



# ROYAL VENDORS WARRANTY, CREDIT / REPLACEMENT POLICY

## INTERNATIONAL CUSTOMERS ONLY

### WARRANTIES (To the Original Purchaser)

We warrant vend motors for three years. The warranty of the refrigeration system, consisting of the fan motors, compressor, evaporator, "clean-flo" condenser and the refrigerant tubing, will be for three years. (This warranty will follow the serial # on the original unit. If the unit fails, while under warranty, the same serial # will be put onto the replacement unit to track warranty status. Any unauthorized tampering with or cutting (tapping) into will void the warranty). The control board (controller) and the L.E.D. display are both warranted for three years. All other parts except for the light bulbs and finish are warranted for one year and three months.

Royal Vendors' obligation under warranty is limited to repairing or replacing the subject part at our option, when upon examination it was determined by Royal Vendors to be defective. Royal Vendors will pay shipping charges on all parts covered under this warranty when transportation has been made the most economical way.

The warranty is voided when a cabinet or any part thereof has been subject to misuse or alteration without proper authorization. Accident or damage caused by fire, flood, transportation, civil disorder, or act of God is not covered under warranty.

### CREDIT AND REPLACEMENT POLICY

**Credits or replacements will be issued on warranty items if the proper procedures are followed:**

- ROYAL VENDORS will pay shipping charges on all parts covered under this warranty when transportation has been made the most economical way.
- Credits will only be issued to warranty parts that have been ordered in advance. Not for parts ordered as stock. (NO EXCEPTIONS)
- When ordering warranty parts in advance, please have the full vendor / unit serial number.
- A copy of the Packing Slip, the correct serial number and a completed Return Material Tag (provided with part) are required for sending back warranty parts. Please fill out the Return Material Tag completely, keeping the white copy for your records and sending the yellow tag back attached to the part. Make sure you have your complete name, company name, address, phone number, serial number and model number for each item, along with a brief explanation of the problem.
  - Only send back the system serial tag and the compressor tag for refrigeration units
  - Control boards, L.E.D.'s, and vend motors should be sent back the most economical way
 This will ensure proper credit.
- If the item returned is not under warranty, it will be sent back to you at your expense or it will be scrapped.
- All warranty parts should be properly wrapped and packed securely to avoid further damage. Any parts returned being tampered with, not packaged properly. Will void the warranty.
- If parts are not returned within 15 working days, the invoice will be due in full.

### HOW TO READ A SERIAL NUMBER (Vendors Produced Prior to October 1, 1999)

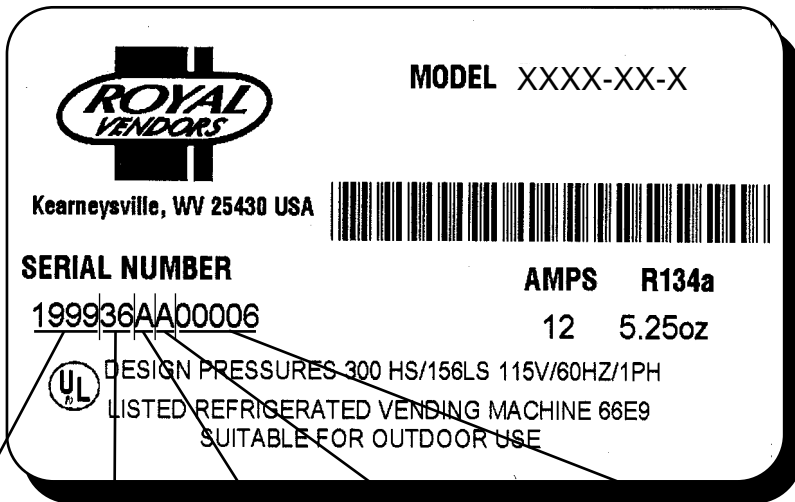
The first four numbers are the production order number.  
 The first letter is the quarter of the year the vendor was produced.  
 The second letter is the year the vendor was produced.  
 The second five numbers are the machine number.

QUARTERS	YEARS		
A - Jan, Feb, Mar	A - 1988	F - 1993	K - 1998
B - Apr, May, Jun	B - 1989	G - 1994	L - 1999
C - July, Aug, Sept	C - 1990	H - 1995	
D - Oct, Nov, Dec	D - 1991	I - 1996	
	E - 1992	J - 1997	



## How to read the new serial number (Effective October 1, 1999)

- The first four numbers represent the year that the vender was produced.
- The 5th and 6th numbers represent the week within the year that the vender was produced.
- The first letter represents the model of vender.
- The second letter represents which location the vender was built.
- The last five numbers represent the number of the model built.



**NOTE:** The vender serial plate is located on the left side of the vender's main door.

