

# Operations Manual

Model: DP1300BZ  
Automatic Dough Press



FAST-FIRE'D®

BLAZE  PIZZA



**DOUGHPRO®**



**PROLUXE** ™

formerly DOUGHPRO. New Name. Same Quality. Superior Service.

[proluxe.com](http://proluxe.com)

Congratulations!

Your selection of the Doughpro DP1300 is a sound business decision. Doughpro equipment is a result of the highest quality engineering and time-tested design. Your machine, combined with Doughpro's reputation of innovation in dough press equipment manufacturing, insures the continuing capability of delivering the best-decorated product possible.

This manual describes installation, operation, and maintenance procedures for your new model DP1300.

Your model DP1300 machine will have a long trouble-free life. Read this manual carefully and keep it with your machine; it's your key to proper operation and lasting service.

### Installation



#### DOMESTIC

Use a separate 15 amp AC circuit. Only industrial extension cords with proper wire size should be used; size 16/3 wire for distance up to 25 feet, and size 14/3 for distance up to 50 feet.



#### INTERNATIONAL

Use a designated 16 amp AC circuit. Only industrial extension cords with proper wire size (2.5 sq. mm) shall be used.

Make sure there is a proper electrical wall outlet located within reach of the cord and plug attached to the press. Then place the press in an area which allows for "swing clearance" of the lower platen plus vertical and horizontal clearance of the press itself.

### Limited Machine Warranty

Doughpro warrants this dough press machine, when operated under normal

conditions, to be free from manufacturing defects in material and workmanship for a period of one year on parts and labor from the invoice date.

This warranty will be effective only when Doughpro authorizes the original purchaser to return the product to the factory in Perris, California freight prepaid and only when the product, upon examination, has proven to be defective.

This warranty does not apply to any machine that has been subjected to misuse, negligence or accident.

Doughpro shall not be liable for the injury, loss or damage, direct or consequential, arising out of the use or the inability to use the product.

No claim of any kind shall be greater in amount than the sale price of the product or part to which claim is made.

*This is the sole warranty given by the company, it is in lieu of any other warranties, expressed or implied, in law or in fact, including the warranties of merchantability and fitness for a particular use, and is accepted such by the purchaser in taking delivery of this product.*

### Specifications

#### Electrical:

120V/50-60Hz/1450W/12.5Amps/AC

Also available; specify when ordering:

208V/50-60Hz/2300W/11.05Amps

**Includes 72" cord and NEMA approved plug.**

#### Shipping Weight:

200lbs. (91kg.) – DP1300

280 lbs. (127 kgs.) – DP1400C

### Safety Summary

#### WARNING

In case of power cord damage, do not attempt to repair or replace the power cord. Contact the manufacturer or the local distributor.





### WARNING

Avoid touching hot surfaces while operating the machine.



### CAUTION

During normal operation, the base of the machine must be installed or placed above the wall socket.



### CAUTION

When servicing or cleaning the machine, make sure that the power cord is removed from the wall socket.

## Operation Timer/Temperature Control

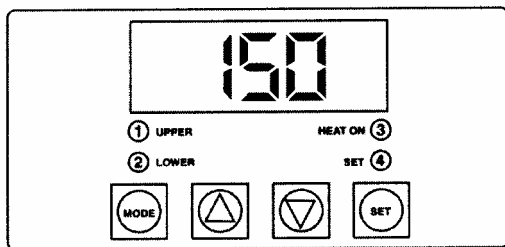


Fig. A

## Solid State Controller

This controller has three (3) control features:

1. Temperature – May be set from 100°-425°F (38°-163°C)
2. Time – Time may be set from 1 second to 10 minutes.
3. Counter – Cycle counter counts the number of applications from 1 to 9999 (see additional Notes – Counter).
4. “ⓄLower” (Fig. A) Refers to models using upper and lower heated surfaces.

## Controller Operation

### 1. Viewing the Modes of Operation:

- To view the set points of temperature, timer and counter, press MODE button to view the desired mode of operation.

