regular three (3) year Equipment Warranty Period.

## Units Sold Before December 31, 2017:

Micro Matic brand equipment sold before December 21, 2017, covers one (1) year parts and labor, and an additional four (4) years on the compressor (parts only).

## What Will Micro Matic Do?

If there is a defect in material or factory workmanship in any Equipment or Compressor covered by this Warranty reported to Micro Matic's authorized service provider during the applicable Warranty Period, Micro Matic will repair or replace, at Micro Matic's option, that part of the Equipment or Compressor that has become defective. Micro Matic will cover labor costs within the (12) twelve-month Warranty Period. Micro Matic shall bear all labor costs in connection with the installation of these replacement parts, provided that the installation is conducted by Micro Matic or its authorized representative. Charges for Warranty travel time to round trip total of (2) two hours or up to 100 miles total. Any charges exceeding those stated herein must have prior authorization by Micro Matic. If a defect in material and workmanship is found to exist with respect to any Parts during the applicable Warranty Period, Micro Matic will replace the defective part without charge. Defective parts become the property of Micro Matic.

## How Do I Make a Warranty Claim?

If any defect is discovered during the applicable Warranty Period, the User must notify Micro Matic's authorized service provider to obtain authorized service. The user must follow Micro Matic's instructions.

## Customer Service

E-Mail: [servicerequest@nordoninc.com](mailto:servicerequest@nordoninc.com)

Toll-Free Service: (888) 864-9400

Micro Matic will have no responsibility to honor claims received after the date the applicable Warranty Period expires. Notwithstanding the foregoing, any claim shall be deemed waived unless submitted by the User to Micro Matic within thirty (30) days after the date the User discovered or should have discovered the claim. In connection with all claims under this Warranty, Micro Matic will have the right, at its own expense, to have its representatives inspect the Equipment at the User's premises and to request all of the User's records pertaining to the Equipment to determine whether a defect exists, whether the conditions outlined in this Warranty have been satisfied, and whether or not the applicable Warranty is in effect.

## What is Not Covered by this Warranty?

ALL REPAIRS MUST BE FIRST AUTHORIZED BY MICRO MATIC PER THE ABOVE PROCEDURE. UNAUTHORIZED REPAIRS WILL NOT BE REIMBURSED BY MICRO MATIC UNDER ANY CIRCUMSTANCES. Micro Matic is not responsible for parts damaged from factors including, but not limited to any part that has been subject to misuse, neglect, alteration, accident, unauthorized service, abuse, or any damage caused by transportation. This Warranty does not cover items subject to normal wear and tear (gaskets, seals, o-rings, bottle dip tubes, etc.).

## Additional Exclusions from and Conditions to Warranty Coverage:

This Warranty does not cover parts or accessories, which (a) carry the warranty of a supplier or (b) are, abused. Application of this Warranty is further conditioned upon the following:

**Installation:** The Equipment must be properly installed in accordance with Micro Matic's installation procedures and instructions and reviewed and tested by Micro Matic's authorized representative.

**No Alteration:** The Equipment must not have been modified or altered from its condition at the date of the original installation.

**Proper Maintenance and Operation:** The Equipment must be properly maintained and operated in accordance with Micro Matic's maintenance and operating procedures. All service, labor, and parts must be acquired from Micro Matic or its authorized service representative for the User's area. Improper operation due to voltage variances, inadequate wiring, and physical damage is the responsibility of the User. They are not manufacturing defects.

Condenser coils shall be cleaned regularly: Failure to provide an adequate flow of cooling air will void this Warranty.

This warranty is void if failure is a direct result of handling &/or transportation, fire, water, accident, misuse, acts of God, attempted repair by unauthorized persons, improper installation, if the serial number has been removed or altered, or if the unit is used for a purpose other than it was originally intended.

Failure to comply with any of these conditions will void this Warranty. In addition, this Warranty does not cover defects due to apparent abuse, misuse, or accident. TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS WARRANTY, AND THE REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. MICRO MATIC SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. IF MICRO MATIC CANNOT LAWFULLY DISCLAIM OR EXCLUDE IMPLIED WARRANTIES UNDER APPLICABLE LAW, THEN TO THE EXTENT POSSIBLE ANY CLAIMS UNDER SUCH IMPLIED WARRANTIES SHALL EXPIRE ON EXPIRATION OF THE WARRANTY PERIOD. NO MICRO MATIC RESELLER, AGENT, OR EMPLOYEE IS AUTHORIZED TO MAKE ANY MODIFICATION, EXTENSION, OR ADDITION TO THIS WARRANTY. To the maximum extent permitted by law, Micro Matic's liability hereunder, in any case, is expressly limited, at Micro Matic's election, to repair or replacement of Equipment, Compressor, or Part. To the maximum extent permitted by law, Micro Matic is not responsible for, and User releases Micro Matic from, direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or related in any way to the equipment, or under any other legal or equitable theory, including without limitation loss of sales, spoiled food, profits or goodwill. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

How does state law apply?

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

# MICRO MATIC BRAND POWER PACK LIMITED WARRANTY

All power packs carry a full warranty against defects in material and workmanship for a period of eighteen (18) months on parts and one (1) year on labor. The compressor is warranted for an additional three and one-half (3-1/2) years. All loss of sales must be borne by the purchaser.

## Warranty Claims Procedure

Purchaser shall notify Micro Matic of any defect discovered in the Product during the Warranty Period and obtain a return authorization number. Purchaser must ship the Product per Micro Matic's instruction. After receipt of the Product, Micro Matic shall, at its option, repair (or authorize the repair of) or replace Products found by Micro Matic to be defective. Micro Matic's determination of defects is final. Failure by the Purchaser to give notice of claims of breach of warranty within the Warranty Period shall be deemed an absolute and unconditional waiver of the Purchaser's claim for such defects. Products repaired or replaced during the Warranty Period shall be covered by the foregoing warranties for the remainder of the original Warranty Period.

ALL REPAIRS MUST BE FIRST AUTHORIZED BY MICRO MATIC PER THE ABOVE PROCEDURE. UNAUTHORIZED REPAIRS WILL NOT BE REIMBURSED BY MICRO MATIC UNDER ANY CIRCUMSTANCES.

Micro Matic is not responsible for parts damaged from factors including, but not limited to any part that has been subject to misuse, neglect, alteration, accident, unauthorized service, abuse, or any damage caused by transportation. This warranty does not cover items subject to normal wear and tear (gaskets, seals, O-rings, etc.).

## Purchaser Responsibility

Except as expressly provided in this Agreement, Purchaser assumes all other responsibility for any loss, damage, or injury to persons or property arising out of, connected with, or resulting from the use of Products, either alone or in combination with other products or components. In no event will Micro Matic be responsible for incidental, consequential, or punitive damages of any kind, including, without limitation, claims for loss of beer, loss of gas, or loss of sales.

## Other Warranties Disclaimed

These are the sole and exclusive warranties and conditions given by Micro Matic with respect to the products and services and are in lieu of and exclude all other warranties or conditions, express or implied, arising by operation of law or otherwise, including without limitation, warranties of merchantability, fitness for a particular purpose and non-infringement, whether or not the purpose of use has been disclosed to Micro Matic in specifications, drawings or otherwise, and whether or not Micro Matic's products are specifically designed and/or manufactured by Micro Matic for purchaser's use or purpose.

## Limitation of Remedy

Purchaser's sole and exclusive remedy for breach of any warranty or condition under this Article IV shall be limited to the repair, correction, or replacement, of the defective Products.