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Warranty Policy Freight Inspection and Procedure Guide



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LANCER Parts and Equipment Limited Warranty

LANCER Worldwide ("LANCER") provides the following limited warranty for its replacement parts, equipment, and hermetically sealed refrigeration systems (HSRS). **This warranty is VOID if modifications are made to equipment or parts.**

Warranty Periods

Replacement Parts:

- Ninety (90) days from the date of original shipment from a LANCER facility or from an authorized LANCER Distributor.

Equipment:

- One (1) year from the date of original shipment from a LANCER facility or from an authorized LANCER Distributor.

Hermetically Sealed Refrigeration System (HSRS):

- For the compressor, condenser, evaporator, capillary tubes, and drier of the HSRS, five (5) years from the date of original shipment from a LANCER facility or from an authorized LANCER Distributor.
- For all other parts of the HSRS, one (1) year from the date of original shipment from a LANCER facility or from an authorized LANCER Distributor.

Limited Warranty:

LANCER warrants that the covered replacement parts, equipment, and HSRS will not fail due to defects in material and workmanship under normal use and service during the respective warranty periods subject to all the terms and conditions of this warranty policy. The sole and exclusive remedy for a valid warranty claim is for LANCER to provide replacement part, **at LANCER's discretion**, for any part found to be defective due to material or workmanship issues during the applicable warranty period.

LANCER's Warranty Does NOT Cover:

This warranty does not cover damage caused by accident, neglect, alteration, abuse, misuse, transport exposure to high, low, or fluctuating electrical voltage (in the case of refrigeration and electrical systems), unauthorized repairs, inadequate wiring, or improper installation, cleaning or maintenance.

LANCER's Warranty Does NOT Include:

LANCER's warranty does not include reimbursement for labor charges, including, without limitation, any labor related to the removal or installation of parts. LANCER will receive defective parts, sent freight prepaid by the sender, for inspection to determine the validity of a warranty claim.

Shipping:

In the event of a valid warranty claim, the validity being determined at LANCER's discretion, LANCER will assume the responsibility for covering all associated reasonable freight costs, including both domestic and international freight charges, for the replacement part. For such valid warranty claims, the expenses related to international shipments for the replacement parts, such as customs fees and duties at the country of destination, if applicable, will be covered by LANCER.

Specific Exclusions:

Certain exclusions apply to this commercial warranty. These exclusions encompass OEM sales, light bulbs, water filter cartridges, seals, O-rings, silicone, rubber parts, and any other items considered part of routine maintenance. Additionally, parts that encounter chemical or high scale and subsequently become inoperative are not covered by this warranty.



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Disclaimer:

EXCEPT AS SPECIFICALLY SET FORTH IN THIS LIMITED WARRANTY POLICY, LANCER MAKES NO WARRANTIES ON ANY MATTER AND HEREBY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE.

This limited warranty policy provides the sole and exclusive remedy for any problem associated with LANCER products.

In no event shall LANCER be liable or obligated to the customer or any third party for incidental, indirect, consequential, exemplary, punitive, or special damages, whether arising under, without limitation, tort law (including negligence of any kind), strict liability, contract, or any other theory of liability, arising out of, or in any manner related to LANCER parts, equipment, or HSRS, or any delay with respect to their delivery. LANCER does not provide any warranty to purchasers who acquire LANCER products for personal, family, or household use. A replacement part provided under this warranty, will inherit the remaining Warranty Period from the original warranty, starting from the date of shipment from LANCER of the replacement part.

LANCER Warranty Claim Procedures:

LANCER Worldwide has implemented a warranty claim procedure to ensure efficient handling of warranty claims.

