

STANDARD ONE YEAR LABOR / TWO YEAR PARTS LIMITED WARRANTY

Alluserv provides a one (1) year labor limited warranty that its products will be free from defects in materials and workmanship under normal use and that the equipment will perform in accordance with the equipment specifications for twelve (12) months from date of shipment.

This warranty is non-transferable and applies only to the original purchaser (the customer) who purchased the Alluserv product(s). ALLUSERV warranty does not apply to products or labor supplied by third parties and installed in our products.

On equipment shipped in the United States, labor is warranted for twelve (12) months and parts are warranted for twenty four (24) months from the date of shipment.

Warranty Limits and Exclusions:

This Expressed Limited Warranty does not apply to; shipping damage, improper storage of the equipment prior to and after installation, misuse of the equipment (use of the equipment for purposes for which the equipment was not designed), abuse, improper voltages, electrical power spikes, improper environmental conditions, improper installations, normal wear, alterations to the equipment not approved by Alluserv, improper cleaning, failure to maintain the equipment in accordance with ALLUSERV preventative maintenance requirements, acts of God or terrorism or other causes beyond the control of Alluserv.

No claims can be made under this warranty agreement for direct, special, incidental, or consequential damages, including but not limited to spoilage of products for any reason, or system failure. Preventative maintenance and adjustments are not covered under warranty, include, but are not limited to, cleaning of refrigeration coils, lubrication of casters, spring adjustments and thermostat adjustments. Warranty repairs will be performed during regular working hours. Overtime premiums will be charged back to the customer.

ALLUSERV warranty is limited to repair or replacement at ALLUSERV discretion.

All warranty calls must be pre-approved by Alluserv. To place a warranty call for service, contact ALLUSERV service department and provide the following information:

1. Facility name and address including floor, room number, etc.
2. Facility contact person(s). Provide contact's business phone number, cell phone number and, if applicable, a back-up person's phone numbers
3. Hours that the equipment will be available for service
4. Model number
5. Serial number
6. Manufacture date, if applicable. This date is located on the rating tag.
7. **IMPORTANT:** A detailed description of the issue/failure

To place a parts only warranty request provide the following information:

1. Facility name and shipping address
2. Contact person for receipt of the part along with their phone number
3. Model number
4. Serial number
5. Description of the issue
6. ALLUSERV part number

This warranty is exclusive and in lieu of all other warranties whether oral, written, expressed, implied or statutory, including the implied warranties of merchantability and fitness.