

Warranty



LIMITED WARRANTIES

Floor Cases, Wall Cases, self-selection Cases and Accessibles Cases

CSC Worldwide warrants its products to be free of defects in material and workmanship. This warranty shall extend for a period of 1 year from the date of delivery. This warranty does not apply to parts, which through normal use, require replacement during the warranty period. CSC Worldwide will repair or replace defective parts covered by this warranty through the use of local CSC authorized refrigeration service agencies and/or service agencies. For any material purchased by CSC Worldwide, this warranty will be limited to the warranty offered by CSC Worldwide's suppliers or the material, but shall not enlarge CSC Worldwide's warranty beyond that stated herein.

Refrigerated Cases Standard One Year Limited Parts Warranty

CSC Worldwide warrants to the original purchaser all refrigeration equipment which it manufactures and sells to be free from defects in material and workmanship, under normal use and service, for a period of one year from the date of installation or period of eighteen 18 months from the date of original shipment, whichever is shorter. Under this warranty, CSC Worldwide will, at its option, repair or exchange without charge, any defective part, excluding driers and refrigerant. In no case shall the labor or removing or replacing the motor-compressor or parts thereof be the responsibility of CSC Worldwide.

One Year Service Labor/Parts Warranty

In addition to the Standard One Year Limited Warranty and the Standard One Year Motor Compressor Warranty, and only on receipt of the completed warranty, validation card which accompanies each unit as part of a package marked for the attention of the owner, CSC Worldwide, subject to the conditions described below, warrants to the original purchaser of refrigerated equipment which it manufactures and sells, where the condensing units and motor compressor are self contained and not supplied for remote installation, that it will reimburse service labor/parts costs associated with a defect in material or workmanship, under normal use and service, for a period of one year from the date installation or a period of eighteen months from the date of original shipment, whichever is shorter. In no case shall the labor of removing or replacing the motor-compressor or parts thereof be the responsibility of CSC Worldwide.

Four Year Display Door Warranty

CSC Worldwide warrants to the original purchaser for a period of four years, from date of delivery, rear sliding display doors on dry and refrigerated floor cases for the Classique and American Series Floor Cases product lines. Columbus will replace any defective doors, within the above mentioned guideline, if the defect was caused by normal use. Defective doors must be returned to CSC Worldwide within 14 days after receipt of replacement doors for a full refund.

NOTE: CSC WORLDWIDE PRODUCTS ARE UL LISTED. ALL CSC WORLDWIDE BAKERY CASES ARE MANUFACTURED TO MEET THE SANITATION CRITERIA OF UL AND NSF. CSC WORLDWIDE IS A MEMBER OF THE NATIONAL ASSOCIATION OF STORE FIXTURE MANUFACTURERS AND COMMERCIAL REFRIGERATION MANUFACTURER'S ASSOCIATION.

CSC WORLDWIDE DOES NOT WARRANT LOSS OF FOOD PRODUCT OR SALES REVENUE.

4401 Equity Drive
Columbus, Ohio 43228
tel +1 614-850-1460
fax +1 614-850-0741
www.cscww.com

Service Agent:

- Determine the warranty status of the machine.
- Service the product according to the warranty status
- Complete the warranty parts tag (when more than one part is claimed on a single claim form).
- Immediately return part, tags and if labor charges are applicable, a completely itemized service invoice
(with the user's phone number and signed by the user) to the distributor.
Claim can be rejected for lateness.

CSC Worldwide:

- All claims will be processed as rapidly as possible.
- Claims which are incomplete, inaccurate or do not comply with requirements and limitations will be rejected and returned to the customer with an explanation.
- Acceptable labor claims will be reviewed for compliance with Rate Book instructions and limitations.
- Appropriate credit will be issued to the distributor account for all accepted claims.
- The customer will receive a copy of each credit invoice noting the Warranty Claim Form number.
- Some customers will be contacted to verify satisfactory warranty and service coverage.
- All parts replaced by vendors/contractors must be authorized CSC parts.
Unauthorized parts will void all warranty.