



# Vollrath Warranty Statement

The Vollrath Company LLC warrants the products it manufactures and distributes against defects in materials and workmanship for a period of one year, except as specifically provided below. The warranty runs 12 months from the date of original installation. (End user receipt)

1. Refrigeration compressors – The warranty period is 5 years.
2. Refrigerated Display Cases (RDE) compressors the warranty is 3 years.
3. Replacement parts – The warranty period is 90 days.
4. Aluminum Fry pans are 90 days.
5. EverTite™ Riveting System – The warranty covers loose rivets only, lifetime to original purchaser.
6. Cayenne® Heat Strips – The warranty period is 1 year plus an additional 1 year period on heating element parts only.
7. Ultra, Ultra Fajita, Mirage® Pro and Professional Induction Ranges – The warranty period is 2 years.
8. Mirage®, Mirage® Cadet, Mirage® Fajita and Commercial Induction ranges - The warranty period is 1 year.
9. ServeWell® Induction Workstations – The warranty period is 1 year on the workstation table and 2 years on induction hobs.
10. Slicers – The warranty period is 10 years on gears and 5 years on belts.
11. Mixers – The warranty period is 2 yrs parts, 1 yr labor and belts are 5 years.
12. Vollrath – Redco products – The warranty period is 2 years.
13. Optio / Arkadia product lines – The warranty period is 90 days.
14. All non-stick products (i.e. fry pans and surfaces) are 90 days for the non stick surfaces.
15. All TRAEX® product warranty (with the exception of T-REX™) is 1 year.
16. T-REX™ product by TRAEX® is lifetime warranty.

All products in the Jacob's Pride® collection, including the following, have a lifetime warranty:

- NSF Certified One-Piece Dishers
- NSF Certified Spoodle® Utensils
- NSF Certified Heavy-Duty Spoons with Ergonomic Handle
- NSF Certified Heavy-Duty Basting Spoons
- Heavy duty Turners with Ergonomic handle
- One-Piece Tong\*<sup>\*</sup>
- Heavy-Duty One-Piece Ladles\*<sup>\*</sup>
- Nylon Handle Whips
- One-Piece Skimmers
- Tribute®, Intrigue®, and Classic Select® Cookware\*<sup>\*</sup>

\*Jacob's Pride® warranty does not cover Kool-Touch®, non stick coatings and silicone handles.

All Miramar® Cookware listed below has a lifetime warranty.

- Casseroles Pans
- Oval Pans
- Sauté Pans
- French Omelet Pans
- Brazier Pans
- Stir Fry Pans
- Stir Fry Server
- Sauce Pans
- Small / Large food Pans
- French Oven
- High/Low Dome Covers

Note: Miramar® warranty does not include Buffet, Table Top Service, Templates, Decorative pans, or soup inserts

## **THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE**

As The Vollrath Company LLC's only responsibility and the purchaser's only remedy, for any breach of warranty, The Vollrath Company LLC will repair or, at its option, replace the defective product or part without charge, except as otherwise provided below:

- For refrigeration compressors and the second year of the warranty on Cayenne® Heat Strips and mixers, The Vollrath Company LLC will provide the repaired or replacement part only; and the buyer will be responsible for all labor charges incurred in performing the repair or replacement.
- To obtain warranty service, the buyer will be responsible to return to The Vollrath Company LLC any product (other than gas equipment that is permanently installed) weighing less than 110 lbs. or located outside of a 50-mile radius of a certified technician designated by The Vollrath Company LLC to perform warranty repairs. If a Vollrath Technician cannot be contacted check the website for service contact points. (Please refer to the Product Catalogue for weights and sizes of product)
- No remedy will be available for products that have been damaged by accident, carelessness, improper installation, lack of proper setup or supervision when required, neglect, improper use, installation or operation contrary to installation and operating instructions or other causes not arising out of defects in materials or workmanship. At the buyer's request, The Vollrath Company LLC will repair and or replace such products at a reasonable cost.
- No remedy will be available for slicers where blade has not been sharpened (Refer to owner's manual for sharpening instructions)
- No remedy will be available for mixers damaged by changing gears while equipment is running or overloading, in either case as determined by a Vollrath Certified Technician
- Warranty work must be authorized in advance by The Vollrath Company LLC. See the operating and safety instructions for each product for detailed warranty claim procedures.
- No remedy will be available for product returned and found to be acceptable to the product specification.
- No remedy will be available under any warranty not registered as required below.

### **Items Not Covered Under Warranty:**

- Meat Grinder Knives
- Light Bulbs in Convection Ovens, Hot Food Merchandiser and displays, Heat Lamps, and Heat Strips
- Oven Door Seals
- Oven Door Glass, Breath Guard Glass
- Hot Food Merchandisers / Display Case Glass
- Calibration and set up of gas equipment
- Manual Slicer / Dicer blades (table top food prep) – Redco and Vollrath

### **LIMITATION OF LIABILITY:**

**THE VOLLRATH COMPANY LLC SHALL HAVE NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, WHETHER BASED UPON NEGLIGENCE OR OTHER TORT, BREACH OF WARRANTY, OR ANY OTHER THEORY.**