



LAINOX LIMITED WARRANTY STATEMENT

Food Service Solutions USA, Inc. (FSS) warrants that the equipment supplied by FSS to the original purchaser, is free from defects in materials and workmanship. Should any part thereof become defective because of a manufacturing defect within the period and limits defined below, then, at the discretion of FSS, such parts will be repaired or replaced by FSS or its Authorized Service Agency.

This warranty is subject to the following conditions: Repairs under this warranty are to be performed by a FSS Authorized Service Agency. FSS cannot be responsible for charges incurred or services performed by a non-FSS Authorized Service Agency. In all warranty cases the closest FSS Authorized Service Agency (or sub-agent) must be used.

The warranty covers the replacement of components that may prove defective or of poor quality and reliability, and the possible replacement of the entire product, where this is deemed necessary. In these circumstances, the customer has the right to the repair/replacement of defective parts or the product. The labour and the call for the repair and/or replacements during the warranty period are completely free for the customer.

NABOO COMBI OVENS

Time Period:

- 2-years parts and labour
- 4-years on the following electronic components (Relay Mainboard, Naboo 10" and 7" User Interface Board, Inverter Board, Expansion Board for: Boilers, and Gas System.

Conditions:

- The warranty is effective from the date of installation provided that:
 - o Technical Start-up is performed by an FSS Authorized Service Partner
 - o Completed Technical Start-Up Report is submitted to FSS within 30 days of installation:
 - If any deficiencies are identified and noted on the Technical Start-Up Report the end user is responsible for rectifying the issues.
 - Once the issues are rectified, the end user must coordinate with the original FSS Authorized Service Agent to return and assess the unit to verify that the issues have been fixed. If they have, the FSS Authorized Service Agent will sign off on the Technical Start-Up Report and submit it to FSS for Warranty Registration.

NEO BLAST CHILLERS

Time Period:

- 1-years parts and labour
- 5-years compressor manufactured after 1/1/2025

Conditions:

- The warranty is effective from the date of purchase from the Dealer

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ZOOM BLAST CHILLER

Time Period:

- 1-years parts and labour
- 5-years compressor manufactured after 1/1/2025

Conditions:

- The warranty is effective from the date of purchase from the Dealer

ORACLE HIGH SPEED OVENS

Time Period:

- 1-years parts and labour

Conditions:

- The warranty is effective from the date of purchase from the Dealer

EXCLUSIONS:

- consumable parts and/or parts subject to wear, such as seals, gaskets, etc
- light bulbs and glass parts;
- Equipment failure relating to improper installation, such as but not limited to improper utility connections, utility supply, unlevelled floors, and problems due to ventilation.
- Equipment that has not been properly maintained, such as calibration of controls, adjustments to pilots and burners, damage from improper cleaning and water damage to controls. Use of unapproved cleaning agents will void the terms of the warranty
- Equipment that has not been used in an appropriate manner, or has been subject to misuse or misapplication, neglect, abuse, accident, freight damage, fire, flood, riot or Acts of God.
- If the equipment is changed, altered, modified, or repaired by anyone other than a qualified FSS Approved Service Agency during the warranty period, this voids the warranty altogether.
- Damages due to use of non-original manufacturer spare parts is not covered
- This warranty does not cover services performed at overtime or premium labour rates. FSS does not assume any liability for extended delays in replacing or repairing any items in the equipment beyond the control of FSS. FSS shall not be liable for consequential or special damages of any nature that may arise in connection with such product or part.

Other:

This warranty only covers equipment sold by FSS and installed in the USA. There will be no labour coverage for equipment located on any island not connected by roadway to the mainland, unless an FSS Authorized Service Agency or sub-agent is located on said island.