

WARRANTY: Terms & Conditions



CORE PRO Commercial COOKING

GAS & ELECTRIC EQUIPMENT

Core Pro Cooking will warrant new gas and electric products to be free from defects in materials and workmanship for a period of one (1) year from the date of installation, **or** two (2) years from manufacturing date, whichever comes first. Proof of purchase is required if 'Warranty Registration Card' is not completed and sent to the company.. This warranty includes parts and reasonable labor rates. Travel covers 50 miles (80 km) from authorized service agency. Time and travel exceeding the 50 miles (100 miles round trip) will be the responsibility of the person / buyer requesting the service. Warranty parts may be either repaired or replaced at the company's discretion. Warranty coverage is for commercial application that the product is intended.

FRYER TANKS

Fryer tanks will be warranted for a period of two (2) years free from manufacturing defects and oil leaks. In the case of tank failure during the period of two years from date of installation, the fryer will be replaced at no charge to the customer with proper proof of purchase date and fryer tank defect. **Labor coverage is standard for one (1) year. For fryer(s) being replaced under the 2-year full fryer replacement warranty, the service company is required to remove the data plate from fryer being replaced.**

WARRANTY CONDITIONS (NOTE: A credit card may be required from requestor for Authorized Service by the Authorized Service Company prior to dispatch of service technician)

1. **Equipment installation provided by an authorized service company**
2. **This warranty is limited to the repair or replacement, at the company's option and discretion, without charge of any part or product diagnosed by an authorized service agent as a manufacturing defect within the warranty period.**
3. **Complete Warranty Registration Card within 30 days after installation to validate warranty coverage. If Registration Card not completed, customer will be required to provide a "Proof Of Purchase" to request warranty service**
4. Labor rates are standard. Additional rates, including **after normal business hours, holidays, weekends,** and **additional mileage**, etc., will be the responsibility of the customer / end user
5. Mileage rates are covered for 100 miles round trip to place of service. Additional mileage is the responsibility of the customer / end user.
6. Warranty claims to include:
 - A. Model number
 - B. Serial number
 - C. Date of installation
 - D. Technicians diagnosis

7. Warranty exclusions:

- A. Installations outside of continental United States & Canada
- B. Warranty is for original equipment owner; non transferable
- C. Improper installation
- D. Improper ventilation
- E. Calibration (this procedure should be performed by authorized installer)
- F. Harsh chemicals and/or abrasives used on equipment
- G. Light Bulbs, lamps, indicator lamps, fuses, knobs.
- H. Damage during transit
- I. Customer abuse, misuse, neglect, and/or purposes other than a commercial gas/electric equipment environment
- J. Residential
- K. Any gas cooking equipment installed in a non-permanent structure, such as a mobile kitchen, food truck, or trailer shall have a thirty (30) days limited warranty from the date of purchase. A proof of purchase is required.

No other warranty, implied or stated, will be acceptable. The above warranty is in lieu of all other liabilities and warranties. The Company will not be responsible for property damage, loss of product, personal injury, punitive or consequential damages, or excessive time / travel associated with a warranty claim.