

TECHNICAL SERVICE/WARRANTY CONTACT INFO:

1-800-839-5536 Ext 2920  
service@cayugadisplays.com

PLEASE HAVE THE FOLLOWING INFORMATION  
AVAILABLE BEFORE CONTACTING CDI:

Serial # / Model # / Store # / Store Address / Details  
(Photos, Leak Locations, Damage, Store's Ambient  
Conditions, Etc)

## LIMITED WARRANTY

Cayuga Displays Inc (CDI) products are warranted to be free from defects in materials and workmanship for a period of one year from the original date of shipment from the manufacturer. CDI will pay the cost of parts and labour when the equipment is subject to normal use and maintenance as specified in the owner's manual supplied.

**Conditions of Warranty:**

1. CDI will pay the cost of to repair or replace parts and assemblies that are determined to be defective within the first 12 months from the original date of shipment from the factory.
2. The labour warranty for the first 12 months is limited to standard straight labour charges and reasonable time for the repair of the defect.
3. CDI must be informed by telephone, 1-800-839-5536 Ext 2920, of the warranty issue, along with the serial number of the case, before the service work commences. A service call request to an approved service provider will then be dispatched. The service company is required to call CDI from the location before performing any warranty service work.
4. Any labour warranty obligation must be performed by a qualified refrigeration service company accepted by CDI.
5. The installation must be supervised, installed or inspected by a factory authorized service technician or the local factory representative.
6. Terms of payment must be met. If the product has not been paid within 60 days after the original date of shipment, the warranty coverage is automatically cancelled, unless otherwise agreed upon in writing by CDI.

**Exclusions from Warranty: This warranty does not cover:**

1. Any part or assembly that has been altered, changed, or modified without approval.
2. Any part or assembly that has been subject to misuse, abuse, accidents or neglect.
3. Product on which the serial or model number has been altered or removed.
4. Product that has NOT been installed operated or maintained consistent with Cayuga Displays' technical publications and owner's manual.
5. Product that has been installed, operated or maintained outside the USA, Canada and Mexico, unless agreed upon in writing by Cayuga Displays head office.

1. Replacement of all tempered glass (e.g. curved front glass, side glass, shelf glass, rear sliding doors etc.) and any acrylic assemblies.
2. No claims can be made against this warranty for spoilage of product, or loss of sales.

This Warranty does not cover parts and labour expenses for component failure or damage resulting from:

1. Electrical power failure or surges to product for any reason.
2. Water damage or drainage failure for any reason.
3. Adverse operating conditions as set forth in the owner's manual disclaimer.
4. Failure to maintain the product as set forth in the owner's manual.
5. The use of high pressure or sharp cleaning equipment.

#### **Liability restrictions of Cayuga Displays Inc.**

1. The warranties above are the only warranties made in connection with the sale and distribution of products manufactured by Cayuga Displays.
2. Any and all other expresses, statutory and implied warranties applicable to the product, including, without limitation, all implied warranties or merchantability and fitness for use are expressly disclaimed.
3. This warranty is extended to the original owner/user only and is non-transferable.

#### **Disclaimer**

Proper placement, maintenance and operation of your product(s) are critical. If the guidelines in the manual are not followed, it is possible that your product will not function properly, and the warranty may be void.

All Cayuga Displays refrigerated cases are designed to operate in a controlled environment not exceeding 75F and 55% relative humidity.

Stores exceeding these guidelines may experience condensation on the front glass, side glass and the rear sliding doors. Minor condensation on side glass and rear sliding doors are considered normal, even under store conditions within the guidelines. Heat and moisture sources from baking, cooking or proofing equipment placed close to a refrigerated showcase will contribute to condensation on glass surfaces.

Refrigerated displays are designed to KEEP COLD PRODUCT COLD - they are not designed to bring warm product down to a cold temperature. For food safety it is always imperative that warm product be properly chilled (using a blast chiller or cold room) prior to storing in the refrigerated display case.

Self-contained cases have compressor motors and fans, and these will make noise, just as your household refrigerator makes noise. Keeping your showcase serviced and clean will help keep the noise level under control.

All Cayuga Displays showcases are ETL sanitation listed to NSF standard 7.