

# Warranty

As of 1/1/09, 5-Year Limited Warranty\*USA models only\* - models 2400, 2900, 2500 (older models 2400, 2900 & 2500 & ALL International models 4500, 4526T, 4900, 4925T have a 1 year Limited warranty)

Excalibur Products warrants to the ORIGINAL RETAIL PURCHASER of this product that if it is purchased through an AUTHORIZED EXCALIBUR RETAILER, and operated in accordance with the printed instruction accompanying it, then for a period of five years from the date of purchase, the product shall be free from defects in material and workmanship. For the first year of the warranty period all plastic and electrical components are covered free of charge. For the balance of the five years, new or rebuilt replacements for factory defective electrical parts will be supplied at no charge. Shipping of the electrical parts are the responsibility of the customer. We recommend that you properly register your purchase by completing the warranty registration online or mailing to Excalibur, the product warranty registration sheet delivered with your product. This Limited Warranty is in no event extended to cover a product purchased for commercial, rental or any purposes other than for personal, family or household use.

Products sold through online auctions, by unauthorized dealers or discount retailers are not eligible for warranty services from Excalibur. To obtain warranty service an original or copy of the sales receipt from the original authorized retailer is required and a completed warranty registration. THEREFORE, YOU SHOULD RETAIN YOUR SALES SLIP OR INVOICE. Excalibur will not replace missing components from any package purchased through an online auction.

If you need to send a unit in for warranty service, please contact our Technical Support department. In most cases technical problems can be corrected without returning the product. Tech support can be reached at one of the following numbers Tel 916-381-4254; Fax 916-381-4256

Or you may choose to e-mail Excalibur's Technical Support department at [tech@excaliburdehydrator.com](mailto:tech@excaliburdehydrator.com) to detail the problem you are having and to request a Return Material Authorization number (RMA#) When you contact the Technical Support department, please have available the model number of the unit, your return shipping address, and daytime telephone number. The Tech Support Representative will provide you with a Return Material Authorization number (RMA#) and shipping instructions. Once you have received the RMA number, securely package the unit and follow the return shipping instructions.

Factory-Direct 10 Year Extended Warranty- models 3500, 3900, 3526T & 3926T-110 volt US/CANADA models

This warranty is available only on Food Dehydrators purchased directly from EXCALIBUR, by AUTHORIZED EXCALIBUR RETAILER or by purchasing an extension of your five year warranty. We warranty your EXCALIBUR Food Dehydrator to be free of defects in

workmanship or materials for the first year of ownership and we will repair or replace any defective part or parts free of charge.

For the balance of the 10 years new or rebuilt replacements for factory defective electrical parts will be supplied at no charge. Shipping is the responsibility of the customer. Our technical department will walk you through the repair free of charge. If you wish to send the unit in for repairs shipping to and from the factory, as well as, a \$25.00 handling fee will apply. 10-Year Extended Warranty is ONLY \$29.95! \*USA Models Only\*

Terms and Limitations: The company will repair (or at its discretion, replace) the product free of charge if in the judgment of the company, it has been proved to be defective as to seller's labor and material, within the warranty period. New or rebuilt replacements for factory defective parts will be supplied for five (5) or ten (10) depending on model from date of purchase. Replacement parts are warranted for the remaining period of the original warranty period.

Limitations: The warranty is void if the product is used for any purpose other than which it is designed and has not been subjected to abuse, negligence, accident, alteration, or failure to follow operating instructions, or the product has been exposed to abnormal or extreme conditions. The product must not have been previously altered, repaired, or serviced by anyone other than the company. The serial number must not have been altered or removed. The product must not have been subjected to accident in transit or while in the customer's possession, misused, or operated contrary to the instructions contained in the instructions manual. This includes failure caused by neglect of reasonable and necessary maintenance, improper line voltage and acts of God. This warranty is not transferable and applies only to U.S. and Canadian sales.

Except to the extent prohibited by applicable law, no other warranties whether expressed or implied, including warranty merchantability and fitness for a particular purpose shall apply to this product. Under no circumstances shall Excalibur Products be liable for consequential damaged sustained in connection with said product and Excalibur Products neither assumes nor authorizes any representative or other person to assume for it any obligation or liability other than such as it expressly set forth herein. Any applicable implied warranties are also limited to one (5) year period of the limited warranty.

This warranty covers only the product and its specific parts, not the food or other products processed in it.

Website: <http://www.excaliburdehydrator.com/>