

TURBO FEED TF5000 12-MONTH WARRANTY

Effective January 2018

LIMITED WARRANTY

Johnson Innovations Inc warrants that, during the 12-month warranty period, it will repair or replace, free of charge, any part that is defective in material, workmanship, or both. If warranty claim cannot be resolved remotely technician travel charges may apply and must be borne by the purchaser. This warranty is effective for 12-months and conditions stated below. For warranty service, call (912) 388-1910 or email turbofeedofficial@gmail.com. The purchaser must contact Johnson Innovations Inc, and then make the product available to the technician for inspection and testing. This warranty does not cover direct or consequential damages caused by vandalism, theft, misuse, or abuse.

There is no other expressed warranty. Implied warranties, including those of merchantability and fitness for a particular purpose, are limited to the warranty period listed below, or to the extent permitted by law. Liability for incidental or consequential damages are excluded to the extent exclusion is permitted by law. Some states do not allow limitations on how long an implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation and exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

WHAT IS THE PERIOD OF COVERAGE?

This limited warranty begins at the date of installation by Johnson Innovations Inc and extends 12-months from the said start date. There are no extensions of this limited warranty offered at the time of writing this warranty. Any verbal agreements or agreements not listed in this warranty by the manufacturer to the purchaser are not extended to the 12-month period of this warranty.

WHAT DOES THIS WARRANTY COVER?

- 1) All abnormal damage or accelerated wear resulting from a manufacturer defect or faulty workmanship that may have occurred during the installation of the machine by Johnson Innovations Inc.
- 2) Accelerated wear or abnormal damage resulting from a machine component that was improperly designed or used in an environment beyond its designed ability.
- 3) All accelerated wear or damage to the machine resulting from software running on the computer system of the vending machine.
- 4) Ensuring the full normal operation of the machine is available to the owner of the machine for the entire period of this warranty.

Should a defect arise that prevents the normal operation of the machine within the warranty period, the manufacturer will make every attempt to restore the normal operation of the machine in a timely manner. Defects that have been identified during the warranty period but were not able to be corrected during the warranty period are covered and will be corrected outside of the warranty period.

WHAT DOES THIS LIMITED WARRANTY NOT COVER?

- 1) Accidental or intentional damage or accelerated wear inflicted by the owner or any other persons to the product.
 - a. Damage or accelerated wear that is a result of the owner failing to maintain his or her machine as described by the manufacturer.
 - b. Damage or accelerated wear resulting from aftermarket modifications to the machine.

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- c. Damage or accelerated wear resulting from the transportation or movement of this machine or any of its components if the said transportation was done by someone other than Johnson Innovations Inc.
- 2) Damage or accelerated wear resulting from natural disasters, mother nature or other extreme environmental scenarios.
 - a. Damage or accelerated wear caused by living organisms such as vegetation or pests such as rodents birds and insects.
 - b. Damage or accelerated wear resulting from a flood, wind storm, hurricane or tornado.
- 3) Regular normal wear on moving parts or frequently interacted parts of the machine.
 - a. Minor damage such as scratches as a result of persons interacting with the exterior and interior of the machine such as the touch screen.
 - b. Normal wear on bearings or other moving parts of the machine such as the auger or chute handle.
- 4) Damages or accelerated wear of the foundation on which the machine rests.
 - a. Pieces of the machine such as the foundation that were not installed by Johnson Innovations Inc.
- 5) Possible damages that the machine can inflict on other property, structures or machinery.
 - a. Damages to vehicles or equipment if they should come in contact with the machine.
 - b. Damages to equipment used to service or maintain the machine.
- 6) Any lost funds or customer loyalty resulting from intentional or unintentional operation of the vending machine by the manufacturer.

MAINTENANCE AND INSPECTION

Johnson Innovations Inc includes one initial, complimentary service inspection after the 6-months break in period. The purchaser will be sent a complimentary inspection reminder email after 6-months from the time of purchase. The purchaser must contact Johnson Innovations Inc, and then make the product available to the technician for the service inspection. During the 7-point service inspection a Turbo Feed representative will check the following

- Calibration
- Chain tension
- Master Computer readiness and log
- Bearings
- Fasteners
- Bill Acceptor
- Card Reader

Subsequent inspections will be billed at \$50.00 per instance with \$0.55 per mile travel compensation. Johnson Innovations Inc recommends an inspection be performed annually by a Turbo Feed technician or machine owner/operator.

REPAIR AND DIAGNOSTICS

Unforeseen problems that occur within the first 12-months of ownership are covered under the warranty statement. Repairs after the expiration of this 12-month warranty period will be billed at the rate of \$30.00 an hour with a \$0.55 per mile travel compensation plus cost of parts. Telephone technical support is available 24/7 free of charge during the 12-month warranty period. Telephone technical support after expiration of the 12-month warranty period will be billed at \$15.00 per hour. Any repair or diagnostic procedure that is performed under an hour will be bill for the full hour rate.