

Winco[®] EQUIPMENT



SPECTRUM[™]

KATTEX[™]

BENCH
MARK★USA[™]



1. Limited Warranty Policy

WINCO[®] warrants to the original purchaser that all new equipment, when installed in accordance with WINCO's instructions and operated under normal conditions within North America, shall be free from defects in material and workmanship for a period of one (1) year.

The labor coverage under this warranty extends for one (1) year from the date of original installation, or eighteen (18) months from the date of shipment from the factory, whichever occurs first.

2. Warranty Coverage

WINCO's sole obligation and liability under this warranty is limited to the repair or replacement of equipment or parts determined to be defective in material or workmanship during the applicable warranty period.

WINCO shall not be liable for any incidental, consequential, or special damages arising from the use or inability to use the equipment or parts. This includes, but is not limited to:

- Damage to or loss of property
 - Personal injury
 - Business interruption or loss of revenue
 - Any other economic or exemplary/statutory damages
- Whether arising from negligence, warranty claims, strict liability, or other legal theory.

3. Extended 2-Year Warranty – Select Models Only

Select models are covered under an Extended Limited Warranty of Two (2) Years from the date of purchase, or twenty-seven (27) months from the date of factory shipment, whichever occurs first.

This extended warranty covers both parts and labor for the duration of the warranty period, provided the equipment is installed and maintained in accordance with WINCO's specifications. All other standard conditions, limitations, exclusions, and void criteria outlined in this warranty policy apply to these models as well.



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4. 5-Year Limited Fryer Tank Warranty – NGGF Series

WINCO® provides a 5-Year Limited Warranty on the fryer tank component of its NGGF Series Fryers, covering both LP (Liquid Propane) and NAT (Natural Gas) models.

This warranty protects against leaks or structural defects in the fryer tank caused by faulty materials or workmanship under normal use and proper maintenance.

Coverage Terms:

- The warranty is valid for five (5) years from the date of purchase, or sixty-three (63) months from the date of factory shipment, whichever occurs first.
- During the first year, the fryer tank is covered for both parts and labor.
- After the first year, the warranty will cover parts only for the remainder of the warranty period (years 2 through 5).
- This warranty applies only to the fryer tank. It does not cover surrounding components, accessories, or any failure caused by improper installation, lack of maintenance, or misuse.
- Labor, travel, or freight charges incurred after the first year are the responsibility of the purchaser. The warranty is valid for five (5) years from the date of purchase, or sixty-three (63) months from the date of factory shipment, whichever occurs first.

All other components of the NGGF Series fryer are covered under WINCO's standard one-year equipment warranty unless otherwise specified.

This extended tank warranty is subject to all general terms, conditions, exclusions, and void criteria outlined in the full WINCO® Limited Warranty Policy.

5. Replacement Parts Warranty

Replacement parts provided under this warranty are covered for a period of ninety (90) days from the date of installation, or for the remainder of the original equipment's warranty period—whichever is longer. This applies only to parts supplied by WINCO and installed by an authorized service provider.

Additionally, replacement parts purchased separately outside the original warranty period are covered under a 90-day parts-only warranty from the date of purchase. This warranty covers defects in material or workmanship but does not include labor, travel, or diagnostic services.

6. Eligibility and Exclusions

This warranty applies only to the original purchaser who acquires the equipment from an authorized retail dealer. It is non-transferable and does not extend to any subsequent owners.

The warranty does not cover failures resulting from:

- Improper or insufficient maintenance
- Misuse, neglect, or abuse
- Fire, excessive water exposure, or acts of nature
- Improper setup, installation, or use
- Use of non-WINCO parts or components
- Normal wear and tear

Routine maintenance is not covered under this policy.



7. Warranty is Void if:

Warranty coverage will be voided under the following conditions:

- Installation was not performed in accordance with WINCO's specifications or instructions
- Equipment was not registered within 30 days of installation using the WINCO Installation/Warranty Registration Form
- Repairs or modifications were performed by unauthorized service providers or individuals
- Non-OEM or non-WINCO parts were installed
- Equipment was moved, resold, or transferred from the original installation site without prior written approval from WINCO
- Equipment is installed or operated in any **prison, jail, detention center, or correctional facility**
- The **serial number plate is removed, defaced, or altered**
- Damage resulted from deliberate misuse, vandalism, or operation outside of intended commercial use

8. Items Not Covered Under Warranty

The following items are not covered under this warranty, as they are considered consumable or wear-and-tear components that are expected to require replacement during normal operation:

- Light bulbs and indicator lamps
- Fuses
- Glass panels and doors
- Gaskets and seals
- Door hinges, handles, and knobs
- Rubber feet and casters
- Paint, decals, and cosmetic finishes
- Racks, trays, baskets, and accessories
- Cleaning or maintenance-related items

Additionally, damages or failures caused by neglect, misuse, abuse, or improper cleaning of these components are not covered.

9. Disclaimer of Other Warranties

This warranty is exclusive and in lieu of all other warranties, whether expressed or implied. WINCO expressly disclaims any implied warranties of merchantability and any warranty of fitness for a particular purpose, whether expressed or implied.

10. Field Service Travel Policy

For field serviceable equipment, a WINCO Authorized Service Agency (ASA) must be available within a 50-mile radius (100-mile round trip) of the operator's location to qualify for full warranty coverage.

The **purchaser is responsible for travel charges exceeding the 50-mile radius (100-mile round trip)** from the equipment's location. This applies to all equipment models designated by WINCO as field-serviceable under warranty.

11. Warranty Service

DO NOT send unit to WINCO® without first contacting our customer service department: 973-295-3899.

To initiate warranty service please visit our online portal:

<https://www.winco.us/contact-us/product-technical-support>

Please provide or have the following information available:

- Contact Name, E-mail, and Phone Number
- Company/Organization Name
- Model Number
- Serial Number
- Pictures or Supporting Documentation
- Proof of purchase is required to extend warranty more than 1 year from date of shipment from the factory.

THE FOREGOING WARRANTY PROVISIONS ARE A COMPLETE AND EXCLUSIVE STATEMENT BETWEEN THE BUYER AND SELLER. WINCO® NEITHER ASSUMES NOR AUTHORIZES ANY PERSONS TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SAID EQUIPMENT.



If having trouble or unable to scan, enter the web address to access the online portal.

12. Disclaimer

Winco commercial cooking equipment is designed and intended for use in commercial and industrial kitchen environments only. Use of this equipment in a residential setting is strictly prohibited and will void all warranties. Winco assumes no responsibility for any damages, malfunctions, or safety issues resulting from residential use. Warranty claims for units installed or operated in non-commercial settings will be automatically denied.