### 2. Changing Temperature:

- Press **MODE** button until temperature is displayed.
- Press and hold **SET** button while pressing the **UP** (↑) and **DOWN** (↓) arrow buttons to desired temperature setting.

### 3. Changing Time:

- Press **MODE** button until time is displayed.
- Press and hold **SET** button while pressing the **UP** (↑) and **DOWN** (↓) arrow buttons to desired timer setting.



The **DISENGAGE** switch may be pressed anytime during a cycle, and the cycle will stop immediately, and the timer will reset.

### 4. Resetting the Counter

- Press MODE button until the counter is displayed.
- To Reset the Counter (# of Cycles), simultaneously push UP (↑) or DOWN (↓) arrow buttons (approx. 5 seconds).

## PRESSING DOUGH:

For best results, your dough should be proofed before pressing, but it will also press directly out of your refrigerator.

**Flour is not required to press a crust and should not be dusted on any part of the machine.**

## D1400C Cabinet & Compressor

1. After connecting the air hose line from the compressor to the press, plug it into the properly rated electrical outlet for your press and air compressor cabinet. Verify the electrical requirements against the nameplate on the

back of the press and air compressor cabinet.

*Note: The compressor portion of the machine has a separate on/off switch located on the rear of the lower cabinet.*

2. Switch the DP1300 to the ON position.

*Note: Initial temperature setting of 150°F has been shown to be acceptable for most dough formulations; however, you may have to determine the best temperature for your own dough by trial and error testing of your product at different temperature settings.*

3. Set the timer in accordance with the following information:

**2-4 seconds** –For warm dough with moderate yeast content.

**2-6 seconds** – For room temperature dough with moderate yeast content.

**6-8 seconds** – For cold dough right out of the refrigerator with low yeast content.

**Remember that the timer does not actuate until the upper platen mates with the lower platen and resistance is felt.**

4. Set the thickness control lever to “thick” or “thin” or anywhere in between these settings as your product requires.

*Note: Diameter and thickness is determined through experimenting with your own dough and is a product of dough weight, temperature, pressing time, and thickness setting.*

5. Swing open the lower platen and apply a quick spray of a good *water based* food release on the

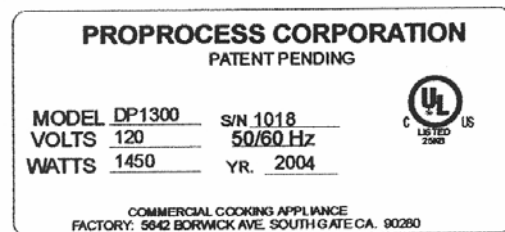
lower platen. Doughpro offers its own food release spray NATURALLY CLEAR Model No. DPPC1. (See our catalog and price list for information.)

*Note: This spray **will not** affect the taste of your crust in any way.*

6. Place your pre-portioned ball of dough in the approximate center of the lower platen. Add another dash of spray to the top of the dough ball.
7. Close the platen and, with both hands, press the two green buttons on each side of the machine simultaneously.
8. Hold the buttons in until resistance is felt then release at once. The timer will actuate and, when the time cycle is completed, the upper platen will rise automatically (timer is preset at factory for six (6) seconds, but this is easily changed by following the upcoming instructions.)
9. Remove the crust, place on a disc, screen, pan or peel, add toppings and bake.

#### ADDITIONAL NOTES:

#### Serial Tags



## International Symbols



**Power Off**



**Power On**



**Hot Surface**



**Protective Earth Terminal**



**Caution - Warning**

Contact our factory or approved service agency (800) 624-6717 (U.S. only).