Contact Information:

Warranty Department
Phone: 800-729-1550
Hours: 7:30 am to 5:00 p.m. CST
Email: warranty@LANCERworldwide.com

Return Address:

LANCER Worldwide
6655 Lancer Blvd.
San Antonio, TX 78219
Attn: Warranty Return



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Warranty Procedures:

1. The agent must contact the LANCER Warranty Department, providing the serial number from the unit or the purchase order (PO) on which the item was bought for identification and warranty verification.
2. Once the problem has been identified and the warranty status verified, replacement part(s) will be shipped to the agent.
3. An RGA (Return Goods Authorization) number will be issued and provided to the agent if LANCER requests a return of the defective part. This RGA number must be used when returning warranty parts. The RGA number must be clearly marked on the outside of all boxes being returned. Boxes received without RGA identification number may be refused and returned to the sender.
4. All replacement parts will be shipped via regular ground freight, determined by weight or size. Overnight delivery services such as FedEx or UPS Next Day are available for an additional charge. All replacement parts are shipped out pre-paid, and LANCER uses reasonable efforts to ship in-stock warranty replacement parts within 24 hours of LANCER determining whether the warranty claim is valid. If such parts are not in stock, the agent will be informed and provided with an expected shipping date.
5. To initiate a warranty claim, the service agent should work with the LANCER Warranty Department (see contact information above). If not already sent to LANCER, and if LANCER desires the return of the defective part, it must be returned to LANCER within 30 days of receipt of the replacement part unless other instructions are given. LANCER will not provide instructions on how to return any such part. If such part is not returned, the customer's account will be billed for the non-returnable parts at its established price or future warranty claims will be voided.
6. LANCER does not offer or send service agents. The responsibility for removal, installation, and repair rests with the customer unless otherwise expressly provided herein.



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Freight Inspection Requirements

You must perform the procedures listed below in a timely manner for handling of freight issues. If you fail to perform these procedures timely, and consequently, a claim against the carrier, such as, without limitation, for damage or loss, is all or partly rejected, you are responsible for, and LANCER has no liability for, the damage or loss, or any other matter in the claim.

Receiving and Inspection:

All shipping containers must be inspected for internal loss or damage, including indentations, punctures, re-taping, open tops, or cartons marked, "This Side Up," that are delivered lying on their side. The receiver and the carrier must make a joint inspection prior to acceptance of the shipment. Results must be noted on the delivery receipt.

Concealed Damage:

Contents of all shipments must be checked for concealed damage immediately after delivery. If concealed damage is noted, the delivery carrier must be notified immediately.

Filing a Loss or Damage Claim:

If loss or damage or any other issue is identified, a claim must be filed with the carrier immediately. Items required to file a claim usually include:

1. Completed Loss or Damage Form (obtained from the carrier)
2. Copy of the original invoice
3. Inspection Report
4. Copy of Carrier's Delivery Receipt
5. Copy of Bill of Lading, which can be forwarded on request.

Return and Replacement of Damaged Items:

1. Annotate on the Bill of Lading (BOL) the visible damage before the driver departs. Please maintain the original copy for your records.
2. If LANCER is the Freight Forwarder, call LANCER Customer Service Department for Return Material Authorization (RMA).

LANCER will need the following information:

- a. RMA Request.
- b. A photo of the damaged goods and their packaging (if possible).
- c. An Invoice Number for your order, and copy of annotated Bill of Lading (BOL) with damage information.

Special Note: LANCER will not accept any damaged material without an approved RMA and/or after 5 days from the date the damage was noted.

3. Third party claims for damage will be facilitated by the freight forwarder— not LANCER. Be sure to make a record of the relevant information regarding the item(s) you filed the claim on, including respective claim information and procedures necessary for compensatory damages.



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LANCER Serial Number

The LANCER serial number system provides a simplified method for customers, distributors, service technicians, and suppliers to determine when a LANCER machine was produced.

The serial number uses a 16-character format, consisting of the following:

- The first seven (7) characters of the serial number will be the LANCER base part number.
- The next four (4) characters will be the year and week of the year manufactured.
- The next single character will be an S or an M designation for the manufacturing location (San Antonio or Mexico).

The remaining four (4) characters will be a sequential alphanumeric number unique to each unit.

Example: 854548H0413M01FR

854548H: LANCER core part number

0413: Designates the date of manufacture; 2004-week 13th

M: Designates the equipment was assembled in Mexico

01FR: The assigned sequential alphanumeric unique to each unit.