

Multiplex Warranty

Multiplex, hereinafter referred to as the COMPANY, warrants that new equipment and components originally manufactured by the COMPANY and labeled under the brand "Multiplex" will be free from defects in material and workmanship under normal use and service as specified by the COMPANY during the Warranty Period. The "Warranty Period" is two years from the date of original installation. For refrigeration compressors, the Warranty period is extended for an additional thirty-six months. The completed warranty registration card must be returned to the COMPANY to activate the warranty. If no card is returned, the warranty period begins from the date of shipment from the COMPANY.

Some components (including but not limited to beverage valves, nonintegrated carbonators and BIB pumps) of the COMPANY's products are furnished by other equipment manufacturers. These components are excluded from this warranty and instead will carry the standard warranties and limitations provided by the actual manufacturer of the component.

The obligation of the COMPANY under this warranty is limited to the repair or replacement, at the COMPANY'S sole discretion, of defective parts or assemblies that are reported during the Warranty Period and determined by the COMPANY to be defective, but excluding all labor charges (except as provided in the next paragraph).

Effective with equipment manufactured on or after January 1, 2009, 2008, or 2007, the COMPANY will pay straight time labor at the product location only to repair or replace a defective component for covered defects reported within two (2) years from the date of original installation, provided that the work is performed by a service provider authorized by the COMPANY. Such charges shall be determined in accordance with the COMPANY'S current labor time guide and shall exclude charges for overtime, travel time, mileage or other premium charges, which shall be the sole responsibility of the equipment owner.

This warranty excludes all costs and damage resulting from:

- External electrical power failure or improper wiring to the product for any reason.
- Connection to external water supply and/or plumbing problems.
- External drain malfunction.
- Adverse operating conditions as set forth in the owner/user manual for the product.
- Non-authorized modification of the Product.
- Improper installation of the product, including installation in a hostile environment
- Improper maintenance, abuse or misuse of the product.
- Causes beyond the reasonable control of the COMPANY, including without limitation fires, freezing, floods and other natural disasters.

The refrigeration compressor is excluded from this warranty when the product refrigeration system has been modified with a condenser, heat reclaim device, or parts and assemblies not manufactured by the COMPANY for that specific machine, unless the COMPANY has accepted such modification for that specific installation in writing.

No warranty shall apply to any product on which the model or serial number has been altered or removed. Adjustments to any equipment manufactured by the COMPANY are not covered by this warranty.

All warranty claims for labor or parts are to be made through the COMPANY's local distributor. All warranty claims shall include the product model and serial number, original installation date and complete customer identification and location. No warranty applies unless defective part(s), together with the service invoice, are returned to the COMPANY's distributor within 15 days from date of service.

Replacement parts are warranted for 90 days or the balance of the original warranty, whichever is greater. COMPANY and its agents are expressly permitted to specify rebuilt parts as suitable replacement parts. All replacement parts must be approved COMPANY parts obtained through the COMPANY's local distributor. All repair parts are shipped F.O.B. Sellersburg, Indiana USA.

THIS WARRANTY EXPRESSLY EXCLUDES ALL INCIDENTAL, SPECIAL, CONSEQUENTIAL AND PUNITIVE DAMAGES, INCLUDING WITHOUT LIMITATION DAMAGES FOR INCONVENIENCE, RENTAL OR REPLACEMENT EQUIPMENT, LOSS OF PROFIT OR PRODUCT OR OTHER COMMERCIAL LOSS.

Warranties stated above are the only warranties made in connection with the sale and distribution of the product. ALL OTHER EXPRESS AND IMPLIED WARRANTIES APPLICABLE TO THE PRODUCT, INCLUDING WITHOUT LIMITATION ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR USE ARE EXPRESSLY DISCLAIMED.



Multiplex
645 Park East Blvd, Suite 5
New Albany, IN 47150
Telephone: 844-274-2273
Fax: 812-246-7020