Follett® Dispenser, Ice Machine, Refrigerator and Freezer Warranty

U.S.A. / Canada

Symphony Plus™ ice and water dispensers, Maestro Plus™ and Horizon™ ice machines, Ice Manager™ diverter valve system

Follett LLC warrants to the original end user that all parts shall be free from defects in material and workmanship under normal use and service for a period of 3 years from the date of installation. Date of installation shall not exceed 90 days from date of shipment. Parts and labor for repair within this 3 year period are covered under this warranty.

The compressor shall be covered for an additional 2 years (parts only), for a total of 5 years from the date of installation.

Vision™ ice and beverage dispensers

Follett LLC warrants to the original end user that all parts shall be free from defects in material and workmanship under normal use and service for a period of 2 years from the date of installation. Date of installation shall not exceed 90 days from date of shipment. Parts and labor for repair within this 2 year period are covered under this warranty.

ID650 high capacity ice dispenser

Follett LLC warrants to the original end user that all parts shall be free from defects in material and workmanship under normal use and service for a period of 2 years from the date of installation. Date of installation shall not exceed 90 days from date of shipment. Parts and labor for repair within this 2 year period are covered under this warranty.

Removal of ice machine to service bin and any labor costs incurred are expressly excluded from this warranty.

Medical-grade refrigerators and undercounter freezers

Follett LLC warrants to the original end user that all parts shall be free from defects in material and workmanship under normal use and service for a period of 2 years from the date of installation. Date of installation shall not exceed 90 days from date of shipment. Parts and labor for repair within this 2 year period are covered under this warranty.

The compressor shall be covered for an additional 3 years (parts only), for a total of 5 years from the date of installation.

WARRANTY CONDITIONS

1. Warranty labor must be performed by the local Follett authorized service agent.
2. The equipment has been installed and operated in compliance with instructions provided by Follett.
3. Malfunctions or damage due to alterations, improper operation, outdoor use, neglect, vandalism, fire, acts of God, or any situation beyond the control of Follett are expressly excluded from this warranty.
4. Follett reserves the right to require that any parts covered under this warranty be returned to Follett prepaid and verified as defective upon examination.
5. Any damages resulting from shipment of the unit are expressly excluded. Follett advises customers to carefully examine all shipments prior to acceptance and note all potential damage concerns on the appropriate shipping papers.
6. Excess labor charges resulting from security clearance procedures, safety training, travel time greater than one hour or 50 miles (80 km), premium time labor; after hours, weekends, holidays, etc., will not be covered by Follett LLC and are the responsibility of the equipment owner.

This warranty is expressly made in lieu of other warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose except as provided in the warranty with respect to defects in material and workmanship. Follett LLC will not be liable for any consequential damages, expenses, connecting or disconnecting charges, or any losses or damages resulting from a defect of the machine. Questions concerning this warranty should be directed to Follett LLC, technical service at (877) 610-5086 or +1 (610) 252-7301.

Maestro, Horizon, Symphony, Ice Manager and Vision are trademarks of Follett LLC.
Follett is a registered trademark of Follett LLC, registered in US.

Innovative solutions, inspired by ice

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