*Note: When contacting factory for information, parts or service instructions, it is of the **utmost importance** that the serial number of the machine be provided. This number can be found on the serial plate located on the rear of the machine.*

## Preventative Maintenance Suggestions

The Doughpro DP1300 machines are relatively maintenance free. For a long and trouble-free life, the following preventative maintenance should be followed:

Daily Care:

1. ***Platens:*** Turn your machine off and allow to cool down before attempting to clean. These platens should *only* be cleaned with mild soap and warm water then wiped off with a clean, soft cloth or soft sponge. **Never use steel wool or harsh abrasives or you will cause costly damage.**
2. ***All other exterior surfaces:*** Here again a daily wipe down with mild soap and warm water will do the job quite nicely. **Never use steel wool or harsh abrasives or you will cause costly damage.**

Service Problems:

## DOUGHPRO DP1300 Trouble Shooting Guide

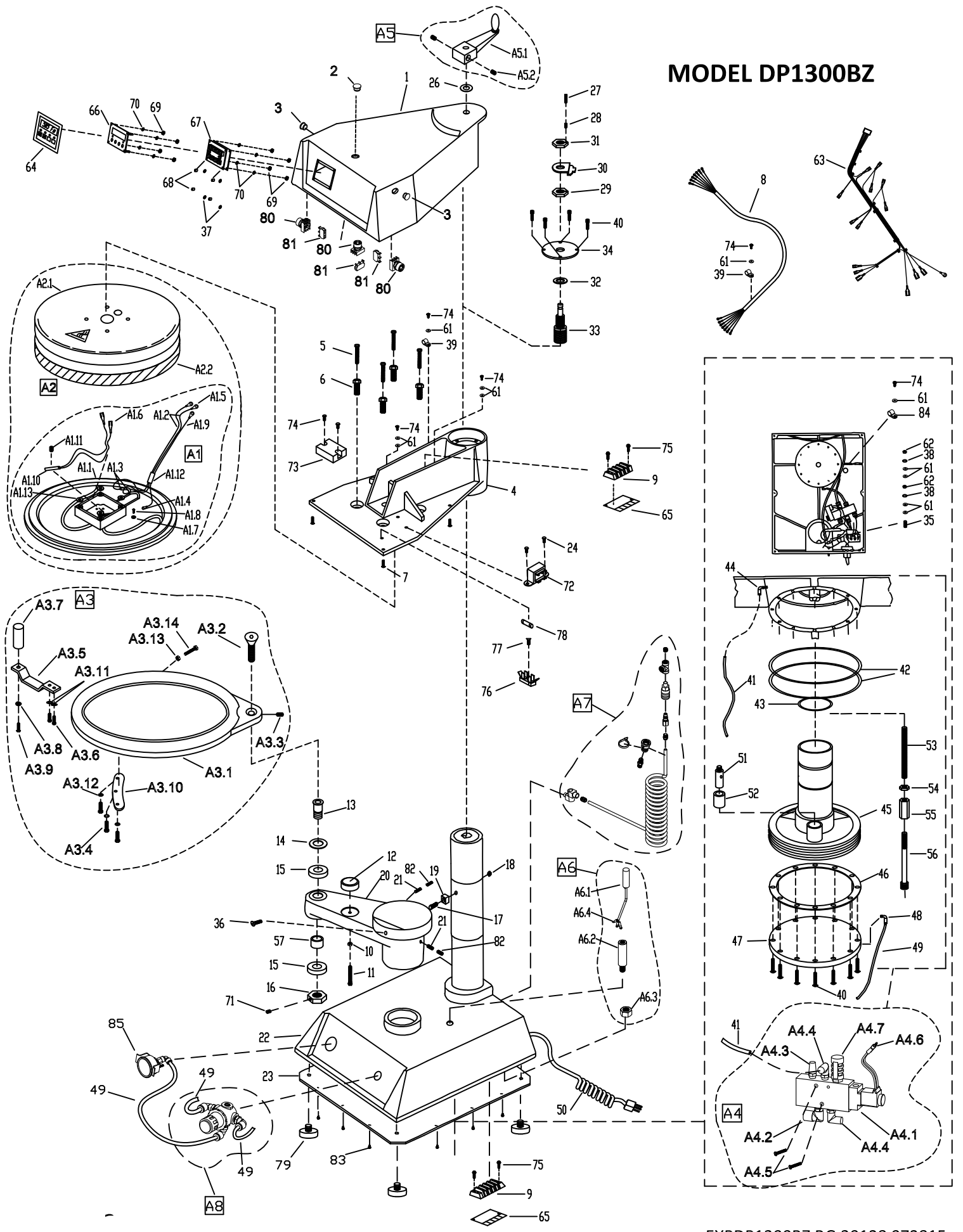
Symptom	Probable Cause	Action to be Taken	Ref. #'s on Explosion Drawing
<b>Power Button on Digital Controller face is depressed but doesn't turn on.</b>	Power Cord is not plugged in.	Plug power cord into wall 's receptacle and depress power button on controller	68
	Circuit Breaker is tripped off in the site's breaker box	Reset circuit breaker that the Grill is plugged into. Depress Power Button to turn on.	—
	Transformer has taken a electrical surge and is damaged	Replace Transformer after you check secondary side of transformer. If working properly, you should receive 12vdc.	91
<b>Digital Controller's LED's are scrambled or randomly erratic. If when turning on, the display will first go to segment check</b>	Check voltage on the secondary side of the Transformer. If you read 12VDC then you are receiving voltage to the Controller.	Replace Controller. Controller should be on once the power button is depressed.	85
