

# Product Warranty Policy

## Applicability

This warranty policy applies only to customers who purchase and use Flamaster products within the contiguous United States.

## 1 Year Limited Warranty (Commercial Customers)

### Coverage and Applicable Conditions

Flamaster hereby provides a one-year limited warranty to the original purchaser of new equipment:

- For all Flamaster series equipment properly installed by qualified personnel (where applicable), we warrant against defects in materials and workmanship for one year from the date of original delivery.
- This warranty applies only to the original purchaser using the equipment for commercial purposes within the contiguous 48 states of the United States and is non-transferable.
- All warranty claims must be made within the one-year warranty period.
- Flamaster will fulfill its warranty obligations at its sole discretion through repair, replacement, or refund.
- The scope of warranty coverage cannot be altered after purchase.

The warranty does not cover the following situations:

### 1. Improper Installation, Use, or Maintenance

- Installation or use of the equipment outside Flamaster's specified operating conditions (e.g., for residential, outdoor, mobile scenarios, or any non-commercial use).
- Installation performed by unqualified personnel, or issues arising from improper installation.
- Failure to perform required preventive maintenance and cleaning.
- Damage caused by improper electrical connections, power supply failures, or generator use.

### 2. Product Origin, Condition, and Ownership Discrepancies

- Equipment resold (secondhand), used outside the United States, purchased through unauthorized channels, or explicitly sold without warranty.
- Invalid equipment serial number or inability to provide valid proof of purchase to verify warranty eligibility.
- This warranty applies solely to the original purchaser and requires the equipment to be used for commercial purposes.

### 3. External Damage and Unauthorized Modifications

- Equipment subjected to misuse, negligence, abuse, accidents, or force majeure events such as fire or flood.
- Damage incurred during transportation, delivery, or installation.
- Modifications or repairs performed by unauthorized service providers (excluding specified preventive maintenance and cleaning).

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## 4. Normal Wear and Specific Charges

- Components deemed by Flamaster to be subject to normal wear and tear (e.g., hoses and specific glass, plastic, or rubber parts).
- Labor charges beyond standard hourly rates, including overtime, holiday, off-hours, or weekend rates.

## Food Truck Warranty Terms

These warranty terms apply only to the 48 contiguous states of the United States (excluding Alaska and Hawaii). Flamaster warrants that all new equipment sold for food trucks will be in proper working order upon delivery when installed correctly, with a warranty period not exceeding 30 days from the date of delivery.

## Support Policy for Non-Contiguous U.S. Regions

Products sold into Alaska, Hawaii, and other U.S. territories outside the contiguous United States shall be covered by replacement protection if they are eligible for standard parcel shipping.

- This coverage excludes all shipping costs, duties, taxes, and fees.
- For items that must ship via LTL/common carrier, replacement parts (excluding labor costs) or store credit for the item's value will be provided following appropriate troubleshooting.
- All compensation is limited to the place of purchase and excludes any applicable shipping costs, duties, taxes, and fees.

## Warranty Service and Application Process

To submit a warranty claim or inquire about related matters, please contact the Flamaster Warranty Service Department. You will need to provide the product model, serial number, and original order number. To facilitate evaluation and expedite processing, please also include a detailed description of the issue along with relevant photos or videos.

## Apply Online

Visit our official website at [flamasterusa.com](http://flamasterusa.com) and select "Submit a Claim" to file your application.

## Important Notes

- Final Eligibility Determination: All warranty claims' final eligibility is determined by Flamaster technical service personnel following an on-site inspection per this policy's terms.
- Non-Warranty Service Fees: For issues not covered under warranty, Flamaster and its authorized dealers assume no responsibility for any resulting inspection or service fees. Such costs shall be borne by the customer.
- Eligibility: This warranty applies only to products purchased from authorized Flamaster dealers.

For general inquiries not related to specific claims, you may also contact us via email at [info@chefmindgroup.com](mailto:info@chefmindgroup.com).