

# WARRANTY POLICY

## LANG COMMERCIAL EQUIPMENT



LANG | A DIVISION OF STAR INTERNATIONAL HOLDINGS, INC.

### LIMITED ORIGINAL COMMERCIAL EQUIPMENT WARRANTY

Star Manufacturing ("Star") warrants new products to be free from defects in material and workmanship for a period of one (1) year from the date of original installation, except as noted below. Should any part thereof become defective as a result of normal use within the period and limits defined below, then at the option of Star such parts will be repaired or replaced by Star or its Authorized Service Agency. This warranty is subject to the following conditions:

Repairs under this warranty are to be performed by a Star Authorized Service Agency. Star will not be responsible for charges incurred or service performed by non-Star Authorized Agencies. In all cases the closest Star Authorized Service Agency must be used.

Star will bear normal labor charges incurred in the repair or replacement of a warranted Product within 50 miles (80km) of an authorized service agency. Time and travel charges in excess of 50 miles (80km) will be the responsibility of the Buyer. All lab or shall be performed during regular working hours, with overtime premium charged to the Buyer. For all shipments outside the United States and Canada, contact factory for International Warranty conditions.

No mileage or travel charges are allowed on portable units after the first day of use. Equipment with cord and plug and weighing less than 70 pounds is considered portable and should be taken to the closest Star service agency, transportation prepaid.

This warranty does not apply to any Product(s) which have not been used, maintained or installed in accordance with the directions published in the appropriate installation and operation manuals. Star will bear no responsibility or liability for any Product(s) which have been mishandled, abused, misapplied, subjected to harsh chemical action, modified by unauthorized personnel, damaged by flood, fire or other acts of nature, or which have altered or missing serial numbers.

It is the responsibility of the Buyer to inspect and report shipping damage claims, hidden or otherwise, promptly following delivery of equipment.

### WARRANTY EXCLUSIONS

- Installation, labor and job checkouts, calibration of heat controls, air and gas burner adjustments, gas or electrical system checks, voltage and phase conversions.

LIMITED WARRANTIES		
PRODUCTS	PARTS	LABOR
- Lang ChefSeries Convection Ovens	3	2
- Lang Strato Series Convection Ovens	2	2
- Lang Convection Oven Doors	Lifetime	2 yrs additional
- ALL Chrome Surfaced Griddles	5	-
- Lang LG Griddles, Ultra-Max Griddles, Charbroilers & Hotplates	3	3
Star-Max Fryers, Griddles, Charbroilers & Hotplates	2	2
LavaRock Charbroiler grates, burners & burner shields	180 Days	-
Original Star parts sold to repair Star equipment	90 Days	-

- Broken or damaged glass components, quartz heating elements and light bulbs unrelated to shipping damage, following the first day of use.
- Labor charges for all removable parts in Gas Charbroilers and Hotplates, including but not limited to burners, grates and radiants.
- Labor charges incurred by delays, waiting time or operating restrictions that hinder the ability of service technicians ability to perform service, including institutional and correctional facilities.
- Replacement of items subject to normal wear, such as but not limited to: knobs, bulbs, fuses, quartz heating elements, baskets and racks.
- Damage incurred from improper installation, misuse, incorrect voltage or gas, or operated contrary to the Installation and Operating instructions.
- Any loss of business or profits