

Statement of Warranty

All Winholt equipment, aluminum, plastic, steel and stainless steel, is guaranteed to be free from defects in materials and workmanship for one (1) year from the date of shipment from the Winholt Facility.

The warranty does not apply to equipment, which has been subject to accident, alteration, abuse, misuse, improper installation, maintenance or storage and adverse weather conditions. It excludes WinFab™ Custom Stainless Steel Fabrication projects covered under separate warranty.

Maintenance Tips for Finishes

Powder Coating - Powder coated products are primarily intended for indoor use. Clean by using a non-petroleum based cleaner.

Chrome Plating - Chrome plated products are suitable for indoor use. Chrome should be cleaned with a domestic grade, chrome cleaner. If chrome does come in contact with water, wipe with a clean dry cloth immediately.

Zinc Coated & Galvanized Steel - In most cases these products can be used outside. To clean mix ¼ cup dish soap in a gallon of hot water. Using a soft bristled brush, scrub the metal surface with firm, circular strokes. Rinse this off thoroughly with hot water and then wipe it dry using a lint free rag cloth. Clean away hard water stains from galvanized metal surfaces using a solution of equal parts white distilled vinegar and water.

Extended Warranty on Aluminum and Stainless Steel

Winholt Equipment Group provides a lifetime guarantee against rust or corrosion on all aluminum and stainless steel products for the period of time that the original purchaser owns the product. This guarantee is in effect provided that the product is used solely for its intended purpose, is cleaned and maintained periodically within accepted industry standards, and is cleaned with a cleaning agent generally accepted by the industry and in accordance with the label directions of the cleaning agent used.

Stainless Steel Maintenance Tips

When cleaning stainless steel products, use non-abrasive tools. Soft cloths and plastic scouring pads will not harm steel's passive layer. Always clean in the same direction of the manufacturers' polishing marks. Use alkaline chlorinated or non-chloride containing cleaners.

Aluminum Maintenance Tips

When cleaning aluminum products, use acids and non-abrasive tools. A natural acid like lemon juice with a little salt on a wet rag will clean and restore the aluminum. Rub gently (as the salt is slightly abrasive).

Winholt Power Equipment Warranty

Winholt warrants to the initial purchaser that all Winholt power equipment, including but not limited to Heater Proofers and Film Wrappers be free from defects in material or factory workmanship, under ordinary use for the purpose for which it is designed, for a period of (1) year from the date of shipment from the Winholt facility. Equipment will at our option be repaired or replacement part(s) furnished F.O.B. our factory. Warranty includes one (1) year labor from date of said shipment.

Return of component parts will not be accepted for credit without prior authorization of our Customer Care Department and then contingent upon our inspection. Warranty will not apply if, after examination, Winholt finds that the equipment or any part thereof was found defective through lack of purchaser's responsibility for maintenance or storage, shipping damage, accidental damage by moving or otherwise, improper voltage, misapplication or alteration by anyone other than ourselves, or use of unauthorized parts. Warranty does not apply to glass, plastic, light bulbs, gaskets, or heater elements.

Prior to any service agency performing warranty labor, Winholt's Customer Care Department must be contacted to provide a "Service Authorization" (SA) number. Winholt assumes no responsibility for any charges that were not expressly authorized by it or for any charges that exceed in Winholt's sole judgement, normal and customary amounts. If service is required during overtime the difference between overtime and standard labor rates shall be paid by the purchaser. Warranty does not apply if payment has not been received for the equipment at the time a claim is made or if the Winholt serial number has been removed.

Warranty Exclusions and Limitations: Warranty applies only within the United States, equipment outside the United States shall have parts coverage only.

Administration of Warranty

For assistance in filing a claim, contact Winholt's Customer Care Department at 800.444.3595. Hablamos Español. All claims must be filed in writing and can be sent via: e-mail to customerservice141@winholt.com, faxed to 516-921-0538 or mailed to Winholt Equipment, 1169 North Great Southwest Parkway, Grand Prairie, Texas 75050, Attention: Customer Care Department. If deemed necessary by Winholt, the product must be returned to a Winholt factory designated by Winholt, at the owner's expense for inspection and approval of the claim.

This warranty supersedes any other warranties implied or expressed. Warranty will not apply if purchaser is delinquent in payment of the equipment at the time claim is made or if our serial number has been removed from the equipment. Except as herein above set forth no other warranty is made. This warranty being exclusive and in lieu of all other warranties, expressed, implied or statutory, including without limitation implied warranties of merchantability or fitness. In no event shall the Company be liable for any delay in the performance of this warranty due to causes beyond its control. The Company shall in no event be liable for any consequential; special or contingent damages for breach of warranty or otherwise.