



# Warranties

All equipment manufactured by Wells is warranted against defects in materials and workmanship for the time periods listed in the chart below starting from the date the equipment is placed into service and is for the benefit of the original purchaser.

LIMITED WARRANTIES		
EQUIPMENT	PARTS	LABOR
Universal Ventless Hoods	2 YEARS	1 YEAR
Canopy Hoods	2 YEARS	1 YEAR
Induction Ranges	2 YEARS	1 YEAR
Water Saver Heated Dishwasher	2 YEARS	1 YEAR
Cook 'n Hold	2 YEARS	1 YEAR
All Built-In Warmers	2 YEARS	1 YEAR
Heavy-Duty Built-In Drawer Warmers	2 YEARS	1 YEAR
Countertop Warmers	2 YEARS	1 YEAR
Oil Caddy	1 YEAR	1 YEAR
Other	1 YEAR	1 YEAR

THE FOREGOING OBLIGATION IS EXPRESSLY GIVEN IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY EXCLUDED. WELLS SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSSES FROM ANY CAUSE WHATSOEVER.

This warranty is void if it is determined that upon inspection by an authorized service agency that the equipment has been modified, misused, misplaced, improperly installed, or damaged in transit or by fire, flood or act of God. It also does not apply if the serial nameplate has been removed or service is performed by unauthorized personnel. The price charged by Wells for its products are based upon limitations in this warranty. Seller's obligation under this warranty is limited to the repair of defects without charge to Wells' factory authorized service agency or one of its sub-agencies. This service will be provided on customer's premises for non-portable models. Portable models (countertop models with a cord and plug) must be taken or shipped to the closest authorized service agency, transportation charges prepaid for service. In addition to restrictions contained in this warranty, specific limitations are shown in the Service Policy and Procedure Guide. Wells' authorized service agencies are located in principal cities. Please visit our website to locate an authorized service agent at [www.wellsbloomfield.com](http://www.wellsbloomfield.com). This warranty is valid in the United States and Canada and void elsewhere. Please consult your classified telephone directory, your foodservice equipment dealer or for more information and other details concerning warranty write to:

Service Parts Department  
10 Sunnen Dr.  
St. Louis, MO 63143  
Phone: (314) 678-6314  
Fax: (314) 781-5445

[parts@wellsbloomfield.com](mailto:parts@wellsbloomfield.com)  
[www.wellsbloomfield.com](http://www.wellsbloomfield.com)

## WELLS SERVICE POLICY AND PROCEDURE GUIDE ADDITIONAL WARRANTY EXCLUSIONS

- Resetting the safety thermostats, circuit breakers, overload protector or fuse replacements.
- All problems due to operation at voltages other than specified in equipment nameplates – conversion to correct voltage and phase are the customer's responsibility.
- All problems due to electrical connections not made in accordance with the electrical code requirements and wiring diagrams supplied with the equipment.
- Calibration of heat controls- replacement of items subject to normal wear to include such items as: Knobs, light bulbs, baskets & grids.

Normal maintenance functions including lubrication, adjustments to airflow, thermostats, door mechanisms, micro switches, burners and pilot burners and replacement of fuses and indicating lights are not covered by warranty.

- All fry pots welded in the field.
- Damage caused by lack of proper cleaning and maintenance, abrasion, hard-water (high in mineral content) and chlorides or caustic cleansers is not covered by warranty.
- Travel mileage is limited to fifty (50) miles from an Authorized Service Agency or one of its sub-agencies.
- All labor shall be performed during regular working hours. Overtime premium will be charged to the buyer.
- All genuine Wells replacement parts are warranted for ninety (90) days from the date of purchase on non-warranty equipment. This parts warranty is limited to replacement of the defective part. Any use of non-genuine Wells parts completely voids any warranty.
- Installation, labor and job checkouts are not considered warranty.
- Charges incurred by delays, waiting time or operating restrictions that hinder the service technicians' ability to perform service are not covered by warranty. This includes institutional and correctional facilities.
- The equipment is not properly installed, adjusted, operated and maintained in accordance with National and local codes, and in accordance with the instructions provided with the product.
- All removable parts in Gas Char-broilers, including but not limited to burners, grates, radiants, and valves, are covered for a period of six months only.

