



**Frozen Beverage Dispensers**

EVERYONE LOVES FROZEN™

*FBD Hong Kong Limited*

## **PARTS AND EQUIPMENT LIMITED WARRANTY**

### **What is covered:**

FBD Hong Kong, Ltd. ("FBD") warrants new equipment, sealed refrigeration systems (SRS) and replacement parts to be free from defects in material and workmanship under normal use and service, pursuant to the following schedule:

Replacement Parts: Ninety (90) days from date of original installation, or 180 days from date of shipment from a FBD facility; whichever occurs first.

Equipment Parts: One (1) year from date of original installation, or 15 months from date of shipment from a FBD facility; whichever occurs first.

Sealed Refrigeration System (SRS): For the following components of the SRS systems; compressor, condenser, cold pack and filter drier: five (5) years from date of original installation or 63 months from date of shipment from a FBD's facility, whichever occurs first.

All other parts of the SRS: One (1) year from date of original installation, or 15 months from date of shipment from a FBD's facility, whichever occurs first.

FBD's obligation, hereunder, shall be limited to repairing or replacing any part, or part of said equipment or system which our examination discloses to be defective.

### **What is excluded:**

This warranty does not cover any parts or equipment that has been subjected to any accident, negligence, alteration, abuse or misuse, and additionally in the case of refrigeration and/or electrical systems, not subjected to high, low or fluctuating electrical voltage. The warranty does not apply to destruction or damage caused by alterations, using parts other than FBD authorized replacement parts, risks of transportation, damage by fire, flood or acts of God. Moreover, the warranty does not apply to any damage caused failure to install machines, parts or equipment in accordance with the applicable FBD manual(s); interruption of electrical power to the FBD machines, or failure to perform cleaning and/or maintenance in accordance with the FBD Service manual. FBD's obligation does not provide for service calls from factory representatives or from any other agency and shall not include reimbursement for labor charges incident to removal of any parts or the reinstallation of the same.

**EXCEPT AS SPECIFICALLY SET FORTH HEREIN, FBD MAKES NO EXPRESS WARRANTIES AS TO ANY MATTER WHATSOEVER AND HEREBY DISCLAIMS ALL IMPLIED WARRANTIES INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE. IN NO EVENT SHALL FBD BE LIABLE OR OBLIGATED TO CUSTOMER OR TO ANY THIRD PARTY FOR INCIDENTAL, CONSEQUENTIAL,**

**OR SPECIAL DAMAGES, REGARDLESS OF THE THEORY OF LIABILITY, ARISING OUT OF, OR IN ANY MANNER RELATED TO FBD PARTS, EQUIPMENT, OR SRS, OR ANY DELAY WITH RESPECT TO ITS DELIVERY.**

This written warranty encompasses the entire warranty extended by FBD, and supersedes all previous understandings and agreements between the parties, whether oral or written.

**Warranty Claims Procedure:**

1. As soon as defective piece of equipment, part, or SRS is detected, the agent must notify the FBD Customer Support/Warranty Department to verify the warranty:

**Customer Support/Warranty Department**

● **Please contact FBD Hong Kong Ltd. at :**

**Phone:** 852-2369-3998 or **Email:**internationalservice@FBDFrozen.com

The agent will need (1) the unit serial number for identification and (2) the store number and location. The agent must fill out a Warranty Claim Form (attached as Appendix A) in its entirety and submit it, along with the defective part to the FBD Warranty Department within 30 days from the date the problem occurred to be eligible for reimbursement.

2. Once the problem has been identified and the warranty status verified, replacement part(s) will be shipped to the agent. Replacement parts will be invoiced to the agent's account at their established price (which is necessary for tracking purposes). Credit will be issued against the invoice upon the return and confirmation of the defective part (see Appendix B for a list of parts that are required to be returned and see Paragraph 3 for instructions on returning defective part). If the agent does not have an account, one may be established through our credit department.

3. An RGA (Return Goods Authorization) number will be issued and provided to the agent. This RGA number must be used when returning warranty parts for credit. The RGA must be clearly marked on the outside of all boxes being returned. All warranty parts required to be returned (see Appendix B) must be returned with 30 days from date the problem occurred unless other instructions are given. If the parts are not returned, the agent's account will be billed for the non-returned parts at their established price.

4. To ensure that your credit is processed and issued promptly, please comply with the following:

- Identify packaging with RGA number; make sure it is visible on the outside of the box. Boxes being returned without RGA identification will be refused and returned to sender.

- Use adequate packaging material to prevent damage to part during shipment. As stated in paragraph 1, the warranty does not cover damage. Parts returned damaged will be denied credit.
- When returning multiple parts that have separate RGA numbers, clearly label each part with the appropriate RGA number.
- Do not remove or deface any part serial number label/tag; doing so will result in an automatic denial of credit.

**Failing to comply with the above will result in the delay of the credit and/or the return of the part at sender's expense.**

**FBD's Shipping Policy under this Warranty:**

1. FBD will not be responsible for international freight, customs fees or duties at country of destination.
2. FBD will ship all parts via regular ground freight (determined by the weight or size). Overnight delivery is available for an additional charge. All parts are shipped out Pre-Paid.
3. FBD will accept returned parts, equipment, and refrigeration systems freight prepaid by sender.


