



Warranty Information

We provide a 12 month warranty for Otex donut machines purchased through Webstaurant and Clark Food Service. The warranty period begins on the date of purchase and is valid for 1 year. This warranty is applicable to the original buyer and is not transferable if equipment is sold or transferred to a new owner.

If, during the processing of a warranty claim, it is determined that the reported fault is not covered by the warranty, our service center will provide a quote for a paid repair. If the repair quote is not approved to perform service, a return shipping charge will be charged to ship the component back to sender. Machine owner is responsible for shipping for all warranty claims to service center, as well as return shipping.

THE FOLLOWING ARE EXCLUDED FROM WARRANTY COVERAGE:

- Damage, breakage, or other malfunctions resulting from improper transportation, storage or external impact.
- Malfunctions caused by natural disasters or electrical damage, such as power surge.
- Malfunctions resulting from improper operation or usage under extreme conditions (as described in detail in the user and operating manual, deviating from standard indoor usage), including but not limited to excessive dust or moisture.
- Malfunctions or discoloration due to natural wear and tear of parts, including but not limited to natural wear of printed labels or markings, metal surfaces, switches and wiring.
- Damage caused from the cleaning of any components of the machine in a dishwasher or using water with extremely high temperatures.
- Any intervention, repair, expansion, or modification carried out by anyone other than an authorized service provider.