



Ultrafryer Equipment Performance Checks (ASA Start-up) Terms and Conditions

No-Charge Start-up Terms and conditions:

1. The scope of a start-up does not include the physical transport of the unit or installation (i.e. electrical/gas) hook-ups, etc.
2. Start-up will be performed by the local authorized service agency or by their designated sub-agent.
3. Start-ups can only be requested and coordinated through Ultrafryer.
4. 5-business day lead time is required for all Start-up requests to be scheduled during normal Business Hours, M-F, 8am-5pm.
5. Ultrafryer is not responsible for expedited requests before the 5-day lead time.
6. The free Start-up process covers a single trip. Ultrafryer is not responsible for additional trips or charges due to customer deferred dates in the case an ASA arrives for a scheduled appointment and the equipment is not fully installed or site not ready.
7. The dealer/Customer is responsible for coordination or compensating the ASA for additional trips if necessary due to site readiness or customer deferred requests
8. If the start-up is performed at the time of installation, the warranty period will begin at such time the startup has been scheduled. If the startup is performed more than thirty days after the installation of equipment, the standard warranty period will apply starting at the time of installation.
9. Start-up charges may not be covered by Ultrafryer if the customer/dealer chooses to coordinate the start-up directly through the ASA rather than coordinating through the Request for Start-Up link provided and can be found in Ultrafryer's Home Page.
10. Start-ups can only be scheduled and completed through normal business hours, M-f, 8am-5pm.
11. The no-charge Start-up is valid through 6 months after factory shipment.

What is included in Start-up (startup forms available at :

<https://www.ultrafryer.com/resources/warranty-service>)

1. Validation that the Factory Installation guidelines were followed by Installer.
 - a. Electric supply line and grounding
 - b. Gas type and pressure
 - c. Connections
 - d. Installation foot print conditions
 - e. Mechanical checks
 - f. Operation Start-up
2. Customer Training – General operation/cleaning (not intended for application or Menu training)

3. Feedback of instillation status/concerns or items that need to be rectified in order not to void the warranty
4. Customer Acknowledgment of Start-up.

Items not covered in Start-up

1. Neither Ultrafryer nor the service agent is liable for site readiness or lack thereof i.e plumbing or electrical not ready, unit not physically unwrapped and fully installed.
2. The no charge start-up only covers a single trip to the site. If the ASA is refused access to perform the start-up after the initial schedule has been requested by the customer dealer, then it will be up to the customer/dealer to receive a separate billable start-up quote directly from the ASA to return to the site. The customer / dealer will be responsible for those charges.
3. A minimum of 5-days must be provided to schedule the Start-up. The customer may be responsible for trip charges for any emergency requests that do not have a 5-day lead time, or a request for service after business hours.
4. Neither Ultrafryer nor the service agent is responsible for repairs necessary to bring the installation to factory specifications. – Customer/dealer to obtain separate billable quote from installation company or ASA to repair any identified installation defects.
5. Customer/dealer requests start-up directly through an ASA instead of following request for start-up procedure found in the link provided.

Startup process

1. 5-business days prior to the start-up date, the customer/dealer must go to: web address to submit the following information to begin a start-up scheduling: Note, Start-ups will not be scheduled until 5-days after the the following information is provided:
 - a. Customer Sales order number
 - b. Seral Number
 - c. Start-up request date
 - d. Site name
 - e. Site Address
 - f. Site Customer Contact (person to authorize coordination)
2. Ultrafryer will contact Customer Site Contact to confirm requested date.
3. Ultrafryer will contact local ASA to schedule Start-up.
4. Ultrafryer may not be responsible for service agent compensation for requests made directly to the service agent i.e multiple trip requests.
5. Ultrafryer will make available on request to the customer/Dealer the start-up check list completed by the ASA.