

# AVAILABLE FACTORY SUPPORT

Project \_\_\_\_\_  
Item \_\_\_\_\_  
Quantity \_\_\_\_\_  
FCSI Section 11400 \_\_\_\_\_  
Approved \_\_\_\_\_  
Date \_\_\_\_\_

## PRE-SALES SUPPORT

Operation & Management Specialists are available for project & menu evaluation to make recommendations for the facility layout and equipment sizing.

Factory Engineers/Specialists are available to assist the food service design consultant:

- Specific shop drawings are provided which include dimensions, utility connection points, required clearances, etc.
- Typical Cook Chill Systems schematic drawings for piping & wiring are provided.
- Factory Engineers can check the drawings for accuracy and make recommendations for changes if required.

## PRE-START-UP SUPPORT

Guidelines for Cook Chill recipe development and HACCP are provided by our Operations Specialists Dietitians with emphasis on recipe development for your specific operation.

Prior to installation of the equipment a Factory Specialist is available to meet with the food service dealer and the installers to inspect the job site and to review the installation drawings with the installers.

After the installation has been completed:

- A Factory Specialist is available for inspection of both the installation and operation of the equipment. Before the installers leave the site, recommendations for installation changes are made if required. Calibration of the supplied equipment is completed at this time.
- In-house maintenance personnel can be trained in the care of the equipment and preventative maintenance.
- The Local Cleveland Authorized Maintenance and Repair Agency will also be available for technical assistance. The local agency will carry spare parts and is factory trained and certified.

**ACTUAL START-UP** with food production and staff. Training will be provided by our Operations Specialist with emphasis on:

- Food Sanitation & Handling
- Operation of the Equipment
- Recipe Implementation
- Food Production
- HACCP and Quality Assurance Guidelines

SITE VISITS & FOLLOW-UP TRAINING can be scheduled to review and reinforce information.

## WARRANTY

See next pages for WARRANTY DETAILS.

## CLEVELAND RANGE COOK CHILL ADVANCED FOOD PRODUCTION SYSTEMS ARE SUPPORTED BY:

- Operators Manuals
- Service Manuals
- Cook Chill Kettle recipes
- Cook Tank recipes
- On-site training of the in-house maintenance personnel
- AutoCad drawings
- Operator training and follow-up site visits

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## CLEVELAND COOK CHILL PRODUCTS – STATEMENT OF POLICIES

### LIMITED WARRANTY

Cleveland Cook Chill Products are warranted to the ORIGINAL PURCHASER TO BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP under normal use, service and maintenance for the standard warranty period of one (1) year for PARTS and one (1) year for LABOR from the date of installation or 18 months from date of shipment, whichever comes first.

Cleveland agrees to repair or replace, at its option, f.o.b. factory, any part which proves to be defective due to defects in material or workmanship during the warranty period, providing the equipment has been unaltered, and has been PROPERLY INSTALLED, MAINTAINED AND OPERATED IN ACCORDANCE WITH THE OWNERS MANUAL.

Cleveland agrees to pay any FACTORY AUTHORIZED EQUIPMENT SERVICE AGENCY (within the continental United States and Hawaii) for reasonable labor required to repair or replace, at our option, f.o.b. factory, any part which proves to be defective due to defects in material or workmanship during the Warranty period. This warranty includes travel time not to exceed two hours and mileage not to exceed 50 miles (100 miles roundtrip). It does not include post start-up, tightening loose fittings, minor adjustments, maintenance, cleaning or descaling.

The standard labor warranty allows factory payment of reasonable labor required to repair or replace such defective parts. CLEVELAND will not reimburse the expense of labor required for the repair or replacement of parts after the standard warranty period, unless an EXTENDED LABOR WARRANTY CONTRACT has been purchased to cover the equipment for the balance of the warranty period from date of equipment installation, start-up, or demonstration.

PROPER INSTALLATION IS THE RESPONSIBILITY OF THE DEALER, THE OWNER-USER, or the INSTALLING CONTRACTOR and is not covered by this warranty. Many codes exist, and it is the responsibility of the owner and installer to comply with these codes and regulations. Cleveland cook chill equipment is built to comply with applicable standards for manufacturers, including UL, ANSI, NSF, ASME / National Board and others.

