



24610 Kingsland Blvd. Katy, Texas 77494

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

## WARRANTY POLICY

Light Duty Drink Machine Models: Mini2, XC16, XC212, and D25

Light Duty Soft Serve Machine Models: D150, D200, D500, and D600

- Three-year parts warranty: All original equipment non-consumable parts included with the machine carry a three-year replacement warranty for manufacturers defects. Consumable parts (rubber & plastic) are not covered under the three-year parts warranty and abuse, neglect, or improper use of the machine outside of the manufacturer's specified guidelines, including failure to conduct the manufacturer specified regular preventative maintenance, will void the parts warranty.
- Three-year compressor, frame, and shell warranty: The compressor, frame, and stainless-steel portion of the shell are covered by a five-year warranty for manufacturers defects.
- Donper USA's optional labor warranty is not available on light duty drink machine models Mini2/XC16/XC212/D25.
- The end user must comply Donper USA's warranty processing guidelines to be eligible for warranty replacement parts. The processing guidelines include, but are not limited to, registering for warranty within 30 days of the invoice date on the machine, the end user opening a warranty ticket with Donper USA's tech support department, answering Donper USA's tech support department's troubleshooting questions on the machine, conducting troubleshooting tasks requested by the tech support department, and sending pictures of parts requested by the tech support department by email or SMS message.
- Upon approval of a warranty part replacement by the tech support department, all warranty replacement parts will be shipped by regular ground service at Donper USA's discretion. Expedited shipping, if requested by the end user, is available at an additional cost.
- Eligibility for parts warranty or determination of a manufacturer's defect is solely at the discretion of Donper USA.

Commercial Frozen Drink Machine Models: XC112, XC224, XC336, XF124

Commercial Soft Serve Machine Models: D700, D800, D800H, D900, and D900H

- Three-year parts warranty: All original equipment non-consumable parts included with the machine carry a three-year replacement warranty for manufacturers defects. Consumable parts (rubber & plastic) are not covered under the three-year parts warranty and abuse, neglect, or improper use of the machine outside of the manufacturer's specified guidelines, including failure to conduct the manufacturer specified regular preventative maintenance, will void the parts warranty.
- Three-year compressor, frame, and shell warranty: The compressor, frame, and stainless-steel portion of the shell are covered by a five-year warranty for manufacturers defects.
- Donper USA offers an optional one-year labor warranty on several commercial frozen drink machine models. The optional labor warranty must be purchased at time of original equipment order and must be purchased through an authorized Donper USA dealer or distributor to be valid. The one-year labor warranty covers the cost of repairing or replacing a manufacturer's defect in a commercial frozen drink machine for one-year from the sale date on the invoice for the machine from an authorized Donper USA dealer/distributor. All labor warranty claims must be submitted in writing (email preferred to

warranty@donperusa.com) to Donper USA through the established warranty submission process prior to any labor warranty claim being approved for coverage.

- The end user must comply Donper USA's warranty processing guidelines to be eligible for warranty replacement parts. The processing guidelines include, but are not limited to, registering for warranty within 30 days of the invoice date on the machine, the end user opening a warranty ticket with Donper USA's tech support department, answering Donper USA's tech support department's troubleshooting questions on the machine, conducting troubleshooting tasks requested by the tech support department, and sending pictures of parts requested by the tech support department by email or SMS message.
- For labor warranty claims that have followed the warranty submission process, the end user is responsible for hiring, scheduling, and making the machine available to a local service technician and remitting payment to the service provider. The invoice specifically detailing all work done on the commercial frozen drink machine, the date of the work, the number of hours spent on each individual billable task listed on the invoice, the hourly rate of the service technician, and listing the name of the technician must be submitted to Donper USA for approval and reimbursement. Upon review of invoices, the end user will be reimbursed by Donper USA for all portions of the service invoice deemed by Donper USA to fall under a failure caused by a manufacturer's defect at the prevailing labor/service rates approved by Donper USA.
- Failure to follow the manufacturer's specified setup, operation, preventative maintenance schedule, and other instructions provided in the user manual, service manual, and signage on the machine will void the parts and labor warranties provided by Donper USA.
- The end user must comply Donper USA's warranty processing guidelines to be eligible for warranty replacement parts or labor. The processing guidelines include, but are not limited to, the end user opening a warranty ticket with Donper USA's tech support department, answering tech support department's troubleshooting questions on the machine, conducting troubleshooting tasks requested by the tech support department, and sending pictures of parts requested by the tech support department by email or SMS message.
- Upon approval of a warranty part replacement by the tech support department, all warranty replacement parts will be shipped by regular ground service at Donper USA's discretion. Expedited shipping, if requested by the end user, is available at an additional cost.
- Eligibility for parts or labor warranty or determination of a manufacturer's defect is solely at the discretion of Donper USA.