

# LIMITED WARRANTY

The **DUKE MANUFACTURING CO.** warrants to the purchaser of this product that the same shall be free from defects in material and workmanship for a period of one (1) year. The warranty period commences with the date of installation, or six (6) months from date of shipment from the factory, whichever is sooner. Refrigeration compressors carry an additional four (4) year replacement warranty not to include labor and freight. **Duke Manufacturing** will bear the labor and parts expense during the warranty period, which applies only to products used within the United States, Canada and Mexico. All labor and parts expense after the expiration of the warranty shall be the responsibility of the end user.

All warranty labor is to be authorized by the factory. All defective parts covered by warranty must be returned to the factory designated on Duke's **RETURN GOODS AUTHORIZATION** form. This form must be requested prior to such return. Restocking charge of 20% applies to goods. Invoices totaling \$50.00 net or less are nonreturnable. All inquiries concerning this warranty or any return of goods must be directed to **DUKE MANUFACTURING CO.**, 2305 N. Broadway, St. Louis, MO 63102.

**Duke Counter Top Warmers (ACTW-I) must be taken to an authorized service provider for ALL warranty services.**

The warranty includes travel time to portal, not to exceed 100 miles round trip, or two hours total travel time. The warranty requires that all labor must be performed during regular work hours. Overtime premiums will be charged to the owner. The warranty does not apply to any equipment or component parts which have been subjected to shipping damage, improper voltage, improper installation, alteration, abuse, or misuse. The warranty does not cover routine maintenance activities, any failure that results from lack of, or improper equipment maintenance activities. The warranty does not cover any loss of business profits, any loss of food, or other products, or damage to property due to electrical, gas or mechanical malfunction or to any incidental or consequential damages of Purchaser or any third party. Damage due to floods, fire or other acts of God also are not covered.

**DUKE MANUFACTURING CO's**, liability hereunder is limited to the purchase price of the goods. Purchaser's sole and exclusive remedy is the repair, replacement, or refund of the purchase price on nonconforming goods or parts.

To the extent allowed by law any express warranties or any implied warranties or merchantability or fitness are limited to the replacement guarantee above and any other warranty is disclaimed.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to Purchaser. This warranty gives the Purchaser specific legal rights. Purchaser may also have other rights, which may vary from state to state.



"Your Solutions Partner"

**Duke Manufacturing Co.**  
**2305 N. Broadway • St. Louis, MO 63102**  
**800.735.3853 • 314.231.1130**  
**314.231.5074 fax**  
**www.dukemfg.com**

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## Gas and Electric Convection Ovens

The **DUKE MANUFACTURING CO.** warrants to the original buyer that its Convection Ovens shall be free from defects in workmanship and materials for the period specified in this warranty.

### STANDARD PRODUCT WARRANTY PERIOD

**1 Year, Limited Parts and Labor**

**10 Year, Limited Door Warranty**

### OPTIONAL 2 YEAR LIMITED PARTS AND LABOR WARRANTY

The warranty period commences with the date of installation of the oven, or six (6) months from date of shipment from the factory, whichever is sooner. All labor and parts expenses after expiration of the warranty shall be the responsibility of the end user. **DUKE MANUFACTURING CO.** will bear the labor and parts expense during the warranty period, which applies only to products used within the United States, Canada and Mexico.

The warranty includes travel time to portal, not to exceed 100 miles round trip, or two hours total travel time. Repairs to the oven due to abuse, misuse, handling or harsh chemical action are not covered. Removal of the identification rating plate voids the warranty, as does operation at incorrect voltage. Unauthorized modifications made to the oven by any party also void the warranty. Damage due to floods, fire or other acts of God also are not covered. This warranty does not cover routine maintenance activities, any failure that results from lack of, or improper equipment maintenance activities. Adjustments, such a leveling, calibration or tightening of fasteners normally associated with the installation related to plumbing, electrical or gas connections are the responsibility of the installer.

The door to the oven is warranted for a period of ten (10) years, with the exception of wear items and the glass window. No labor, travel, or adjustments are included in the ten-year warranty.

To the extent allowed by law, any express warranties or any implied warranties of merchantability or fitness are limited to the replacement guarantees above and any other warranty is disclaimed.

Certain states disallow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to the Purchaser. This warranty gives the Purchaser specific legal rights. The Purchaser may also have other rights, which vary from state to state. This warranty and the obligations assumed by **DUKE MANUFACTURING CO.** are exclusive and in lieu of all other liabilities and warranties, expressed or implied. **DUKE MANUFACTURING CO.** shall not be liable, directly or indirectly, for consequential or incidental damages, including, but not limited to, any loss of business profits. Damages incurred or suffered from, in connection with repairs made to the oven by persons or firms not specifically authorized to do so by **DUKE MANUFACTURING CO.** are not the responsibility of **DUKE MANUFACTURING CO.**



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