	Possibly blown Fuse	Replace fuse.	105
<b>Digital Controller's LED's are scrambled or randomly erratic. If when turning on, the display will first go to segment check</b>	Possibly a componet on the Digital Controller is damaged	Replace Digital Controller	85
	Possibly control needs to reset	While unit is on (controller lit up) Unplug unit, wait for 1 min. then plug machine on and depress power button.	—
<b>Digital Controller on startup goes through LED segment check (8888) then to version # and then loops back to to the above reboot.</b>	The relay driver on the digital control may be blown.	Replace Digital Controller.	85
<b>Digital display shows PROB. No heat on Upper Platen.</b>	Sensor lost it's continuity as shown on a muti-meter.	Disconnect prob that is open (no continuity as shown on a multi-meter. Must replace Sensor (RTD). Do not cut and splice new sensor. Install new 2000 ohm RTD sensor to under side of Heat Platen and reconnect to Controller.	41
<b>When depressing the tactile button on Digital Controller, nothing happens.</b>	The tactile buttons under the overlay may be not close enough to activate. Same goes if the buttons are already pressed by overlay without depressing button.	Carefully (no too much at one time to avoid fracturing the traces on the Controller) tighten the nuts on the back of the Controller until button activate. Same goes in reverse if buttons are held down by the overlay.	—
<b>Digital display shows Relay and Particular zone is over heating or outer zone).</b>	The Relay on the switched side is not opening to regulate temperature.	Replace the Relay.	92
<b>Beeper not functioning or intermitten beeper sound.</b>	Beeper on Digital Control board failed.	Replace Digital Controller board	85

