



SERVICE BULLETIN

Pitco/MagiKitch'n/Anets/Perfect Fry
Concord, NH 03301
Tel: (603)225-6684
Fax: (603)225-8497

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Applies To:
Perfect Fry Warranty

Subject:
Modified warranty terms

*****UPDATED WARRANTY TERMS*****

The Perfect Fry warranty terms have changed. Effective January 1, 2018, serial number E18AA000000 and later will have the following warranty:

- One year from date of purchase or 15 months from date of shipment full part and labor warranty.
- Year two, the controller (2WS802) will carry a part only warranty. The customer would be responsible for labor and shipping costs.

All serial numbers **PRIOR** to E18AA000000 will still carry the original warranty of first year part and labor, second year part only and third year controller part only.

Please refer to the attached Perfect Fry Warranty for the full terms of the new warranty. You can also view the warranty terms online at <https://www.perfectfry.com/hubfs/PF%20Warranty.pdf>

THANK YOU,
Mark Therrien
Manager, Technical
Service and Parts
603-230-5515
mtherrien@pitco.com



ORIGINAL STANDARD EQUIPMENT LIMITED WARRANTY

Effective January 1, 2018, Serial Number E18AA000000

General Warranty

Perfect Fry warrants to the original purchaser of its commercial cooking appliances and related equipment that said appliances and related equipment will be free from defects in material and workmanship under normal use for a period of one (1) year from the date of installation, with appropriate documentation, to a maximum of fifteen (15) months from the date of manufacture, subject to the following additions, exceptions, exclusions and limitations.

What is covered

This warranty is limited to the repair or replacement at the Company's option, without charge, of any part found to be defective within the warranty period and reasonable expenses incurred for freight and material for the installation of such part; in addition, the Company's obligation shall be limited to reimbursement for normal labor on such parts.

Perfect Fry, Inc. agrees to pay the Authorized Service and Parts Distributor, for any labor and material required to repair or replace, at the Company's option, any part which may fail due to defects in material or workmanship during the above general warranty period.

Additional Part Only Warranty

After the end of the above general warranty, the computer is warranted to be free of defects for an additional one (1) year. This additional warranty only covers the cost of the part. Customer is responsible for all labor and shipping costs during this warranty period.

How to Keep Your Warranty in Force

- Make sure any shipping damages are reported immediately. Damages of this nature are the responsibility of the carrier and must be reported by the receiver.
- Install the appliance properly. This is the responsibility of the installer and the procedures are outlined in the manual.
- Register your equipment at www.perfectfry.com. This is necessary to start your warranty and to obtain the unlock code for the computer. The unlock code will be sent via email.
- Do not install the appliance in a home or residence.
- Maintain the appliance properly. This is the responsibility of the purchaser of the appliance and the procedures are outlined in the manual.
- Replace the air filter at regular intervals to prevent filter saturation. Record when the air filter is replaced in the Installation & Operations Manual. Also regularly inspect the door gasket for gaps, cracks and tears. Failure to do so could result in a non-warranty main fan failure due to grease build up.
- Adjustments, such as calibration, leveling, tightening of fasteners or plumbing or electrical connections normally associated with initial installation are outlined in the manual and are not covered under warranty.
- Damages as a result of fire, flood or other acts of God are not covered under this warranty.
- Use the appliance for what it is intended. If the appliance is used for a purpose other than for which it was intended or designed, resulting damages are not covered under the warranty.
- Make sure that the appliance has the correct voltage. If a failure is due to incorrect or erratic voltage, these damages are not covered under the warranty.
- Do not materially alter or modify the appliance.
- Do not obliterate, remove or alter the serial number rating plate.
- Use only Genuine OEM parts from Perfect Fry or its Authorized Parts and Service Distributors. Repairs are not covered by the warranty if non-OEM parts or non-Authorized Parts and Service Distributors are used.
- Failures that are not attributable to a defect in materials or workmanship are not covered.

This warranty specifically excludes parts which wear or would be replaced under normal usage, including, but not limited to, electric lamps, fuses, interior or exterior finishes, filters and gaskets.

Limits to the Warranty

Charges for mileage over one hundred (100) miles and travel time over two (2) hours from the Authorized Service and Parts Distributor are not covered under this warranty. Extended mileage charges are the responsibility of the individual or firm requesting these services.

If any oral statements have been made regarding the appliance, these statements do not constitute warranties and are not part of the contract of sale. This limited warranty constitutes the complete, final and exclusive statement with regard to warranties.

THIS LIMITED WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ALL OTHER WARRANTIES WHETHER WRITTEN, ORAL OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR WARRANTY AGAINST LATENT DEFECTS.

Limitations of Liability

In the event of a warranty or other claim, the sole obligation of Perfect Fry will be limited to the repair or replacement, at the Company's discretion, of the appliance or the component part. This repair or replacement will be at the expense of Perfect Fry except as limited by this warranty statement. Any repair or replacement under this warranty does not constitute an extension in time to the original warranty. Parts covered under this warranty will be repaired or replaced, at the Company's discretion, with new or functionally operative parts. The liability of Perfect Fry on any claim of any kind, including claims based on warranty, express or implied contract, negligence, strict liability or any other legal theories will be limited to the repair or replacement of the appliance. This liability will not include, and the purchaser specifically renounces any right to recover special, incidental, consequential or other damages of any kind, including, but not limited to, injuries to persons, damage to property, loss of profits or anticipated loss of the use of this appliance.

If any provision of this warranty is unenforceable under the law of any jurisdiction, that provision only will be inapplicable there, and the remainder of the warranty will remain unaffected. The maximum exclusion or limitation allowed by law will be substituted for the unenforceable provision.

How to Obtain Warranty Service

Direct your claim to the Perfect Fry Authorized Service and Parts Distributor, found at <http://perfectfry.com/service-map.aspx>, closest to you giving complete model and serial number, voltage and description of the problem. Proof of the date of installation and/or the sales slip may also be required. If there are questions about this procedure, write the National Service Manager, Perfect Fry, P. O. Box 501, Concord, NH. 03302-0501. USA

This warranty gives you certain specific legal rights; you may have other rights which vary from state to state.