



NEW Warranty and Service Procedure

Dear Valued Customer:

WINCO® appreciates your confidence and trust that our equipment will provide the highest quality & value in the industry. If and when any equipment failures occur that require service and/or warranty repair, we are ready to help.

WINCO is pleased to announce the expansion of our **Warranty and Service Department**, with added service technicians and engineers. The expansion has enabled us to offer a new, streamlined **HASSLE FREE** warranty and service procedure to help with this process.

How to Request Warranty or Service Support for Winco Equipment

Multilingual service available: Arabic, Cantonese, English, Indonesian, Italian, Korean, Mandarin, Spanish

Standard Warranty

Please see full warranty policy in the Winco catalog for complete details.

United States and Canada - One (1) Year Parts and Labor

- ◆ **BENCH WARRANTY (Carry-in)**
 - Equipment weighing **LESS THAN 70 lbs or a retail value of less than \$500.00**
- ◆ **ONSITE FIELD SERVICE**
 - Equipment weighing **MORE THAN 70 lbs or a retail value of greater than \$500.00**

International - One (1) Year Parts Warranty ONLY

HASSLE FREE Steps for Requesting Warranty or Service Support

If your equipment fails, DON'T WAIT. Contact WINCO EQUIPSERVICE immediately!

- ◆ **Email:** EquipService@wincous.com or **Call:** 973-295-3899
- ◆ Please provide or have the following information available:
 - Model & Serial Number (*located on the silver identification tag, on side or rear of unit*)
 - Date of Purchase
 - Purchase Dealer
 - Operator / Installation Contact Information
 - > Business Name
 - > Business Address
 - > Contact Name
 - > Contact Telephone Number
 - Description of the symptoms or failure being experienced

That's it! The Winco Service Team will take it from here and contact the location, diagnose the issues & initiate any required corrective action to Service, Repair, or Replace.

Winco®, DWL International Trading, LLC

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East Coast: 65 Industrial Road, Lodi, NJ 07644
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West Coast: 14950-14952 Valley View Avenue, La Mirada, CA 90638
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