Ice and water dispensers warranty

Follett offers the industry's largest selection of ice and water dispensers, with more than 30 sizes and configurations to meet the needs of virtually any application.

Warranty

Symphony Plus™ ice and water dispensers

Follett Products, LLC warrants to the original end user that all parts shall be free from defects in material and workmanship under normal use and service for a period of 3 years from the date of installation. Date of installation shall not exceed 90 days from date of shipment. Parts and labor for repair within this 3 year period are covered under this warranty. For products outside of the U.S. and Canada, the labor warranty will apply only to equipment sold and serviced through a Follett Authorized Distributor in its designated territory.

The compressor shall be covered for an additional 2 years (parts only), for a total of 5 years from the date of installation.

ID-0160-AN and ID-0300-AN ice and water dispensers

Follett Products, LLC warrants to the original end user that all icemaker parts shall be free from defects in material and workmanship under normal use and service for a period of 3 years from the date of installation. Date of installation shall not exceed 90 days from the date of shipment. Parts and labor for repair are covered under this warranty for the full 3 year period. For products outside of the U.S. and Canada, the labor warranty will apply only to equipment sold and serviced through a Follett Authorized Distributor in its designated territory.

The compressor shall be covered for parts for a period of 5 years and labor for a period of 3 years from the date of installation.

WARRANTY CONDITIONS

- Warranty labor must be performed by the local Follett authorized service provider
- The equipment has been installed and operated in compliance with instructions provided by Follett
- Customer has documented record of preventive maintenance and cleaning of the machine every 6 months according to the instructions in the dispenser Installation, Operations and Service Manual
- Malfunctions or damage due to alterations, improper operation, outdoor use, neglect, vandalism, fire, acts of God, or any situation beyond the control of Follett are expressly excluded from this warranty
- Follett reserves the right to require that any parts covered under this warranty be returned to Follett prepaid and verified as defective upon examination
- Any damages resulting from shipment of the unit are expressly excluded. Follett advises customers to carefully examine all shipments prior to acceptance and note all potential damage concerns on the appropriate shipping papers.
- Excess labor charges resulting from security clearance procedures, safety training, travel time greater than one hour or 50 miles (80 km) premium time labor; after hours, weekends, holidays, etc., will not be covered by Follett Products, LLC and are the responsibility of the equipment owner

Champion® ice and water dispensers

Follett Products, LLC warrants to the original end user that all parts shall be free from defects in material and workmanship under normal use and service for a period of 2 years from the date of installation. Date of installation shall not exceed 90 days from date of shipment. Parts and labor for repair within this 2 year period are covered under this warranty. For products outside of the U.S. and Canada, the labor warranty will apply only to equipment sold and serviced through a Follett Authorized Distributor in its designated territory.

The compressor shall be covered for an additional 3 years (parts only), for a total of 5 years from the date of installation.

WARRANTY CONDITIONS

- Warranty labor must be performed by the local Follett authorized service provider
- The equipment has been installed and operated in compliance with instructions provided by Follett
- Customer has documented record of preventive maintenance and cleaning of the machine every 6 months according to the instructions in the dispenser Installation, Operations and Service Manual
- Dispenser is used in an application with greater than 5 mg/l but less than 400 mg/l total dissolved solids in water and less than 200 mg/l hardness (either naturally occurring or treated with reverse osmosis or other TDS reducing technology)
- Dispenser is not to be used with softened water
- Premature internal filter life due to poor supply water is not covered
- Malfunctions or damage due to alterations, improper operation, outdoor use, neglect, vandalism, fire, acts of God, or any situation beyond the control of Follett are expressly excluded from this warranty
- Follett reserves the right to require that any parts covered under this warranty be returned to Follett prepaid and verified as defective upon examination
- Any damages resulting from shipment of the unit are expressly excluded. Follett advises customers to carefully examine all shipments prior to acceptance and note all potential damage concerns on the appropriate shipping papers
- Excess labor charges resulting from security clearance procedures, safety training, travel time greater than one hour or 50 miles (80 km), premium time labor; after hours, weekends, holidays, etc., will not be covered by Follett Products, LLC and are the responsibility of the equipment owner

This warranty is expressly made in lieu of other warranties, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose except as provided in the warranty with respect to defects in material and workmanship. Follett Products, LLC will not be liable for any consequential damages, expenses, connecting or disconnecting charges, or any losses or damages resulting from a defect of the machine. Questions concerning this warranty should be directed to Follett Products, LLC, technical service at +1 (877) 612-5086 or +1 (610) 252-7301.

SYMPHONY PLUS is a trademark of Follett Products, LLC.
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