

Limited Warranty

Southbend warrants that the equipment, as supplied by the factory to the original purchasers, is free from defects in materials and workmanship. Should any part thereof become defective as a result of normal use within the period and limits defined below, then at the option of Southbend such parts will be repaired or replaced by Southbend or its Authorized Service Agency. This warranty is subject to the following conditions:

Repairs under this warranty are to be performed by a Southbend Authorized Service Agency. All warranty repairs must be completed utilizing Manufacturer OEM Parts. Southbend cannot be responsible for charges incurred or services performed by non-Southbend Authorized Agencies. In all cases, the closest Southbend Authorized Service Agency must be used.

TIME PERIOD:

One year labor, one year parts effective from the date of original purchase. The authorized service agency will require proof of purchase before performing warranty repairs.

Heavy Duty Sectional: One year on operational parts, one year labor.

Platinum Convection Oven: One year on operational parts, one year labor.

Exceptions to standard warranty, effective within above limitations:

- Alkaline batteries are not covered under warranty.
- Maximum 90 days parts and labor warranty covers the following from date of installation: Glass windows due to defect, door seals, rubber seals, light bulbs, ceramic burner tiles, sight glass, broiler briquettes, spark ignitors, and drip shields.

EXCLUSIONS:

- Equipment failure relating to improper installation. Examples are: improper utility connection, improper utilities supply and problems due to ventilation.
- Equipment that has not been properly maintained. Examples are: calibration of controls, adjustments to pilots and burners, clogged/restricted pilots, damage from improper cleaning, cracked or damaged ceramic tiles, and water damage to controls.
- Equipment that has not been used in an appropriate manner, or has been subject to misuse or misapplication, neglect, abuse, accident, damage during transit or delivery, fire, flood, riot, or act of mother nature.

If the equipment has been changed, altered, modified, or repaired by other than a qualified service technician during or after the limited warranty period, then the manufacturer shall not be liable for any damages to any person or to any property which may result from the use of the equipment thereafter.

Equipment failure caused by inadequate water quality is not covered under warranty. WATER QUALITY must not exceed the following limits: Total Dissolved Solids (TDS) - 60 PPM (Parts Per Million). Hardness - 2 Grains or 35 PPM, PH Factor - 7.0 to 7.5. Water pressure 30 PSI minimum, 60 PSI maximum. Boiler maintenance is the responsibility of the owner and is not covered by warranty.

Southbend does not assume any liability for extended delays in replacing or repairing any items in the equipment beyond the control of Southbend. "Southbend shall not be liable for consequential or special damages of any nature that may arise in connection with such product or part." Should service be required at times that normally involve premium labor rates, the owner shall be charged for the difference between normal service rates and such premium rates.

This warranty only covers products shipped into the 48 contiguous United States, Alaska, and Hawaii.

This equipment is intended for commercial use only. Warranty is void if the equipment is installed in other than commercial application.

Warranty on all replacement parts which are replaced in the field by Southbend Authorized



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Service Agencies will be limited to three months on labor, and materials (parts) effective from the date of installation. See LIMITED WARRANTY - REPLACEMENT PARTS for conditions and limitations.

"THE FOREGOING WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS, AND CONSTITUTES THE ENTIRE LIABILITY OF SOUTHBEND. IN NO EVENT DOES THE LIMITED WARRANTY EXTEND BEYOND THE DURATION OF ONE YEAR FROM THE EFFECTIVE DATE OF SAID WARRANTY -EXCEPT WHERE NOTED."

WARRANTY: Southbend's warranty of products is limited to one year from date of purchase on both parts and labor. However, the warranty term shall not exceed 18 months from the date of purchase from the factory and installation of the product. Warranty coverage is limited to the continental United States and Canada. Southbend reserves the right to service equipment and or provide replacements on a prorated basis throughout the warranty term as deemed appropriate by Southbend. Any equipment removed from the operators facility without the written approval of Southbend prior is done so at the responsibility of the party doing so. Southbend will not accept any return or continue any repair unless written authorization is given prior to removal. Any party removing equipment does so at their own expense and liability. This warranty is as designated in Southbend's published Limited Warranty.

Warranty Disclaimer Statements

1. **NON-Quarry Tile Floor Policy** – "If installing on any NON-Quarry Tile floor (flooring other than quarry tile, cement or natural stone), contact the factory for installation options as damage due to improper installation is not covered under warranty." – Applies to all Southbend equipment.
2. **Cleaning Warning** – "DO NOT use sheet pans when cleaning charbroilers. Use of sheet pans reflects too much heat into a non-flued area and causes irreparable damage, warping components. Damage due to blocking the charbroiler grates with a sheet pan while the burners are turned on is not covered under warranty." – Applies to Southbend Ultimate and S Series Range, Platinum Range and HD Counterline.
3. **Mileage Limit for Factory Performance Checks** – Equipment that qualifies for a free factory performance check will include labor and mileage charges up to 100 miles round trip (or 50 miles each way) from the authorized service agency office. Locations further than 50 miles from the agency office may be charged an excess mileage fee to cover the mileage cost above the 100 miles round trip limit.
4. **Terry System Cartridge Changes / Installation** – "2-3 gallons of water MUST be purged at each cartridge change or new installation prior to water supply being fed to the steamer. Failure to do so can result in component damage within the steamer which is not covered under warranty. For additional guidance on proper installation, refer to install documentation provided with each Terry System and Replacement Cartridge Set." – Applies to ALL Southbend Steam Steamers that require a water connection (i.e., auto-fill steamer models).

