



Warranty and Service Repair Policy & Procedures

- 1) **Warranted Items.** Food Automation – Services Techniques, Inc. (FAST) provides warranties on the following goods:
 - a. Goods FAST manufactures that are used in the United States. FAST warrants that Warranted Goods shall not fail to function in accordance with our specifications because of defects in material or workmanship, for the warranty periods stated below.
- 2) **Warranty Terms.**
 - a. FAST warrants all Warranted Goods for 1 year from the date of purchase including computers, controllers, and timers.
 - b. FAST warrants all other items for a period of 90 days unless otherwise stated at the time of purchase.
 - c. FAST warrants replacement units or parts for 1 year from the date the items they replace or to which they pertain were purchased.
- 3) **Program for Service Exchanges.** FAST provides an Exchange Program, at no extra cost, if a unit should fail. To take advantage of this program, simply call our toll-free customer service number, 1-800-243-9271. If you elect to receive an exchange unit from the factory, a replacement unit will be sent immediately. Upon receipt of the replacement unit, simply return the failed unit to the factory, freight prepaid, using the same carton and packing material in which the replacement unit was shipped. The unit will be replaced free of charge, if still under warranty, and if the product shows no evidence of abuse or alteration. If the unit is not under warranty, you will pay repair charges and shipping costs to and from the factory.

Any minor adjustment or calibration and any labor costs for the replacement of probes will be made at your expense.

The FAST Exchange Program is available to any FAST Domestic Customer whose account is current, and applies to all FASTTimers (excluding ZAP), Computers and Controllers.

For a copy of the complete terms and conditions, please contact FAST Customer Support at 1-800-FASTRON (1-800-327-8766).

Customer Service and Technical Assistance

Our customer service department is available for orders and questions Monday through Friday between the hours of 8 AM and 5 PM EST. Call us toll-free at 1-800-FASTRON (800-327-8766) if you're in the US, Canada or the Caribbean, or at 203-378-6860 if you're outside of these areas. Toll-free technical assistance is available 24 hours a day, 365 days a year by calling 1-800-243-9271 (from the U.S., Canada and the Caribbean) when help is needed immediately. You can also send an instant email message to a FAST technician, Monday through Friday, 8am-5pm EST, by going to www.fastinc.com, selecting the 'Support' link at the top of the page, and clicking on 'Contact Tech Support.'



Food Automation - Service Techniques, Inc.

905 Honeyspot Road
Stratford, CT 06615-7147 USA

Phone: +1-203-377-4414
Sales: **1-800-FASTRON**
Fax: +1-203-377-8187

International Callers: +1-203-378-6860

www.fastinc.com

Toll-free technical support 24/7 from the U.S., Canada, and Caribbean: **1-800-243-9271**

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Specifications subject to change without notice.

International offices are located in the United Kingdom, China and Singapore:

Europe, Middle East, Africa, South Asia
FAST INTERNATIONAL
31 Saffron Court
Southfields Business Park
Basilidon, Essex SS15 6SS ENGLAND
Phone: +44 0 1268-544000

Asia Pacific
1803, 18F, No 922 Hengshan Rd
Shanghai 200030, CHINA
Phone: +86-13916 854 613

15-101, Block 290G, Bukit Batok St. 24
SINGAPORE 65629
Phone: +65 98315927

WARRANTY

FAST warrants all new timers, computers, and controllers for 1 year from the date of purchase including computers, controllers, and timers. FAST warrants all other items for a period of 90 days unless otherwise stated at the time of purchase.

PATENTS

The products manufactured by FAST are protected under one or more of the following U.S. Patents:

5,331,575	5,539,671	5,711,606	5,723,846
5,726,424	5,875,430	6,142,666	6,339,930
6,401,467	6,505,546	6,581,391	7,015,433
7,650,833			

Plus foreign patents and patents pending. Plus licensed patent 5,973,297