



## 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](mailto: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

[www.wincous.com](http://www.wincous.com)  
[equipsales@wincous.com](mailto:equipsales@wincous.com)

**East Coast:** 65 Industrial Road, Lodi, NJ 07644  
Tel. 1.888.946.2682 | Fax: 1.888.946.2632

**West Coast:** 14950-14952 Valley View Avenue, La Mirada, CA 90638  
Tel. 1.888.946.2652 | Fax: 1.562.926.5678