



Blended Beverage

Extended Warranty Program
BIC MANUAL FILL

McDonald's USA Extended Warranty Program Blended Beverage Ice Machine

As a current Owner/Operator you have the option to purchase an extended warranty for your Multiplex Blended Ice Machine(s). You qualify to purchase the extended warranty if purchased within 60 days of the machine's install date. For more information on what is covered in the extended warranty please see attached.

Please fill out this form and return via email to mbswarranty@manitowoc.com or fax to 812-246-7024. Please contact your Multiplex Service Department at 1-855-246-6246 with any warranty questions

SELECT A OR B AND FILL OUT SERIAL NUMBER AND PAYMENT INFORMATION.

- A. PURCHASE 3RD YEAR EXTENDED WARRANTY/ USD \$475.- PER UNIT.
- B. PURCHASE 3RD AND 4TH YEAR EXTENDED WARRANTY/ USD \$1000. - PER UNIT.

Serial number(s) of the machine(s) for which extended warranty is being purchased:

Payment Information:	
Master Card - Visa - American Express	
Name as it appears on credit card	
Billing Address	
Credit Card #	
Expiration Date	
Security Code	

IF YOU WISH TO SUPPLY PAYMENT INFORMATION BY PHONE, PLEASE SUPPLY PHONE NUMBER, CONTACT NAME AND TIME OF DAY WHEN WE CAN CALL:

Phone Number	
Contact Name	
Time of Day	

SUPPLY EMAIL ADDRESS OR FAX NUMBER WHERE CONFIRMATION OF THIS TRANSACTION CAN BE SENT

Email Address	
Fax Number	

NOTE: Optional 3rd & 4th Year Limited Service**(Must be purchased within 60 days of start-up)**

Manitowoc Beverage Systems, a division of Manitowoc FSG Operations, LLC ("Company"), agrees to service the Multiplex product covered by this service agreement (herein called the "Unit"), and all parts thereof for a period of one (1) (for 3rd Year Limited Service) or two (2) (for 4th Year Limited Service) additional years commencing from the end of the Unit's original two (2) year warranty period (the "Extended Service Period").

During the Extended Service Period, the Company will repair or replace any defective part or portion thereof returned to Company by the Original Purchaser which Company determines was defective due to faulty material or workmanship. Company will pay labor, crating, and freight incurred in the removal of the Unit or defective component and shipment to Company. Reimbursement is subject to the following limitations:

- A maximum of 1-hour is allowed to diagnose a defective component;
- Maximum travel distance of 100 miles round trip and 2-hours will be reimbursed.
- Overtime, installation/start-up, normal control adjustments, general maintenance, glass breakage including touch screens, freight damage, and/or correcting and end-user installation error will not be reimbursed under this service agreement unless pre-approved with a Service Work Authorization from Company.
- Company will pay the return costs if the Unit or part thereof was defective.

This extended service agreement applies only to the Original Purchaser of the Unit. The term "Original Purchaser" as used herein means that person, firm, association, or corporation for whom the Unit was originally installed.

This service agreement does not apply to:

- Any Unit or part thereof that has been subjected to misuse, neglect, alteration or accident, such as accidental damage to the exterior finish, or operated contrary to the recommendations specified by Company.
- Any Unit or part thereof that has been repaired or altered by anyone other than Company in any way so as to, in Company's sole judgment, affect its quality or efficiency.
- Any Unit that has been moved from the location where it was originally installed.
- Refrigerator drier, blades and shaft assembly, containers, gaskets, inlet tubes, ice bin, ice bin cover, product bins, splash shield assembly or belts used in the Unit.
- Defects caused by failure to follow normal maintenance and care responsibility as set forth in the Installation and Operation Manual, such as cleaning the condenser coil.
- External electrical power failure or improper wiring to the product for any reason.
- Causes beyond the reasonable control of the Company, including without limitation, accidents, damage in shipment, fires, freezing, floods and other natural disasters.

This extended service agreement is in lieu of all other obligations of Company. Company neither assumes, nor authorizes any other person to assume for Company, any other liability in connection with Multiplex's branded products.

Removal or defacement of the original Serial Number or Model Number from any Unit shall be deemed to release Company from all obligations hereunder or any other obligations, express or implied.

Components (including but not limited to beverage valves, non-integrated carbonators and BIB pumps) furnished by suppliers to Company are guaranteed by Company only to the extent of the original manufacturer's express warranty to Company. These components are excluded from this extended service agreement and instead will carry the standard warranties and limitations provided by the actual manufacturer of the component.

Failure of the Original Purchaser to receive such manufacturer's warranty shall in no way create any warranty, expressed or implied, or any other obligation or liability on Company's part in respect thereof.

If shipment of a replacement part is requested prior to the arrival in the Company factory of the part claimed to be defective, the Original Purchaser must accept delivery of the replacement part on a C.O.D. basis, with credit being issued after the original part has been received and inspected at Company's plant and determined by Company to be covered under this extended service agreement.

