

## Enhanced Warranty



Designed Smart. Built Solid.®

For Equipment Covered by APW Wyott's "Enhanced Warranty" Program -- If Within One Year From Date of Purchase, This Unit Fails To Function, You Are Entitled To Your Choice of 1, 2 or 3. The Enhanced Warranty Program applies to Models W-1, W-2, W-3, W-3V, W-4B, W4-2, RW-1, RW-2V, RCW-7, RCW-11, CW-2A, CW-3A, CHP-1A.

### On All Calls, You Need To Give The Following Information:

1. Name and title of person calling
2. Phone number of person calling
3. Business name
4. Street address
5. City, State Zip
6. Model, Serial Numbers (*From serial plate*)
7. Date purchased (*If serial number indicates date of manufacture is over 13 months old, you will be asked to supply proof of purchase*)
8. Purchased from

#### For Shortage -- Supply The Above Information And Fully Explain What Is Missing

It will be sent immediately -- prepaid via UPS or equivalent.  
(Next Day Air or Priority shipments available at customer's expense)

1. APW Wyott will replace the unit. When calling the factory, besides the above information, you will need electrical characteristics, voltage and phase; describe the problem the best you can. The factory will require a Visa or MasterCard number and expiration date of same to assure return and/or validity of condition. Upon validation of credit card information, factory will strive to ship a replacement unit the same day if call is received before 3 p.m. Central Time or the next day if later. The replacement unit will be shipped prepaid regular UPS or equivalent. If requested Next Day Air or Priority, shipment will be made at customer's expense. Upon receipt, it is the customer's responsibility to unpack the new unit, taking care to preserve the packaging. Repack the unit being replaced in the same container, using caution to pack properly, and return this unit to the factory following the instruction supplied. Factory will supply return label and UPS call tag; both must be used. If original unit is returned within 30 days and is represented, the credit card validation will be cancelled.

**IMPORTANT:** If factory does not receive the unit to be returned within 30 days, the unit will be billed to the credit card number supplied. If the returned unit is not as represented – i.e. out of warranty, customer abuse, then it will be billed to the credit card number supplied. In these cases, the person calling in the problem will be contacted and, if applicable, the returned unit, if charged for, will be returned to the original owner if requested.

2. You may take this unit to the APW Wyott Authorized Service Distributor. List of same is included with each product. If the problem is covered under warranty, the unit will be repaired at no cost to you. If the Authorized Agency cannot repair same within a reasonable time while you wait, it will be returned to you prepaid, via UPS.
3. You can request the Authorized Service Distributor to service the equipment on site. If problem is covered under the warranty, the parts and labor will be billed to the factory, while the mileage and travel time will be the responsibility of the owner.

### 24-Hour Service Hotline: 1-800-733-2203

This replacement warranty is only available on selected products shipped within the continental USA, Alaska, Hawaii, and Canada. As with most warranties, warranty is only valid to the original end-user/owner. Instructions and procedures must be followed or the warranty is void.