



**SANDENVENDO AMERICA, INC.
2016 NEW EQUIPMENT WARRANTY
Hot Food Display
United States, Canada and Mexico**

- I. SandenVendo America warrants the original purchaser of a new Hot Food Display manufactured by SVA, and all parts thereof, for a period of twelve (12) months from the date of installation but not to exceed (15) months from date of shipment from SandenVendo America Dallas Texas to be free from defects in material and workmanship.
- II. All claims under this warranty must be made as soon as reasonably possible, but in no event later than 30 consecutive calendar days after the discovery of the defect. All requests for return must be accompanied by an RGA form and must include the cabinet model and serial number. If a return is found to be inoperative due to defects in material and/or workmanship, we will at our option make necessary repairs to each returned item, or furnish a reconditioned or new replacement part at no charge.
- III. SandenVendo America reserves the right to inspect all returned goods for material and/or workmanship defects. If parts returned for warranty or credit are determined to be in good working condition, they may be returned and no credit may be issued for any advanced replacement.
- IV. SandenVendo America will pay normal transportation charges on all parts replaced under this warranty. If special handling or premium transportation is requested, these charges will be assumed by the purchaser.
- V. All warranty parts are required to be returned within 45 days of shipment of the replacement part unless specified in writing by SandenVendo America. Failure to return defective part will result in billing for the full value of replacement part, taxes and freight changes.
- VI. This warranty DOES NOT apply to equipment located outside the limits of the United States, Canada or Mexico nor does it apply to reconditioned equipment, or equipment sold "as is", or to its components designed to work on electrical current other than 110/120v 60 cycle, or 208-230v 60 cycle as specified on the serial tag.



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- VII. Title and risk of loss pass to the purchaser upon delivery of the Hot Food Display unit or replacement parts to the common carrier. All loss and damage claims are the responsibility of the purchaser and must be filed with the delivering carrier.

- VIII. This warranty DOES NOT include any service guarantee, either explicit or implied, nor will it extend to cover incidental or consequential damage, or damage resulting from purchaser or third party negligence, accidents, vandalism, or any act of God.

- IX. SandenVendo America reserves the right to make any design changes, additions to, and improvements upon any of our products without incurring any obligation to incorporate the same on any products previously manufactured.

- X. This warranty is in lieu of all other express warranties or other obligations or liabilities on our part, and we neither assume nor authorize any person to assume for us any other obligation for liability in the connection with the sale of said equipment or parts thereof. EXCEPT AS SPECIFICALLY PROVIDED HEREIN, THERE ARE NO WARRANTIES GIVEN, EITHER EXPRESSED OR IMPLIED, AND ALL OTHER WARRANTIES, INCLUDING SPECIFICALLY BUT WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY EXPRESSLY DISCLAIMED.



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- XI. Specific Exclusions to this warranty shall include:
- a. Nuisance calls caused by failure to follow the operating instructions and/or performance checklist.
 - b. This warranty DOES NOT include glass breakage, light bulbs, lamps, fuses, driers, filters, finish or operating supplies.
 - c. Items normally handled in, on or during preventative maintenance.
 - d. Modifications of original product.
 - e. Use of wrong parts or misuse of authorized parts.
 - f. Service required due to improper voltages from power source(s).
 - g. Temperature adjustments due to installation or seasonal store conditions.
 - h. This warranty shall not apply to any profit loss, economic loss, loss of food or related products and/or contents due to the failure of this equipment for any reason.
 - i. Acts of God including but not limited to fire, flood, earthquake, lightening or any/all artificial damage.
 - j. Payment for labor to remove or install warranty parts unless specifically defined in the warranty schedule effective at time of shipment.
 - k. Payment for labor or installation charges to remove or replace equipment that can be repaired on site.



**SANDENVENDO AMERICA, INC.
EXTENDED WARRANTY LABOR
Hot Food Display
United States, Canada and Mexico**

Extended Labor Coverage:

- I. Includes expenses of diagnosis and actual repair by authorized service agents under contract either by SandenVendo America or its authorized customer to perform installations and regular service of SandenVendo America equipment.