**"Credit Only" Claims Procedure:**

Service contractors who purchase and keep inventory of FBD parts can be issued credit instead of being sent a replacement part as above. The contractor will need to adhere to steps one (1) and three (3) of the procedure set forth above.

Service contractors are required to purchase the part from FBD using a purchase order number. The purchase order number is required for "credit only". If the PO number can not be provided at the time of the RGA request, FBD will research to find the PO that matches the part purchased by the contractor. When the defective part has been returned and confirmed defective, a credit will be issued against the original purchase order of that part. **Note that there will be delays if FBD has to research the PO number.**

If there are multiple purchase orders that the credit can be applied to then an "open credit" will be issued. If there is no purchase order to apply the credit, a part will be shipped out as a replacement for the defective part. **FBD will not issue credit for parts purchased from another company.**

# Appendix A

 <span style="margin-left: 10px;">Frozen Beverage Dispensers <small>EVERYONE LOVES FROZEN™</small></span>											
WARRANTY CLAIM											
CLAIM FILE NUMBER: <span style="border: 1px solid black; padding: 2px;">9</span>						Date: <span style="border: 1px solid black; padding: 2px;">1</span>					
Customer:											
Contact: <span style="border: 1px solid black; padding: 2px;">2</span>				Service Provider: <span style="border: 1px solid black; padding: 2px;">2</span>							
Tel: <span style="border: 1px solid black; padding: 2px;">2</span>				End Customer: <span style="border: 1px solid black; padding: 2px;">2</span>							
E-mail:											
CLAIM PART INFORMATION				EQUIPMENT INFORMATION						FBD to fill in	
Part No.	Part Description	Problem/Service Provided	QTY	Model	Serial No.	Install Date	Warranty Expiry Date	Service Date	Part Price USD	FBD RGA#	FBD Remarks
<span style="border: 1px solid black; padding: 2px;">8</span>		<span style="border: 1px solid black; padding: 2px;">6</span>		<span style="border: 1px solid black; padding: 2px;">3</span>		<span style="border: 1px solid black; padding: 2px;">3</span>	* To be advised by FBD	<span style="border: 1px solid black; padding: 2px;">4</span>	<span style="border: 1px solid black; padding: 2px;">5</span>	<span style="border: 1px solid black; padding: 2px;">7</span>	
Total Claim valued USD											

## Warranty Claim Form Instructions

Title of Entry	Description of Entries
1. Date:	The date the claim form is being completed.
2. Customer Information	The contact name, telephone number and email of customer making claim. The service provider name and/or end customer information if applicable .
3. Machine Information:	The unit model, serial number and date of installation.
4. Service Date:	Date problem occurred.
5. Part price	Part Price – purchased from FBD.
6. Problem/Service:	Give specific description of each problem and service preformed to correct.
7. RGA#:	Number given by FBD Customer Service or Technical Support for warranty part replacement and to return defective parts. RGA# must be issued by FBD for the part replacement and return of the defective part and to file a labor warranty claim.
8. Part Number/Description:	Correct FBD part number, description and labor hours to replace components must be filled in. Refer to the FBD Labor Time Allowance Chart.
9. Claim File Number	Customer Claim Number

This Warranty Claim Form must be filled out completely and submitted to the FBD Warranty Department along with a copy of the service invoice for repair work actually done within 30 days from the date the problem occurred to be eligible for reimbursement.

**Mail or email claim form and service invoice to:**

**FBD Hong Kong, Ltd.**

**2/F Empire Centre, Suite 208A**

**68 Mody Road, Tsim Sha Tsui East**

**Kowloon, Hong Kong**

**Phone: 852-2369-3998**

**[international@FBDFrozen.com](mailto:international@FBDFrozen.com)**

## Appendix B

### FBD WARRANTY POLICY PARTS REQUIRED FOR RETURN UNDER WARRANTY

Compressor, Solution Modules, Cold Pack, CO2 Modules, Refrigeration Hot Gas Bypass Valves, Solenoids, Refrigeration Expansion Valves, Condenser Fan, Condenser, Condenser Capacitor, Compressor Start Capacitor, Contactor, Compressor Run Capacitor, Process Header, Main Controller PCB, Lower Header, Lower Power Supply PCB, Upper Header, Relay PCB, Pressure Transducer, Temperature Sensor, Beater Motors, Water Pumps, Keypad Assembly, Face Plates, Dispensing Valves, Secondary Regulator, Transformers, Expansion Tanks, Water Regulators.

**Failed spare parts which carry a 90-day part warranty MUST BE RETURNED.**

**Out of Box spare parts MUST BE RETURNED.**

**At the discretion of the FBD Service/Warranty Department parts not on this list may be requested to be returned.**

**Parts returned without RGA identification will be refused and returned to sender.**

Questions? Call the Customer Support/Warranty Department at 852-2369-3998.