



Frozen Beverage Dispensers  
EVERYONE LOVES FROZEN™

## PARTS AND EQUIPMENT LIMITED WARRANTY

### What is covered:

FBD Partnership, LP ("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, evaporator 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**  
Phone: 210-637-2800 or 866-323-2777 Fax: 210-637-2832  
Hours: 8:00 am to 5:30 p.m. CST

**After hours Tech Support: 210-445-2344**

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 or the parts can be shipped C.O.D. or Credit Card.

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 is 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 UPS ground or regular ground freight (determined by the weight or size). Overnight delivery such as FedEx or UPS Next Day 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.
4. Warranty replacement parts will ship no later than the next business day; in most cases the replacement parts will ship the same day.

**"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.**



# Warranty Claim Form

<b>Date</b> <b>Date:</b> _____ <b>I</b> _____	<b>Customer Information</b>
<b>Service Company Information:</b> Service Company _____ <b>2</b> Branch # _____ Phone # _____ Agent _____	Store Name _____ Store # _____ <b>3</b> Address _____ City _____ State _____ Zip _____

<b>Machine Information</b> Date _____ <b>4</b> Model # _____ Serial# _____ Date Installed _____	<b>Problem Reported/Machine Symptoms</b> Date Problem Occurred _____ _____ <b>5</b> _____ _____ _____ _____
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**Service Performed: Give specific description of each problem**

\_\_\_\_\_ **6** \_\_\_\_\_

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**ALL PARTS REPLACED IN WARRANTY REPAIR MUST BE RETURNED TO FBD.**  
**RETURN GOODS AUTHORIZATION (RGA) REQUIRED,**  
**CONTACT FBD CUSTOMER SUPPORT/WARRANTY DEPARTMENT TOLL FREE 1-866-323-2777.**

**Defective Parts Replaced- Call Record/ RGA# Issued by FBD** **7**

Part# _____	Description _____	Defect: _____
Part# <b>8</b> _____	Description _____ <b>8</b> _____	Defect: _____ <b>9</b> _____
Part# _____	Description _____	Defect: _____
Part# _____	Description _____	Defect: _____

Technician's Signature \_\_\_\_\_ **10** \_\_\_\_\_

Print Name \_\_\_\_\_ **11** \_\_\_\_\_

## Warranty Claim Form Instructions

Title of Entry	Description of Entries
1. Date:	The date the claim form is being completed.
2. Service Company Information:	The name, branch # (if applicable), phone number and service agent.
3. Customer Information:	The name of the customer / end user, store # (if applicable), address and phone number.
4. Machine Information:	The unit model, serial number and date of installation.
5. Problem Reported:	Date problem occurred and detailed description of problem or symptoms in which the unit was found.
6. Service Performed:	Give specific description of each problem and service performed to correct.
7. RGA#:	Number given by FBD Warranty Department 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. Defect:	Give a brief description of the defect.
10. Technician's Signature/Date:	Must be on Warranty Claim
11. Print Technician's Name	Print legibly. Must be on Warranty Claim Form.

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.

**Fax and/or mail claim form and service invoice to: 210-637-2832  
FBD 8161 Interchange Parkway Suite 115**

**P.O. Box 18597  
San Antonio, TX 78218**



# Warranty Claim Form

<b>Date</b> <b>Date:</b> _____	<b>Customer Information</b>	
<b>Service Company Information:</b> Service Company _____ Branch # _____ Phone # _____ Agent _____	Store Name _____ Store # _____ Address _____ City _____ State _____ Zip _____	
<b>Machine Information</b> Date _____ Model # _____ Serial# _____ Date Installed _____	<b>Problem Reported/Machine Symptoms</b> Date Problem Occurred _____ _____ _____ _____ _____	
<b>Service Performed: Give specific description of each problem</b>		
_____ _____ _____		
<b>ALL PARTS REPLACED IN WARRANTY REPAIR MUST BE RETURNED TO FBD.          RETURN GOODS AUTHORIZATION (RGA) REQUIRED,          CONTACT FBD CUSTOMER SUPPORT/WARRANTY DEPARTMENT TOLL FREE 1-866-323-2777.</b>		
<b>Defective Parts Replaced-          Call Record/ RGA# Issued by FBD _____</b>		
Part# _____	Description _____	Defect: _____
Part# _____	Description _____	Defect: _____
Part# _____	Description _____	Defect: _____
Part# _____	Description _____	Defect: _____

Technician's Signature \_\_\_\_\_

Print Name \_\_\_\_\_

**(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.**

**D.O.A. 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 1-866-323-2777.