Labor Coverage Period:

- II. SandenVendo America warrants repair labor and travel pay to the original purchaser for repair of each part covered under the terms set forth under the NEW EQUIPMENT WARRANTY (Hot Food Display), for a period of twelve (12) months from the date of installation and registration. If registration card is not returned, including proper installation date, warranty will be in effect from date of invoice and not to exceed fifteen (15) months from date of shipment from SandenVendo America Dallas Texas.

Limitations:

- III. Reimbursement of labor will only be given for authorized repair of equipment found to be in compliance with the terms set forth in the NEW EQUIPMENT WARRANTY (Hot Food Display).
- IV. Warranty labor will be reimbursed at authorized service agent regional standard labor rate.
- V. Warranty travel pay will be reimbursed at authorized service agent regional standard labor rate within a 50 mile radius, 100 mile round trip.
- VI. Labor time control standards will be set by repair description though analysis of actual claim reports. These will be used to process claims or to adjust claims to an acceptable level. Time control standards are listed in attachment LABOR TIME CONTROL STANDARDS (Hot Food Display).

Labor Claims Process:

- I. All claims for warranty labor reimbursement must comply with all terms set forth in the WARRANTY CLAIM PROCESSING PROCEDURE and sent to:
SandenVendo America
ATN: Food Service Manager
10710 Sanden Dr
Dallas, TX 75238
Phone: 800-344-7216
Fax: 800-541-5684
- II. All invoices for warranty labor must be sent with a detailed work order and must include:
 1. Company Name
 2. Company Address
 3. Phone Number
 4. Store Address
 5. Store Number
 6. HFD Model and Serial Number
 7. Detailed Description of Work Performed
 8. Description and RG# of Parts Replaced
 9. Signed by Technician Performing Work
 10. Signed by Store Manage



**SANDENVENDO AMERICA, INC.
LABOR TIME CONTROL STANDARDS
Hot Food Display
United States, Canada and Mexico**

Labor Time Control Standards:

- I. SandenVendo America will reimburse labor expenses as defined in the terms and conditions set forth in the EXTENDED WARRANTY LABOR AGREEMENT (Hot Food Display) in compliance with the labor time control standards defined below:

Repair Description	Maximum Time Allowed
Controller Replacement	15 Minutes
Controller Membrane Replacement	15 Minutes
New Controller Upgrade with wire harness replacement	45 Minutes
Controller Harness Replacement	30 Minutes
Upper or Middle Shelf Heater Element Replacement	30 Minutes
Additional Upper or Middle Shelf Heater Element Replacement (Per Shelf)	15 Minutes
Bottom Shelf Heater Element Replacement	45 Minutes
Additional Upper or Lower Shelf Heater Element Replacement (Per Shelf)	15 Minutes
Upper or Lower Shelf New Heater Element Replacement with installation of adapter wire harness	45 Minutes
Additional Upper or Middle Shelf Heater Element Replacement with installation of adapter wire harness (Per Shelf)	20 Minutes
Bottom Shelf Heater Element Replacement with installation of adapter wire harness	1 hour
Additional Upper or Middle Heater Element Replacement with installation of adapter wire harness (Per Shelf)	20 Minutes
Light Socket Replacement	30 Minutes
Breaker Replacement	15 Minutes
Door Switch Replacement	15 Minutes
Thermistor Replacement	30 Minutes
Front Door Frame Assembly Replacement	1 hour
Front Door Slide Assembly Replacement	30 Minutes
Rear Slide Door Rail Assembly Replacement (3 pcs.)	30 Minutes
Rear Slide Door Replacement (2 pcs.)	15 Minutes



**SANDENVENDO AMERICA, INC.
NEW EQUIPMENT WARRANTY
PARTS CLAIM PROPROCESSING PROCEDURE
Refrigeration Equipment and Hot Food Display**

Warranty Duration: (See warranty duration period as specified on each product's New Equipment Warranty). This procedure is intended to define the necessary steps to be completed in order to effectively process a claim pursuant to the New Equipment Warranty Refrigeration Equipment OR New Equipment Warranty Hot Foods Display.

In order to receive warranty consideration, it is necessary to follow the following steps if a part is thought to have failed under the terms and conditions of the Limited Warranty:

- 1) Before any part may be returned, verification of failure and warranty coverage must be confirmed through SandenVendo America's Customer Support Department (**1-800-344-7216**), and a "Returned Goods Authorization (RGA) Number" must be assigned.

