



Simulator Product WARRANTY POLICY STATEMENT

A Gilbarco Veeder-Root Company

New Product WARRANTY for USA and CANADA

Gilbarco GUARANTEES NEW SERVICE STATION EQUIPMENT MANUFACTURED BY Gilbarco IN ACCORDANCE WITH THE PROVISIONS STATED BELOW:

Gilbarco will repair or replace parts and equipment found to be defective in materials or workmanship during the warranty period, subject to the following:

- Labor and travel costs incurred by the Authorized Service Contractor (ASC) while servicing Gilbarco equipment are included, unless excepted, and will be paid at previously contracted rates to the qualified ASC.
- Warranty services must be performed by the nearest Authorized Service Contractor qualified to perform service on the defective equipment.
- Gilbarco will supply new or rebuilt parts to replace parts which are found to be defective within the warranty period. Parts returned to Gilbarco must be shipped with transportation charges paid and will be replaced with parts with transportation charges prepaid by Gilbarco.
- New Equipment installations must be registered with the Gilbarco Call Center within 24 hours of installation to receive full warranty benefits; otherwise, the warranty period commences at the date of invoice.
- Warranty service response time is 24 hours from time service is requested, Monday through Friday (8:00 am until 5:00 pm), excluding weekends.

Register Simulator

Register Simulator equipment by calling Gilbarco Veeder Root Call Center 1-888-800-7498.

Simulator Product Warranty

Simulators are sold for use in laboratory testing and/or for sales presentation. Simulators are not intended for on-site fuel dispensing or point-of-sales transactions.

Gilbarco Veeder-Root simulator products are warranted against defects in material and workmanship for 6 months from date of Gilbarco's original invoice. Warranty coverage includes parts and labor.

To maintain warranty it is important that the equipment not be modified or altered except using GVR approved kits and procedures and software/firmware designed for the simulator model involved.

General Exclusions

1. Consumable items, such as receipt paper or ribbons, are not warranted. The use of receipt paper or ribbons not specified by Gilbarco Inc. will void the printer assembly warranty. Also, excluded are paper and ribbon jams. See Owner's Manual for recommended paper and ribbons.
2. Problems caused by faulty installation are not covered by this warranty. This warranty applies only if equipment has been installed and used in accordance with Gilbarco Installation, Operating and Service Instructions. Problems caused by improper maintenance of equipment are not covered by this warranty.
3. Use of service personnel other than qualified Gilbarco service providers without prior approval of the Warranty Administration Department will void payment of the warranty claim in question.
4. Damage suffered by Gilbarco's equipment resulting from shipping, accident, power surges, neglect, misuse, act of Nature, or abuse is not covered by this warranty.
5. Use of non-Gilbarco replacement parts, software or firmware voids this warranty. Defects caused by unauthorized addition of non-Gilbarco items to Gilbarco equipment or by the unauthorized alteration of Gilbarco equipment voids this warranty.
6. THIS WARRANTY DOES NOT COVER ANY INDIRECT DAMAGES OR LOSS OF PRODUCT OR REVENUE. Repair or replacement of the defective part or component under the terms of this warranty is the EXCLUSIVE REMEDY. Gilbarco is not liable for incidental, consequential or indirect damages or loss, including without limitation personal injury, death, property damage, environmental damages, product damages, loss of product, or loss of revenue or profits. Gilbarco is not liable for any claims or lawsuits against the customer.

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