

## HOW TO ORDER SPARE PARTS:

Parts should be ordered from the authorized dealer who sold you the machine in order to get the best pricing and fastest delivery.

When ordering parts, be sure to provide your dealer with the following information:

1. Model and serial number of the machine for which parts are required.
2. Part number.
3. Part description.
4. Quantity required.
5. Method of shipment.

In the event your dealer does not have the required part in stock, you may obtain the part directly from Wascomat. To insure accuracy and prompt delivery, all parts orders should be submitted in writing via fax or e-mail. The fax number for ordering parts is 516-371-4029. The e-mail address is [parts@wascomat.com](mailto:parts@wascomat.com).

All parts sales must be prepaid, including transportation charges, unless other arrangements have been made or the parts are being furnished under warranty, payment terms are arranged, or the part is under warranty.

Read the operation and maintenance manual before attempting to install, service or operate your machine. We suggest that this manual be kept in your business office for future reference

## WASCOMAT LAUNDRY EQUIPMENT

[www.wascomat.com](http://www.wascomat.com)

461 Doughty Blvd., Inwood, NY 11096-0338

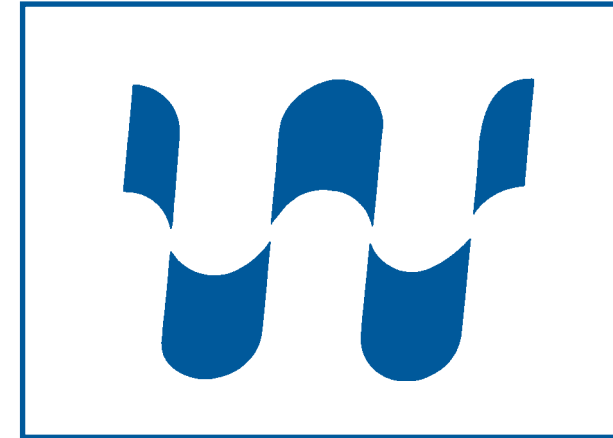
Telephone: 516-371-4400

Technical Support: 516-371-0700

Parts and Service Fax: 516-371-4029/[parts@wascomat.com](mailto:parts@wascomat.com)

Sales and Administration Fax: 516-371-4204/[sales@wascomat.com](mailto:sales@wascomat.com)

# WASCOMAT WASHER LIMITED WARRANTY POLICY



# WASCOMAT

## **WASCOMAT LIMITED WARRANTY**

WASCOMAT warrants to the original purchaser that WASCOMAT GENERATION 6 washers (excluding WE16 & WE17 washer models) will be free from manufacturer's defects in materials and workmanship for the periods set forth below, measured from the date of shipment from Wascomat's premises.

5 years

Inner and outer cylinder, shaft, base frame, back gable and liner, door lock, water reuse tank, bearings and seals for washers 200 G-force extract and lower.

3 years

All mechanical and electrical parts not specified elsewhere as having a 5-year warranty, a 1-year warranty or a 90-day warranty.

90 days

Gaskets, diaphragms, belts, hoses, fuses and other parts which require occasional replacement under normal use.

Replacement parts furnished under warranty will carry a warranty for 90 days or until the end of the machine's original warranty, whichever is longer.

WASCOMAT URGES YOU TO PROMPTLY RETURN BY MAIL, FAX OR E-MAIL A COMPLETED AND ACCURATE WARRANTY REGISTRATION CARD to validate your warranty. If you need additional warranty cards, call the Wascomat Parts Department at 516-371-2000, or you may download it from our web site [www.wascomat.com](http://www.wascomat.com).

## **CONDITIONS**

Providing we receive written notification of any claimed defect within 30 days of the discovery of such defect and within the time periods set forth above, and providing such component parts are found by Wascomat to be defective, Wascomat will, at its option, repair or replace the defective parts when returned in accordance with the Wascomat Warranty Parts Replacement Policy. Repaired or replaced parts will be returned freight prepaid for standard delivery service. If requested, expedited or overnight freight is available at the customer's expense. Wascomat's Technical Support Department is the sole authority in determining parts warranty replacement eligibility.

