



1225 Hartrey Ave.
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SAMMIC USA LIMITED WARRANTY

YOUR NEW SAMMIC PRODUCT IS WARRANTED TO THE ORIGINAL PURCHASER FOR A PERIOD OF ONE YEAR FROM THE INITIAL DATE OF INSTALLATION.

This LIMITED WARRANTY covers defects in the material and/or workmanship, and includes labor for replacement of defective parts, provided repairs are performed by an authorized service agency.

The CUSTOMER must inform the Service Agency of the possibility of warranty coverage and provide a copy of the dated sales or delivery receipt BEFORE WARRANTY REPAIRS HAVE BEGUN. Replacement parts and accessories are warranted for ninety (90) days from the date of purchase when purchased separately and will be verified by dated sales receipt OR packing slip which lists that item. All parts or accessories replaced under warranty must be returned to the Service Agency.

THE FOLLOWING ARE "NOT" COVERED UNDER WARRANTY:

1. Damage caused by abuse, misuse, dropping, or other similar incidental damage caused by or as a result of failure to follow assembly, operating, cleaning, user maintenance, or storage instructions. This includes:
 - a. Damage caused by immersion or splashing of the motor or electronic components in liquid or food.
 - b. Damage caused by power surges, or connection to incorrect voltage.
 - c. External physical damage to power cord or control interface.
 - d. Damage caused by improper or insufficient cleaning procedures (machines must be cleaned daily after each use). Refer to the user manual for proper care instructions.
 - e. Damage to couplers caused by improper installation of attachments, impact of the machine being dropped and the coupler hitting a hard surface, or damage to a coupler caused from the blade hitting a solid object such as a spoon.
2. Material or labor to sharpen or replace knife assemblies or blades which have become dull, chipped, or worn due to normal use.
3. Material or labor to renew or repair scratched, stained, chipped, dented or discolored surfaces, blades, knives, attachments, or accessories.
4. Labor charges to install or test attachments or accessories (i.e., bowls, slicing disks or grids, blades, or attachments) which are replaced for any reason.
5. Charges to change Direction-of-Rotation of Three-Phase electric motors (INSTALLER IS RESPONSIBLE).
6. SHIPPING DAMAGE IS NOT COVERED BY WARRANTY. Visible and hidden damages are the responsibility of the freight carrier. The consignee must file a damage claim promptly against the carrier, or upon discovery in the case of hidden damage. KEEP ALL ORIGINAL CONTAINERS AND PACKING MATERIALS FOR CARRIER INSPECTION.
7. The warranty will not be honored for SAMMIC commercial equipment used in residential or non-commercial applications.

SAMMIC or any of their affiliates, distributors, officers, directors, agents, employees, or insurers will not be obligated for consequential or other damages, losses, or expenses in connection with or by reason of the use of or inability to use the machine for any purpose. SAMMIC reserves the right to deny a warranty claim after evaluation of all information pertaining to the equipment claim request. SAMMIC reserves the right to replace damaged equipment with new or refurbished equipment under warranty. SAMMIC reserves the right to replace only the defective component. Replacement equipment will retain only the remainder of the original warranty period of the equipment it replaced.



SAMMIC USA Procedure for Warranty Claims

All warranty repairs must be performed by an authorized SAMMIC warranty facility or pre-approved by SAMMIC’s Service Department before work is done. If initial troubleshooting determines that a warranted unit may be repaired in one to two (1-2) labor-hours or less, warranty parts and service will be dispatched to the end-user location for on-site repair. In the case of small units such as sous vide or immersion blenders, or if the repair is anticipated to take more than two (2) labor-hours, SAMMIC may opt to ship a new or refurbished unit along with a RMA and return label to the end-user to replace the defective unit. If a replacement unit is not available, SAMMIC may opt to repair the defective unit at SAMMIC USA HQ in Evanston, IL. The end-user has thirty (30) days to return the defective unit, or they will be responsible for the cost of the replacement unit. Upon evaluation of the defective unit by an authorized SAMMIC service technician, or the SAMMIC Service Department, if the nature of the damage falls under the category of “not covered under warranty” listed in the SAMMIC warranty policy, the end-user will be responsible for the cost of the parts, labor-time and travel used to conduct the repairs, up to the cost of a complete unit, and any shipping costs incurred for the return or replacement of the defective unit.

To preserve the manufacturer’s warranty, dealers and customers must carefully follow applicable user manuals when maintaining or operating SAMMIC products. Unauthorized repairs or alterations, use of parts not provided by SAMMIC or failure to follow manufacturer’s user manuals will result in void of warranty.

Upon notice of warrantable failure, information should be gathered specific to the cause and results of the failure. Warranty claim requests must be filed within thirty (30) days of failure.

All claims for parts and/or labor shall be made through the SAMMIC corporate offices. The defective part, for which labor reimbursement is claimed, together with the service invoice, must be returned to SAMMIC within fifteen (15) days from date of service to be eligible for labor and parts warranty coverage. All replacement parts must be approved SAMMIC parts. All claims shall include the product model number, serial number, original date of installation, customer identification and a description of the problem.

FOR WARRANTY ASSISTANCE PLEASE CONTACT:

Tel.: +1 (224) 307-2232 Ext: 223 (SAMMIC Service Department)

Or e-mail: service@sammic.com

Please complete the following and retain for your record

Customer: _____ Distributor/Dealer: _____

Model: _____ Serial Number: _____

Installation Date: _____



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