



Support

Limited Liability Warranty

Napa Technology products, with the exception of the Clean-Pour dispensing head, are covered by a one year limited liability warranty from the date of purchase for defects in materials and workmanship and for 90 days from the date of purchase for labor related to product and software installation, service and support assistance. Napa Technology's warranty service includes: phone & on-site support (within 90 days from the date of purchase) for North American customers only, during normal business hour of 8 AM-4:30 PM Local Time, Monday through Friday. Warranty support covers parts, labor and installation assistance to enable the intended functionality of the product and software solutions. This warranty does not apply if, in the judgment of Napa Technology, the product fails due to damage from return shipment, handling, storage, accident, abuse or misuse, or if it has been used or maintained in a manner not conforming to product instructions, has been modified in any way, or has a defaced or removed serial number. Repair by anyone other than Napa Technology or an approved agent voids this warranty. The maximum liability of Napa Technology is the product purchase price. For details, refer to the warranty and owner registration card.

Out of Warranty Service & Support

If your product warranty has expired and you have not purchased an extended warranty, Napa Technology offers you a pre-paid Repair Services.

1. Procedures for Out of Warranty Repair Services (Repair Service only available to customers in North America.)

If you want to purchase repair service, you need to contact a Napa Technology Customer Service Agent at 1-408-988-8166. Our agent will verify your warranty status based on the proof of purchase date and the unit's serial number. When it is confirmed that your unit is out of warranty and if you wish to obtain service, the Customer Service Agent will require that you provide the following information:

- Contact information
- Serial number
- Credit card (MasterCard, Visa, American Express) Number to cover the cost of the services you authorize and return shipping. Shipping charges will be applied to your credit card even if you decline the repair services offered.

2. Our Customer Service Agent will give you a Repair Service Order (RSO) number and shipping information. Be sure to write this down.

3. Package the product securely and do not include any manuals, software, cables, or mounting brackets. Napa Technology only replaces the defective unit and will not ship back any other accessories.

4. Send the product to the Repair Center address given by customer support. Write your RSO number clearly on the outside of the package. We suggest you use a carrier that provides tracking information. Napa Technology is not responsible for any packages lost in transit.

Note: Napa Technology warranty and out of warrant purchased repair services only cover failures due to defects in materials or workmanship. Warranty or Purchased Repairs Services will not apply if, in the judgment of Napa Technology, the product fails due to damage from return shipment, handling, storage, accident, abuse or misuse, or damage that is attributable to acts of God, or if it has been used or maintained in a manner not conforming to product manual instructions, has been modified in any way, or has had any serial number removed or defaced.