VALYR™
BY STRATA GPO

WARRANTY INFORMATION
(855) 266-4816

VALYR COOKING EQUIPMENT - FOODSERVICE

LIMITED WARRANTY

Effective for Gas and Electric Cooking Equipment including Ranges, Ovens, Griddles, Charbroilers, Fryers, Hot Plates, Stock Pot Ranges, Countertop Cooking Equipment, Salamanders, Cheese Melters, and Warming Equipment.

Limited Warranty Coverage

Valyr warrants to the original purchaser that new Valyr cooking equipment purchased from an authorized dealer and installed within the United States shall be free from defects in material and workmanship under normal commercial use and service for a period of:

One (1) Year Parts and Labor

Beginning on the date of original installation or 15 months from the date of shipment from Valyr, whichever occurs first.

During the warranty period, Valyr will, at its sole discretion, repair or replace defective parts and pay reasonable authorized labor charges associated with the repair.

Replacement parts provided under warranty are warranted for the remainder of the original warranty period.

What Is Covered

- Defects in materials and workmanship
- Replacement of defective components
- Authorized labor required to perform warranty repairs
- Technical support through Valyr Technical Service

What Is Not Covered

This Limited Warranty does not cover:

- Normal maintenance or cleaning
- Consumable items including but not limited to:
  - Light bulbs
  - Fuses
  - Gaskets
  - Knobs
  - Pilot assemblies
  - Batteries
  - Filters
  - Door adjustments
- Calibration and thermostat adjustments
- Cosmetic damage including scratches, dents, discoloration, or finish wear
- Damage caused by improper installation

- Damage resulting from misuse, abuse, neglect, accidents, vandalism, or acts of God
- Improper gas, electrical, or ventilation connections
- Use with improper utilities or operating conditions
- Unauthorized repairs or modifications
- Freight damage occurring during shipment
- Overtime labor, weekend labor, holiday labor, or premium travel charges
- Preventive maintenance services
- Equipment installed outdoors unless specifically approved by Valyr
- Equipment moved from its original installation location
- Commercial equipment used in residential applications

Warranty Service Requirements

To obtain warranty service:

1. Contact Valyr Technical Service prior to arranging repairs.
2. Provide model number, serial number, proof of purchase, and description of the issue.
3. Use only service providers authorized by Valyr.
4. Obtain prior authorization for warranty labor reimbursement.

Unauthorized repairs may void warranty coverage.

Limitation of Liability

Valyr's liability under this Limited Warranty is limited solely to the repair or replacement of defective parts and associated authorized labor. Under no circumstances shall Valyr be liable for loss of product, loss of profits, loss of business, downtime, substitute equipment, or any incidental, consequential, special, or indirect damages.

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Technical Service & Warranty Support

Valyr Technical Service
Phone: **(855) 266-4816**

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