Any equipment modifications made in the field, without prior authorization in writing by the factory, will void the warranty.

Equipment maintenance is the responsibility of the OWNER-USER and is not covered by this warranty.

The foregoing shall constitute the sole and exclusive remedy of original purchaser and the full liability of CLEVELAND for any breach of warranty.

THE FOREGOING IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, OR IMPLIED, INCLUDING ANY WARRANTY PERFORMANCE,

CLEVELAND'S liability on any claim of any kind, including negligence, with respect to the goods or services covered hereunder, shall in no case exceed the price of the goods or services, or part thereof, which gives rise to the claim. IN NO EVENT SHALL CLEVELAND BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR ANY DAMAGES IN THE NATURE OF PENALTIES.

### LIMITED EXTENDED WARRANTY COVERAGE

\*\* One (1) additional year of PARTS AND LABOR WARRANTY can be purchased with each piece of Cleveland cook chill equipment.

The purchase of a Limited Extended Warranty Contract extends the standard warranty coverage to the purchased period of time from one to two years from date of installation, start-up, or demonstration, whichever is sooner.

\*\* The EXTENDED WARRANTY COVERAGE must be purchased at the same time the equipment is purchased.

\*\* The EXTENDED WARRANTY COVERAGE has the same exclusions as stated in our standard warranty.

## More Choices & Solutions

### It's all about offering more choices & providing better solutions.

As the leader in Cook Chill, Cleveland Range offers the largest selection of Cook Chill production and support equipment.

A Cleveland Range Cook Chill Specialist can help develop strategies and ideas for your specific Cook Chill operation.

#### Kettle Cooking

- Agitator Mixer Kettles, horizontal, vertical or inclined mixer styles
- Sizes from 40 gallons to more than 500 gallons
- Pasta Kettles

#### Cook Tank Cooking

- 600, 1,000 and 2,000 lbs. capacity Cook Chill Tanks
- 60 and 120 gallon Combination Tumble Chiller / Cook Tanks
- TurboJet Chiller / Cook Tank

#### Pumping and Filling Equipment

- Product Metering Filling Station
- Cycle-Matic, automatic-form-fill seal machine

#### Product Chilling

- Vertical and Horizontal Water-Bath Chillers
- Capacities from 120 to 320 gallons per batch

#### Support Equipment

- Gas fired and electric Steam Boilers
- Ice Builders
- Glycol Cooling System
- Compressed Air Systems

Cleveland Range is well known for customer satisfaction and it's proven factory training program

#### Pre-Sales Support

- Working with design consultants, architects, engineers and the end user

#### Pre Start-Up Support

- Meeting with staff regarding installation and maintenance criteria
- Discussing recipe development, staffing requirements, etc.
- Systems Start-Up and Employee Training
- Installation inspection, equipment calibration and start-up
- Training the food production staff
- Food preparation and recipe adjustments
- Discussing "HACCP" and food safety regulation

**Cleveland Range is well known for customer satisfaction and it's proven factory training program.**

We build and service foodservice kitchens by understanding the foodservice business from the ground up. We feed our customers' business with operational insights, global foodservice trends, culinary expertise, outstanding aftermarket service and innovative ideas to keep their business healthy. Our unmatched portfolio of leading brands delivers state-of-the-art equipment and full kitchen systems built on operational understanding. This knowledge is why Welbilt Foodservice is the only foodservice equipment company that can say we are Fluent in Foodservice.

Our best in class brands include: Cleveland, Convothem®, Delfield®, Frymaster®, Garland®, Kolpak®, Lincoln, Manitowoc® Ice, Merco®, Merrychef®, Multiplex® & Welbilt® KitchenCare.



Welbilt offers fully-integrated kitchen systems and our products are backed by KitchenCare® aftermarket parts and service. Welbilt's portfolio of award-winning brands includes Cleveland™, Convothem®, Delfield®, fitkitchen<sup>SM</sup>, Frymaster®, Garland®, Kolpak®, Lincoln™, Manitowoc®, Merco®, Merrychef® and Multiplex®.

Bringing innovation to the table • [welbilt.com](http://welbilt.com)