- a. **Each individual shipment must have its own RGA number. Any part returned without an RGA number will be returned to the sender at the sender's expense.**

After authorization has been approved by Customer Service.

- a. Defective parts must be packaged appropriately and the RGA number must be affixed to the failed part being returned as well as clearly marked on the outside of the shipping material.
- b. **Part returns for US customers:**
 - You must contact SandenVendo America's Customer Support Department at 1-800-344-7216 to schedule a pick up, at no charge to the customer, or service provider.
- c. **Part returns for Canada customers:**
 - You must ship the part at your expense to Voyageur Distribution. Actual freight charges for shipping defective parts to Voyageur will be reimbursed provided a copy of the actual shipping invoice is sent in along with the parts.
- d. If expedited freight is required, a customer or service provider may arrange so on their own, and at their own expense.
- e. Orders for expedited freight requests must be received by 11:00 AM Central time Monday through Thursday. All other orders will be shipped the following business day.
- f. After receipt of Return Authorization, all returns should be shipped to the following locations:

US Only:
SandenVendo America
4010 Distribution Drive, Ste. 200
Garland, TX, 75042

Canada Only:
Voyageur Distribution
3505 Laird Rd. Unit 19
Mississauga, ONT L5L 5Y7

- 2) At the time the part is verified as failed and within warranty (as indicated in step 1), the customer will be given two (2) options for replacement:
 - a. A replacement part can be ordered, and scheduled for shipment (at no cost) AFTER the returned part has been received by SandenVendo America, and confirmed it has failed within the warranty guidelines.
 - b. A replacement part can be ordered immediately at full price and shipped at the customer expense, then have the cost of said part and freight charges credited to their account AFTER the returned part has been received by SandenVendo America, and confirmed it has failed within the warranty guidelines.
 - c. In each circumstance, the customer or service provider may request expedited freight be used from SVA for part replacement at the customer, or service providers expense.
 - d. In either circumstance, the customer will be charged full price and freight if the part returned is determined to have failed outside of the warranty standard.
- 3) SandenVendo America will replace any part deemed defective with a new or like new part (to be determined exclusively by SVA) carrying the balance of the warranty of the original part.

EMAIL FORM TO: ssalazar@vendoco.com

4010 Distribution Drive, Ste. 200
 Garland, TX 75042
 Phone: 1-800-344-7216
 Fax form to: 1-800-541-5684



Returned Goods #

____ Check here for Advance Replacement PO #

____ Check here for Replace upon Receipt Order #

Company: Phone :

Address: Fax # :

City/State/Zip: Contact:

**NOTE: All information below must be filled in completely as possible.
 Without this information, we may be unable to process your request.**

Part Number	Qty	Description	Serial #	Reason for Return

DATE RETURN WILL BE READY FOR PICK UP:		HOW MANY BOXES?
PICK UP LOCATION OF WARRANTY ITEM	NAME:	PHONE:
	ADDRESS:	CITY/STATE/ZIP:

DELIVERY INFORMATION FOR REPLACEMENT PARTS ONLY: (Standard Ground Shipment)		
Expedited Freight (customer responsibility): Please circle - Next Day 2 nd Day 3 rd Day	NAME:	PHONE:
	ADDRESS:	CITY/STATE/ZIP:

REPLACEMENT PARTS /WARRANTY REPLACEMENTS:
 SVA Reserves the right to inspect all returned goods for material and / or workmanship defects.
 If parts returned for warranty or credit are determined to be in good working condition, they will be returned to you and no credit will be issued for any advance replacement****

**When shipping back RG's please use shipping method that has tracking (FedEx/UPS) **
 All in warranty replacements are shipped standard ground delivery only. SVA is not responsible for any expedited freight charges.

Please put your RG# on the outside of your shipping carton. Include a copy of this form with your return.
 Any items that are not authorized on original RG request will be returned at customer's expense.

All discrepancies MUST be reported with 72 hours upon receipt of product. Please return your RG's within 30 days - authorization is valid for 30 days only.

Return packaging requirement for Refrigeration Systems:

V21 refer - no more than twelve units to a pallet / VUE 30/40 refer - no more than six units to a pallet using a standard 48" x 40" pallet