## DOUGHPRO

### DP1300 Trouble Shooting Guide

<b>If setpoint is reached but slightly off in temperature.</b>	Offset may need to be calibrated and adjusted.	Must call (800) 624-6717 ext. 129 for confidential instructions.	—
<b>Heater Platen overheating</b>	If the Relay (depending the year of the model) on the coil side are receiving 12vdc indicates the Controller is functioning properly. On the switching side of the relay, is there 120 vac going to the heater in question . If there is no voltage on the to the switching side of the relay to the heaters, the Relay is not working properly	Replace Relay If the Controller's heat-on LED is not lit indicating the controller is working properly.	92
<b>Thickness crank on top of press turns endless</b>	Set screws on crank maybe loose.	Make sure shaft is all the way on thin setting by turning counter clockwise then tighten the stacked Allen screws (2 set screws on top of each other) with allen wrench.	A5
<b>Dough not having same thickness across the press dough.</b>	To adjust upper platen for level press	Underneath the housing you will find 4, stacked hex bolts sitting over the upper platen attach to the arm. The top bolts are called locking bolts. The 4 larger Hex Bolts below are Adjustment Bolts. Break free the 4 Locking blts. With a open end wrench adjust the A. bolts (1/8 turn at a time where needed and test with dough. After satisfied, tighten the Locking bolts making sure not to move the larger Adustment Bolts.	11 & 12
<b>Power is on but hear a leaking of air under the lower platen / Swing Arm while Press is idle.</b>	The O'rings are warn allowing the air to pass through the cylinder	The cylinder needs orings, gasket and new cylinder grease. Request instruction sheet and need to order P/N 110033 for the kit.	—
<b>Press does not close when pressing the two, green, start buttons</b>	Did not simultaneously press the start buttons exactly at the same time  The Lower Platen switch mounted on the base is not in contact to complete circuit	Try pressing both buttons eactly at the same time. This is a anti-tie-down safety feature.  Make sure the roller plunger comes into contact (clicking noise). This is also a safety feature that both platens are aligned before	2
<b>After activation Lower Platen and when cycle is complete, the Lower Platen either is very slow coming down or doesn't come down at all.</b>	The Mufflers on the Solenoid Valve are dirty and now allowing alr from passing though.	Replace both Solenoid Valve mufflers.	
<b>Upon activation, the Lower Platen is slow to come up and down.</b>	Filter encased in a black housing in the back of the machine possilby is dirty.	Replace Filter.	