Unless specifically authorized by Wascomat's Technical Support Department, repair or replacement of major machine components, including but not limited to: motors, inner and outer cylinders, bearings and seals, or structural parts, must be referred to your authorized Wascomat dealer. If Wascomat, in its sole discretion, determines the returned part not to be defective, it reserves the right to charge for replacement parts claimed to be covered by this warranty. Contact Wascomat's Technical Support Department to locate your nearest authorized Wascomat dealer.

## **EXCLUSIONS**

Wascomat is not responsible or in any way liable for damage due to: (a) shipping; (b) repairs or service performed by unqualified persons; (c) the use of other than original Wascomat parts or unauthorized machine modification(s); (d) use in the machine of other than standard laundry chemicals or processes.

This warranty is void if the Wascomat equipment is not installed (including, but not limited to, properly leveling, anchoring and bolting the machine) as specified in the applicable Installation Manual, operated and maintained as specified in the applicable Operating and Maintenance Manual, if the machine is not operated under normal conditions, not used for normal washing purposes, or is tampered with, modified, abused, or used for purposes not intended in the design and construction of the machine.

Parts damaged by exposure to weather, liquids or volatile, flammable or caustic powders, liquids or gases are not covered by this warranty. This warranty does not cover labor or other expenses to repair or replace defective parts.

We reserve the right to make changes in design or construction of our equipment (including purchased components) without notice and without obligation to modify any equipment previously manufactured.

Factory-installed drop coin meters are warranted for 1 year. Meters require routine maintenance to clear jams, repair damage from attempted circumvention by customers, and for recalibration. Routine meter maintenance is not warranted. Coin, token, or debit & smart card meters or other payment devices that are purchased separately or not factory-installed are not warranted by Wascomat but may be warranted by the manufacturer. Contact your dealer for details. Payment devices from third-party vendors may utilize software and/or hardware to interface with software and/or hardware in Wascomat products. Regardless whether Wascomat provides technical support to such third parties to facilitate integration of their devices with Wascomat products, Wascomat does not warrant such devices nor warrant that they will not cause malfunctions or other functional issues with your Wascomat equipment, and Wascomat disclaims any liability in the event of any such malfunctions or functional issues. Please consult with your dealer or third-party vendors for details and warranties.

EXCEPT AS HEREIN EXPRESSLY STATED, THIS WARRANTY IS EXPRESSLY IN LIEU OF ANY AND ALL OTHER WARRANTIES WHETHER EXPRESS OR IMPLIED, ORAL OR WRITTEN, IN FACT, BY OPERATION OF LAW OR OTHERWISE INCLUDING WITHOUT LIMITATION A WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE OR A WARRANTY OF MERCHANTABILITY. PURCHASER RELEASES WASCOMAT FROM ANY AND ALL LIABILITIES INCLUDING LIABILITY FOR DAMAGES, ACTUAL, CONTINGENT, OR LIQUIDATED. WASCOMAT ASSUMES NO LIABILITY FOR ANY INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES SUCH AS LOSS OF ANTICIPATED PROFITS OR OTHER ECONOMIC LOSS IN CONNECTION WITH OR ARISING OUT OF THE EXISTENCE, FURNISHING, FUNCTIONING OR USE OF THE WASCOMAT EQUIPMENT. WASCOMAT NEITHER ASSUMES, NOR AUTHORIZES ANY EMPLOYEE, DEALER OR OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF WASCOMAT EQUIPMENT. THIS WARRANTY MAY NOT BE CHANGED OR MODIFIED IN ANY MANNER EXCEPT IN WRITING EXECUTED BY THE CHIEF EXECUTIVE OFFICER OF WASCOMAT.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Please see the next page for parts ordering procedures.