



Liquid Dispense Manufacturer's Limited Warranty Information

Liquid Dispense warrants standard 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). Products not made by Liquid Dispense are warranted by their respective manufacturer, therefore, this Limited Warranty does not apply to such products.

PRODUCT WARRANTY COVERAGE TERMS

- Standard beverage dispensing towers – 5 Years
- Custom beverage dispensing towers – 5 Years
- European beverage dispensing towers – 1 Year
- SuperChiller – Small Parts – 18 months
- SuperChiller - Compressor – 5 Years

MAKING A WARRANTY CLAIM

If any defect is discovered in the product during the Warranty Period, the purchaser must notify Liquid Dispense to obtain a return authorization number, and further instructions on how to return the product for service. Liquid Dispense will have no responsibility to honor claims received after the date the applicable Warranty Period expires.

WHAT WILL LIQUID DISPENSE DO?

After receipt of a product which Liquid Dispense determines is defective, Liquid Dispense will, at its option, either

- 1) repair (or authorize the repair of) the product
- 2) replace the product
- 3) refund the purchase price for the products

Liquid Dispense's determination of defects is final. Failure by Purchaser to give notice of claims of breach of warranty within the Warranty Period shall be deemed an absolute and unconditional waiver of 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 or ninety (90) days from the date of delivery of the repaired or replaced products, whichever is longer. All shipments will be shipped standard service. Special or expedited shipping service is available upon request and will be at the Buyer's expense.

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

RETURN POLICY

Authorization is required for any merchandise return. Contact us for a return authorization number; describe the items being returned and the reason. All returned items must be shipped within fifteen (15) days of receipt. Items must be unused and in original condition including the original packaging, documentation, warranty cards, manuals, and accessories. All orders filled correctly are subject to a minimum 20% handling and restocking charge (\$10.00 minimum charge).

Customers are responsible for all shipping charges unless the cause for the return is a Liquid Dispense error. **FREIGHT MUST BE PREPAID ON ALL RETURNED PARTS.** Insure all returned packages; Liquid Dispense is not responsible for returned shipments that are lost, pilfered, or damaged.

NON-RETURNABLE PRODUCTS

Custom made, manufactured to order, or clearance products cannot be returned for credit unless it is a Liquid Dispense or vendor error.

WHAT IS NOT COVERED BY THIS WARRANTY?

Liquid Dispense 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 to 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, Liquid Dispenses liability hereunder in any case is expressly limited, at Liquid Dispenses election, to repair or replacement of the Product or to the repayment of, or crediting the user with, an amount equal to the purchase price of such goods. To the maximum extent permitted by law, Liquid Dispense is not responsible for, and purchaser releases Liquid Dispense 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.

US STATE LAWS

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

SUPERCHILL SERIES – LABOR CHARGES EXPLAINED

Present this schedule to the service company to avoid any labor charge misjudgments. When submitting a bill for warranty work, the hours submitted must be within the guidelines listed below.

The form is designed for a single claim for a single unit. If more units serviced additional forms are required. The time spent on the job should be multiplied by the straight time labor rate to determine the charge. LIQUID DISPENSE reserves the right to pay no more than the average commercial hourly rates within the particular territory or region of the country. There is no provision for payment of a premium rate during “overtime” hours.

LIQUID DISPENSE will not cover any additional fees charges or material costs associated with a claim, with the exclusion of Freon gas if used to recharge the unit. To prevent delays in processing claims, a complete and detailed explanation of the diagnosis and repair is required. It is required that only certified technicians preform repairs on LIQUID DISPENSE products. All other parties may void warranty.

Parts must be supplied by LIQUID DISPENSE. If parts cannot be obtained from LIQUID DISPENSE, parts purchased from third party sources may be used only with LIQUID DISPENSES approval. Reimbursement of secondary parts will not exceed LIQUID DISPENSES internal pricing schedule. Use of unapproved parts will void the LIQUID DISPENSE warranty. An invoice must be provided with the Warranty Claim form to receive compensation.

Under no circumstances should LIQUID DISPENSES group’s liability for labor charges exceed the purchase price of the unit in the original invoice.

LIQUID DISPENSE MUST BE CONTACTED BY THE SERVICE COMPANY PRIOR TO ANY REPAIRS OR THE WARRANTY CLAIM WILL BE NULL & VOID

SUPERCHILL SERIES MAXIMUM LABOR TIME ALLOWED FOR A WARANTY CLAIM

Maximum Travel time	1 hour
Diagnosis (check and determine the probable cause of the problem; allowed only once)	3/4 hour
Part replacement (thermostat, pump & motor, switches, start relay, fan & motor, etc.)	1/2 hour
Refrigeration (detect a Freon leak, fix and refill Freon)	1/2 hour
Compressor replacement	2 hours
Unit replacement	1 hours
Beer Tower Replacement (1-4 Faucet)	3/4 hours
Beer Tower Replacement (5-8 Faucet)	1 ½ hours
Beer Tower Replacement (10+ Faucet)	2 ½ hours