# MODEL DP1300BZ

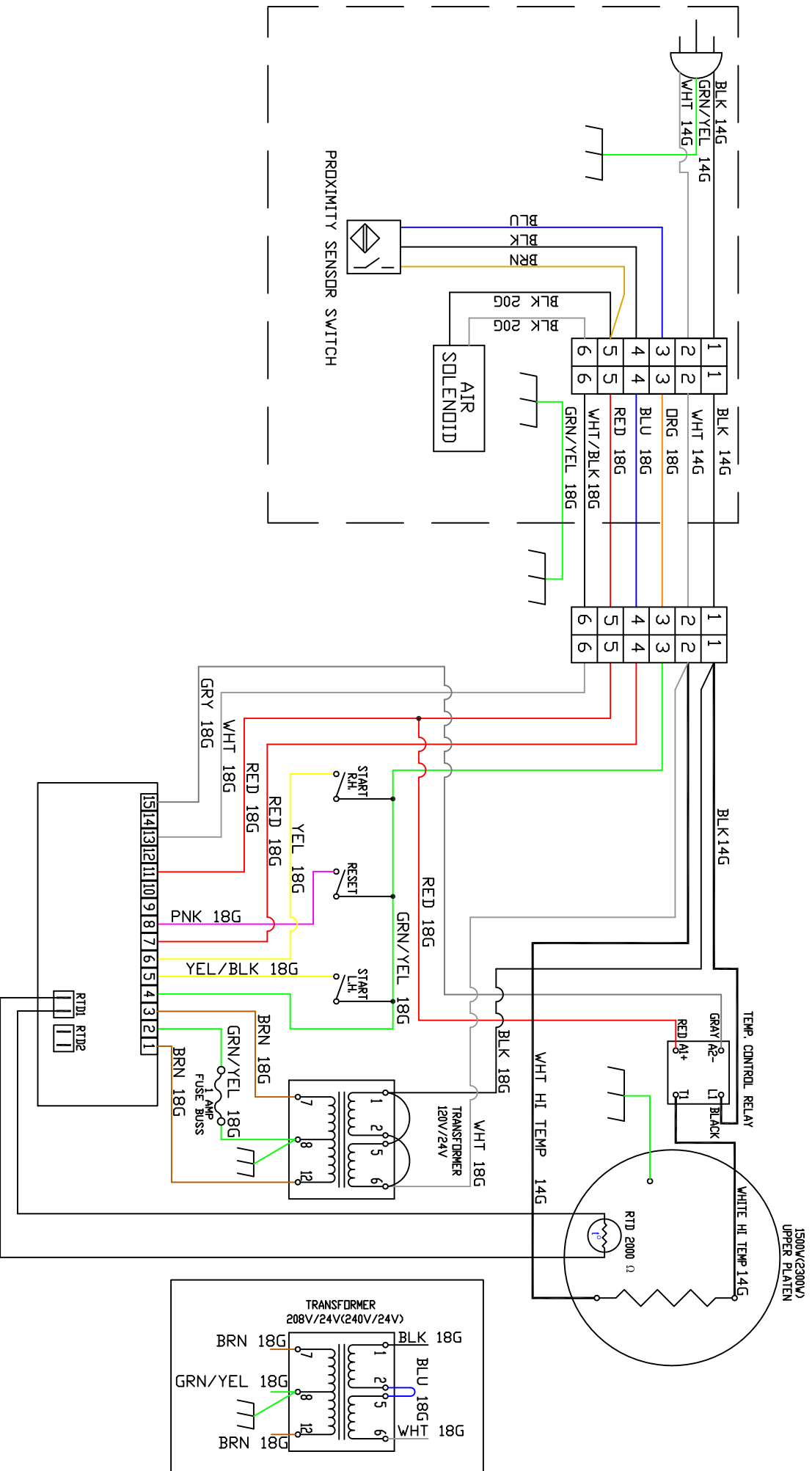


**PARTS LIST FOR MODEL DP1300BZ**

ITEM #	DESCRIPTION	DP1300BZA 120 ~ AC	DP1300BZE 208 ~ AC	QTY
1	HOUSING, INSTRUMENT	11010252202	11010252202	1
2	BUTTON BLACK MUSHROOM SCREW ON GE	P9ARB3N	P9ARB3N	1
3	GREEN MUSHROOM BUTTON SCREW ON	P9ARB3V	P9ARB3V	2
4	ARM	1102102	1102102	1
5	BOLT, HEX 5/16-18X2 1/2 G5	BH51618212G5	BH51618212G5	4
6	BOLT, LEVEL	11067	11067	4
7	BOLT, HEX 1/4-20X5/8	BH142058	BH142058	4
8	CABLE, POWER DISTRIBUTION	1101025068	1101025068	1
9	TERMINAL BLOCK 6 STAGE	6016	6016	2
10	NUT, HEX 1/4-20	NH1420	NH1420	1
11	SCREW SET 1/4"-20 X 1 3/4	SST1420134	SST1420134	1
12	BUMPER	110503450	110503450	1
13	STUD, LOWER PLATEN	110249065	110249065	1
14	BUSHING, LOWER PLATEN	110249049	110249049	1
15	BEARINGS, SEALED	62042NSL	62042NSL	2
16	NUT, JAM MACHINED	110102570	110102570	1
17	SCREW, SOCKET HEAD 3/8-16X1	SSH38161	SSH38161	1
18	NUT, HEX SELF LOCKING 3/8-16	NHSL3816	NHSL3816	1
19	ANTI-ROTATION BLOCK	110148	110148	1
20	PIVOT ARM	1103002	1103002	1
21	SKREW, SET 3/8-16x1/2 CONE POINT	SST381612CP	SST381612CP	2
22	BASE ASSEMBLY	1101745231101	1101745231101	1
23	COVER PLATE, BASE	11054	11054	1
24	SCREW, PHILLIPS PAN HEAD 8-32 X 1/4	SP83214	SP83214	2
26	SPACER, CRANK	1101097028	1101097028	1
27	SCREW, SET 1/4-20X1/4	SST142014	SST142014	1
28	SCREW, SET 1/4-20X3/8 CUP	SST142038	SST142038	1
29	CLAMP-ON SHAFT COLLAR	110230031	110230031	1
30	STOP CONTROL	11061	11061	1
31	JAM NUT UPPER	11070	11070	1
32	WASHER, THRUST	11059	11059	1
33	SCREW, ADJUSTMENT POST	11042	11042	1
34	THRUST PLATE	11058	11058	1
35	SCREW, SET 8-32X1	SST8321	SST8321	1
36	SCREW, SOCKET FLAT HEAD 1/4-20 X 3/4	SF142034	SF142034	1
37	WASHER, STEEL	311150019	311150019	4
38	WASHER, #8 INTERNAL TOOTH LOCK	WLIT8	WLIT8	2
39	CLAMP, CABLE 1/2	CC12	CC12	2
