

# Warranty Information

*You can also visit our [Frequently Asked Questions](#) page for additional warranty information.*

The Vollrath Company LLC warrants each of its products listed below against defects in materials and workmanship for the applicable period provided below. All other products manufactured or distributed by The Vollrath Company LLC are warranted against defects in materials and workmanship for a period of one year. In all cases, the warrant runs from the date of the end user's original purchase found on the receipt.

**THIS WARRANTY DOES NOT APPLY TO PRODUCTS PURCHASED FOR PERSONAL, FAMILY OR HOUSEHOLD USE, AND THE VOLLRATH COMPANY LLC DOES NOT OFFER A WRITTEN WARRANTY TO PURCHASERS FOR SUCH USES.**

No remedy will be available for products that have been damaged by accident, carelessness, improper installation or lack of proper setup or supervision (when required), neglect, improper use, installation or operation contrary to installation and operating instructions, normal wear and tear (such as knife scoring on cutting boards), or other causes not arising out of defects in materials or workmanship.

- Refrigeration compressors – The warranty period is 5 years. The warranty is for parts only. Service is not included.
- Marine Grade Hot Well Drop-ins – The warranty period is 2 years.
- Refrigerated Display Cases (RDE) compressors the warranty is 3 years.
- Cayenne® Heat Strips, heating element only – The warranty period is 2 years. The second year of the warranty is for parts only. Service is not included.
- Ultra, Ultra Fajita, Mirage® Pro and Professional Induction Ranges – The warranty period is 2 years.
- ServeWell® Induction Workstation, induction hobs only – The warranty period is 2 years.
- V-Class Custom – The warranty period is 2 years.
- Slicers gears – The warranty period is 10 years.
- Slicers belts – The warranty period is 5 years.
- Slicers – No remedy will be available for slicers where blade has not been sharpened. (Refer to owner's manual for sharpening instructions.)
- Mixers – The warranty period is 2 years, The second year of the warranty is for parts only. Service is not included.
- Mixer belts - The warranty period is 5 years.
- Mixers – No remedy will be available for mixers damaged by changing gears while unit is running or overloading as determined by a Vollrath Certified Technician.
- In-Chamber Vacuum Packing Machines – The warranty period is one year on the pump, 2 years on other warranted parts.
- Manual Food Processors – The warranty period is 2 years.
- Toasters – JT1, JT1H, JT1B, JT1BH Toasters- Repair for these products is available via carry-in service. The warranty period on warranted parts is 2 years on parts, 1 year labor. The warranty period for heater tubes is 1 year, including labor when performed at an authorized service center - glass damage is not covered by this warranty. All Other Toasters - The warranty period on warranted parts is 2 years on parts, 1 year labor. The warranty period for heater tubes is 1 year, including labor - glass damage is not covered by this warranty.
- Conveyor Ovens - The warranty period on warranted parts is 2 years on parts, 1 year labor. The warranty period for heater tubes is 1 year, including labor - glass damage is not covered by this warranty
- Cheese Melters – JW1 and JW2 Cheese Melters - Repair for these products is available via carry-in service. The warranty period on warranted parts is 2 years on parts, 1 year labor. The warranty period for heater tubes is 1 year including labor when performed at an authorized service center - glass damage is not covered by this warranty. Other Cheese Melters - The warranty period on warranted parts is 2 years on parts, 1 year labor. The warranty period for heater tubes is 1 year, including labor center - glass damage is not covered by this warranty.
- Frozen Beverage Granita Machines – The warranty period is 2 years on warranty parts, 3 years on the electronic board , 5 years the compressor. Warranty is for parts only, service is not included.
- Food Delivery Bags and liners – The warranty period is 30 days.

- Heat Pads, Power Packs, Power Cords and Power Pack Chargers for use with Food Delivery Bags – The warranty period is 90 days.
- EverTite™ Riveting System, loose rivets only. The warranty period is lifetime for the original purchaser.
- Optio/Arkadia product lines – The warranty period is 90 days.
- Non-stick surfaces are warranted for 90 days.
- TRAEX® Non-Skid Round Trays have a lifetime warranty.
- Replacement parts – The warranty period is 90 days.
- Optional 2 Year Warranty on select products – Extends the standard warranty against defects in materials and workmanship for a second year.

### **ALL PRODUCTS IN THE JACOB'S PRIDE® COLLECTION 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 Tongs\*
- Heavy-Duty One-Piece Ladles\*
- Nylon Handle Whips
- One-Piece Skimmers
- Tribute®, Intrigue®, Centurion®, and Classic Select® Cookware\*
- Miramar® Display Cookware
- Super Pan V® Steam Table Pans

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

### **WARRANTY DOES NOT COVER**

- Knives
- Slicer Blades
- Light Bulbs
- Door Seals
- Glass, Breath Guard Glass,
- Calibration and set up of gas equipment
- Cutting board surfaces
- In-Chamber Vacuum Packing Machine wear parts, including the sealing wire, sealing tape and gasket

### **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.

### **OTHER WARRANTIES**

THERE ARE NO OTHER WARRANTIES ON ANY PRODUCTS SOLD BY THE VOLLRATH COMPANY LLC, AND THE VOLLRATH COMPANY LLC SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE ON ITS PRODUCTS.

### **WARRANTY PROCEDURE**

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:

- To obtain warranty service, the owner of the equipment will be responsible to call The Vollrath Company LLC.
- 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.

## TO START A WARRANTY CLAIM

- The **owner** of the equipment must call the Vollrath Technical Service support line at 800-628-0832. **Note: The caller must be in front of the equipment when the call is placed.**
- **A technical service specialist will work with you over the phone to diagnose the issue and provide a service solution. Issues that cannot be resolved over the phone may require the assistance of a Vollrath-authorized service agent.**

***Note: The service agent will require a credit card or payment/billing information before providing assistance. If the service agent determines the issue is not due to a manufacturing defect or is not covered by the warranty, agent will charge for travel, diagnosis and repair.***

## THE FOLLOWING INFORMATION IS REQUIRED FOR PROCESSING WARRANTY SERVICE REQUESTS:

- Name of person calling
- Phone number of person calling
- Business name
- Business street address, city, state & zip
- Item number & serial number
- Date of purchase
- Proof of purchase (Receipt)
- Name of dealer where product was purchased
- Credit card information

***Note: Vollrath will not process warranty claims or accept returns that do not follow the Warranty Procedure.***