

# Warranty

Foodservice & Retail



Thank you for purchasing a Zumex product. We hope our product will provide you with an excellent service for many years. To this end, Zumex submits all its products and accessories to demanding controls, in order to guarantee their quality and safety, in compliance with the strictest regulatory requirements.



\* See the range of certified products.

As manufacturers of the equipment you have purchased, we are convinced of its excellent quality, and hope that you will not require any technical assistance for a long time. However, if you need information, tips on use, technical support and/or spares, both inside and outside the warranty period, we will be pleased to answer your queries at [www.zumex.com](http://www.zumex.com). Do not hesitate to visit our website and consult any doubts you may have.

The Zumex product you have purchased is covered by the warranty terms and conditions set out below.

### Basic Warranty Conditions

Zumex guarantees the excellent quality of the new product you have purchased and that it shall be in good working order for 2 years as from the purchase date. The warranty period is expandable to 5 years, subject to product registration on our website within the first 3 months of purchase.

This warranty offered to you by Zumex as manufacturer, is independent of the rights you have vis-à-vis the seller, derived from the sale-purchase of your new equipment.

Please read this document carefully and if you have any doubts, contact us at [service@zumex.com](mailto:service@zumex.com)

### What does the warranty cover?

This warranty comprises the right to replace any component of the new product purchased by you free of charge, if such component should have a manufacturing or assembly defect or operating fault, so long as this is due to a manufacturing fault that represents a deficiency in its normal operation.

For this Zumex warranty to become effective, you must provide proof of the date of purchase of the equipment, the model and serial number, via the relative purchase invoice. To this end, and to offer you a better service, we recommend you register your products during the first days of use; you only have to enter the **Customer Service/Product Registration** section at [www.zumex.com](http://www.zumex.com) and complete the form. It is a simple process that will help you manage your warranty and will enable us to offer you a faster and more personalised service, providing for your needs better.

Zumex may ask you, at any time, to send the faulty part whose replacement you are requesting, in order for Zumex to verify the defect. Its shipment will be a compulsory requirement for the validity of this warranty.

### **What does the warranty not cover?**

Given that Zumex, as product manufacturer, cannot assume responsibility for certain aspects of its machine that are not related to our activity, there are certain faults and damage that this warranty cannot cover.

The product User Manual explains all the recommendations for its installation and use, as well as to obtain maximum performance. Please make all the verifications indicated therein. Any flaw, damage or operating deficiency caused by incorrect installation or by improper use, shall be excluded from this warranty. Therefore, it is very important for you to read the User Manual carefully. If you wish you can look it up on Customer Service/Contents section at [www.zumex.com](http://www.zumex.com)

In any case, the following are excluded from the coverage of this warranty:

- The service provision (travel), manpower and transport concepts.
- Solution of faults produced by causes that are unrelated to the design or manufacture of the machine (for example, electricity supply cuts), or that are caused by improper use.
- Repair of defects in the appliance caused by damage not attributable to the manufacturer, due to external conditions, flaws caused by knocks or impacts, damage caused by weather conditions or other natural phenomena, as well as external influences such as voltage and/or pressure surges.
- Repair due to use contrary to the purpose defined by the manufacturer, as well as improper handling or effort, use of inappropriate chemical agents or washing products, damage caused by chemical or electrochemical effects of the water, as well as due to incorrect installation or assembly, due to general unusual environmental conditions or due to improper maintenance of the equipment, due to failure to observe the care and cleaning tasks indicated in the instructions for use.
- Replacement or repair of parts affected by wear, included in the normal maintenance and cleaning of the product; and those that the manufacturer recommends should be replaced within a specific period of time or number of work cycles.
- Replacement or repair of fragile parts and/or plastic parts (for example wedges, handles, covers, containers, spouts, etc.) when their fault or breakage is not attributable to a manufacturing defect.

Finally, the warranty would be cancelled if the machine is opened or handled by people not authorised by Zumex; or if additional parts or accessories that are not Zumex originals are replaced or used.

## Important

To be entitled to this warranty, it will be essential to provide Zumex Group S.A. with proof of the date of receipt of the new product by you, by providing the purchase invoice. Please keep the purchase invoice.

Register your product at [www.zumex.com](http://www.zumex.com) enter the Customer Service/Product Registration section during the first days of use to offer you a better service and help you manage your warranty.

This warranty is international and will be applicable to all products in any country where there Zumex Group S.A. has an authorised dealer, offering the guarantees contained in this document. Look up our distribution network at [www.zumex.com](http://www.zumex.com).

Except for the express warranties set forth above, Zumex grants no other warranties, express or implied, by statute or otherwise, regarding the product, fitness for any purpose or otherwise. To the extent that permitted by the local laws, Zumex shall not be liable for the any defect, inconvenience, loss or any other consequential damage, arising out of the use, or inability to use the product or breach of any express or implied warranty.

Welcome to Zumex, we hope you will enjoy your product.

\*Warranty conditions applicable to products sold from 1 June 2016. The warranty extension is subject to product registration within 3 months after purchase.