

# Convotherm STATEMENT OF POLICIES

## L I M I T E D W A R R A N T Y

CONVOTHERM products are warranted to the original purchaser to be free from defects in materials and workmanship under normal use and service for the standard warranty period of two (2) years for PARTS and one (1) year for LABOR from date of installation or 18 months from date of shipment, whichever comes first. Convotherm agrees to repair or replace, at its option, f.o.b. factory, any part which proves to be defective due to defects in material or workmanship during the warranty period, providing the equipment has been unaltered, and has been PROPERLY INSTALLED, MAINTAINED AND OPERATED IN ACCORDANCE WITH THE Convotherm OWNER'S MANUAL.

Convotherm agrees to pay any FACTORY AUTHORIZED EQUIPMENT SERVICE AGENCY (within the continental United States and Hawaii) for reasonable labor required to repair or replace, at our option, f.o.b. factory, any part which proves to be defective due to defects in material or workmanship, during the labor warranty period. This warranty includes travel time not to exceed two hours and mileage not to exceed 50 miles (100 miles round-trip), BUT DOES NOT INCLUDE POST START-UP, TIGHTENING LOOSE FITTINGS, MINOR ADJUSTMENTS, MAINTENANCE, CLEANING OR DESCALING.

The standard labor warranty allows factory payment of reasonable labor required to repair or replace such defective parts. Convotherm will not reimburse the expense of labor required for the repair or replacement of parts after the standard warranty period unless an Extended Labor Warranty Contract has been purchased to cover the equipment for the balance of the warranty period from the date of equipment installation, start-up, or demonstration.

PROPER INSTALLATION IS THE RESPONSIBILITY OF THE DEALER, THE OWNER-USER, OR INSTALLING CONTRACTOR, AND IS NOT COVERED BY THIS WARRANTY. Many local codes exist, and it is the responsibility of the owner and installer to comply with these codes. Convotherm equipment is built to comply with applicable standards for manufacturers, including UL, ANSI, NSF, ASME/Ntl. Bd., CSA, and others.

Preventive maintenance is the responsibility of the OWNER - OPERATOR - PURCHASER, which is not covered by the original equipment manufacturers warranty. The use of good quality feed-water is the responsibility of the OWNER – OPERATOR. See chart for minimum water quality requirements below.

Non-compliance with the min. water quality standards can damage the equipment / components and WILL VOID THE ORIGINAL MANUFACTURERS WARRANTY. Maintenance supplies / wear items are not covered under warranty. Preventive maintenance records must be available showing maintenance performed according to the Convotherm manuals.

### Water Quality Requirements for Convotherm 4 combi steamers:

Boiler / Steam Generator		Boilerless / Spritzer	
General requirement: Drinking water quality		General requirement: Drinking water quality	
TDS	70 - 360 ppm	TDS	70 - 125 ppm
Hardness	70 - 360 ppm	Hardness	70 - 125 ppm
ph value	6.5 - 8.5	ph value	6.5 - 8.5
Cl (Chloride)	max. 60 ppm	Cl (Chloride)	max. 60 ppm
Cl <sub>2</sub> (free chlorine)	max. 0.2 ppm	Cl <sub>2</sub> (free chlorine)	max. 0.2 ppm
SO <sub>4</sub> <sup>2-</sup> (sulfate)	Max. 150 ppm	SO <sub>4</sub> <sup>2-</sup> (sulfate)	Max. 150 ppm
Fe (iron)	max. 0.1 ppm	Fe (iron)	max. 0.1 ppm
SiO <sub>2</sub> (silica)	max. 13 ppm	SiO <sub>2</sub> (silica)	max. 13 ppm
NH <sub>2</sub> Cl (monochloramine)	max. 0.4 ppm	NH <sub>2</sub> Cl (monochloramine)	max. 0.4 ppm
Temperature	max. 104° F.	Temperature	max. 104° F.

The foregoing shall constitute the sole and exclusive remedy of original purchaser and the full liability of Convotherm for any breach of warranty. THE FOREGOING IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, OR IMPLIED, INCLUDING ANY WARRANTY OF PERFORMANCE, MERCHANTABILITY, OR FITNESS FOR PURPOSE, AND SUPERSEDES AND EXCLUDES ANY ORAL WARRANTIES OR REPRESENTATIONS, OR WRIT-TEN WARRANTIES OR REPRESENTATIONS, NOT EXPRESSLY DESIGNATED IN WRITING AS A "WARRANTY" OR "GUARANTEE" OF CLEVELAND RANGE MADE OR IMPLIED IN ANY MANUAL, LITERATURE, ADVERTISING BROCHURE OR OTHER MATERIALS.

Convotherm's liability on any claim of any kind, including negligence, with respect to the goods or services covered hereunder, shall in no case exceed the price of the goods or services, or part thereof, which gives rise to the claim. IN NO EVENT SHALL Convotherm BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, OR ANY DAMAGES IN THE NATURE OF PENALTIES.

### LIMITED EXTENDED WARRANTY COVERAGE

The purchase of a Limited Extended Warranty Contract extends the standard warranty coverage to the purchased period of time (one to two years) from the date of installation, start-up, or demonstration, or 18 months from date of shipment, whichever comes first.

- \* An additional one(1) year Labor Warranty can be purchased for each piece of Convotherm equipment.
- \* Extended Warranty must be purchased at the same time the equipment is purchased.
- \* Extended Warranty has the same exclusions as stated in our standard warranty.

	Services Purchased	Part Number	Item Description	Net Price
<i>Table Top Combi Steamers</i>		<i>EW CON TABLE</i>	<i>+1 year labor warranty con TABLETOP</i>	<i>\$499.00</i>
	<i>Install Discount</i>	<i>EWI CON TABLE</i>	<i>+1 year labor warranty con TT with install Discount</i>	<i>\$449.10</i>
	<i>PM Discount</i>	<i>EWP CON TABLE</i>	<i>+1 year labor warranty con TT with PM Discount</i>	<i>\$399.20</i>
	<i>Install &amp; PM Discount</i>	<i>EWIP CON TABLE</i>	<i>+1 year labor warranty con TT - install PM Discount</i>	<i>\$349.30</i>
<i>Floor Model Combi Steamers</i>		<i>EW CON FLOOR</i>	<i>+1 year labor warranty con FLOOR</i>	<i>\$749.00</i>
	<i>Install Discount</i>	<i>EWI CON FLOOR</i>	<i>+1 year labor warranty con FLR with install Discount</i>	<i>\$674.10</i>
	<i>PM Discount</i>	<i>EWP CON FLOOR</i>	<i>+1 year labor warranty con FLR with PM Discount</i>	<i>\$599.20</i>
	<i>Install &amp; PM Discount</i>	<i>EWIP CON FLOOR</i>	<i>+1 year labor warranty con FLR - install PM Discount</i>	<i>\$524.30</i>