Under no condition does this extended service agreement give the Original Purchaser the right to replace the defective Unit with a complete Unit of the same manufacturer or of another make. Unless authorized by Company in writing, this service agreement does not permit the replacement of any part, including the motor-compressor, to be made with the part of another make or manufacturer.

No claims can be made under this service agreement for spoilage of any products for any reason, including system failure.

Company shall not be liable in any manner for any default or delay in performance hereunder caused by or resulting from any contingency beyond Company's control, including, but not limited to, war, governmental restrictions or restraints, strike, lockouts, injunctions, fire, flood, acts of nature, short or reduced supply or raw materials, or discontinuance of the parts by the original part manufacturer.

The foregoing is exclusive and in lieu of all other warranties/agreements, whether written or oral, express or implied. This service agreement supersedes and excludes any prior oral or written representations or warranties. Company expressly disclaims any implied warranties of merchantability, fitness for a particular purpose, or compliance with any law, treaty, rule or regulation relating to the discharge of substances into the environment. The sole and exclusive remedies of any person relating to the Unit, and the full liability of Company for any breach of this service agreement, will be as provided in this service agreement.

Other than the Company Standard Two Year Limited Warranty, any applicable Company Additional Two Year Protection Plan, Optional One or Two Year Service Agreement, the Original Purchaser agrees and acknowledges that no other warranties are offered or provided in connection with or for the Unit or any other part thereof.

In no event will Company be liable for special, incidental or consequential damages, or for damages in the nature of penalties.

Blended Ice Machine Non-Warranty

- Blade and shaft
- Blender doors
- Bushings
- Cleaning kit
- Cup rest / Drain grids
- Cup cap cover
- Fuse
- Gaskets
- Ice bin
- Ice bin cover
- Ice shaver shelf
- Labels
- LMS valves
- O-rings
- Plastic parts
- Product bins
- Product drip pan
- Product inlet tubes
- Refrigerator drier
- Seal cup short
- Shaver belt
- Shaver blade
- Tabletop seal

Manitowoc Foodservice reserves the right to deem any part or repair non-warranty based upon the cause of the failure.

Multiplex Blend In Cup (BIC) Blended Ice Machines

WARRANTY POLICY & SERVICE CONTRACT EXCLUSIONS

Equipment must be placed in an environmentally controlled area that allows for proper ventilation. For optimal useful life of the unit and best product flavor we recommend the use of water filtration equipment.

The following is a list of items that are NOT covered under the BIC Standard Warranty:

1. Consumable items such as air filters, blades and shafts, O-rings, LMS valves, & door seals unless defective from new or covered under a fully inclusive service contract.
2. Accessories such as trays, drain grids, blender doors, and other plastic items unless defective from new.
3. Missing components unless missing from new and notified immediately to the supplier of the BIC unit.
4. Costs of attendance in the event that the product or any repairs required are not covered under the warranty policy or no fault is found with the equipment.
5. Costs associated with annual inspections or servicing unless covered under a service contract.
6. The labor premium chargeable for any Services provided on site: (a) on a bank or public holiday; (b) on a Saturday or Sunday; (c) before 8am or after 6pm Monday to Friday, unless (a), (b) and (c) are covered by an upgrade or service contract.
7. Incorrect use or handling of the BIC unit such as operating with ice that is incompatible or contains foreign objects.
8. Failure to follow the instructions in the user's manual.
9. Failure due to inadequate or lack of cleaning of the BIC unit.
10. Use of a recipe not approved and validated by Manitowoc Foodservice.
11. Damage or defect due to willful neglect or negligence such as broken components or components that have failed due to exposure to spills, not limited to but including shake mix.
12. Continued operation of the BIC unit while defective or with any missing safety devices.
13. The use of spare parts or other replaceable items that are neither supplied nor recommended by Manitowoc Foodservice.
14. Repair or attempted repair by unauthorized personnel.
15. Modification to the BIC unit or operating software by someone else other than authorized by Manitowoc Foodservice.
16. External causes outside our control such as accident, fire, flood, disaster or burglary.
17. Faults caused by impact, shock or fall.
18. Faults caused by dust or dirt ingress due to missing air filters.
19. Dirt or grease blocking air filters due to incorrect placement of the BIC unit, such as beside fryers.
20. Chemical attack due to the use of caustic cleaning solutions.
21. Electrical supply problems such as power interruptions or surges, incorrectly supplied voltages and frequencies.
22. Faults caused by foreign objects entering the BIC unit, including animals or insects.
23. Additional lifting equipment or personnel where BIC units are cited in inaccessible locations or positions.
24. As far as the law allows, we will not be responsible for the following:
 - Loss of income, profits (actual or anticipated), contracts or for any other business related loss
 - Indirect or consequential loss or damage howsoever caused
 - Compensation for loss of product

This list is not exhaustive and the Multiplex Field Service Engineer or Authorized Service Agent will highlight any faults that are not covered under the warranty policy. A site representative will be required to sign a worksheet accepting that the customer will be charged for such repairs.