40	SCREW, SOCKET HEAD CAP, DOMESTIC FASTER 1/4-20 X 1	SSH14201D	SSH14201D	16
41	AIR, TUBE, POLY AIR 3/8 O.D. X 7	T38	T38	.75ft.
42	O-RING	MPSR138	MPSR138	2
43	O-RING	62308	62308	1
44	FITTING, AIR 1/4"PIPEX3/8TUBE ELBOW 90 DEG	110559025	110559025	1
45	PISTON ASSEMBLY	11039	11039	1
46	GASKET	MPSG140	MPSG140	1
47	PISTON COVER	11013	11013	1
48	FITTING, AIR 1/8 PIPE X 1/4 TUBE 90 DEG	AQ69P4X2	AQ69P4X2	1
49	AIR TUBE	TPE4014	TPE4014	4.91 ft.
50	POWER CORD	110969174	110969175	1
51	GUIDE POST	11072	11072	1
52	BUSHING, GUIDE POST	MPSB070	MPSB070	1
53	STUD, THREADED	11048	11048	1
54	NUT, HEX 3/8-16	NH3816	NH3816	1
55	NUT, COUPLING 3/8-16X1-3/4	NC3816134	NC3816134	1
56	SCREW, SOCKET HEAD 3/8-16X4	SSH38164	SSH38164	1
57	BEARING SPACER	11046	11046	1
61	WASHER, SAE #8	WSAE8	WSAE8	11
62	NUT, HEX 8-32	NH832	NH832	2
63	WIRE HARNESS	11017069250	11017069250	1
64	CONTROL PANEL OVERLAY	ODP1300BZ	ODP1300BZ	1
65	MARKER STRIP #6	MS6016	MS6016	2
66	CONTROL FACIA	11086027	11086027	1
67	DIGITAL CONTROL	110102505213	110102505213	1
68	SPACER, NYLON	110969111	110969111	4
69	NUT, HEX 6-32	NH632	NH632	8
70	WASHER, INTERNAL TOOTH LOCK #6	WLIT6	WLIT6	8
71	SCREW, SET 10-32X3/16	SST1032316	SST1032316	1
72	TRANSFORMER	11096975	11096975	1
73	RELAY	MPR90217	MPR90217	1

ITEM #	DESCRIPTION	DP1300BZA 120 ~ AC	DP1300BZE 208 ~ AC	QTY
74	SCREW, PAN HEAD PHILLIPS 8-32X3/8	SP83238	SP83238	7
75	SCREW, PAN HEAD PHILLIPS 8-32X 1/2	SP83212	SP83212	4
76	FUSE HOLDER 1 AMP	MPPF708	MPPF708	1
77	SCREW, PAN HEAD PHILLIPS 2-56X1/4	SP25614	SP25614	1
78	FUSE BUSS 1 AMP	MPPF701R	MPPF701R	1
79	FEET, RUBBER	RF209	RF209	4
80	SWITCH, MOM P/S OP SCREW ON GE	P9XPLOSO	P9XPLOSO	3
81	CONTACT N/O SCREW TYPE, GE #P9B10VN	110101751	110101751	3
82	SCREW, SET 3/8-16X1/2" CUP	SST381612	SST381612	2
83	BOLT, HEX HEAD 8-32 X 1/4	BH83214	BH83214	12
84	CLAMP, CABLE 3/4	CC34	CC34	1
85	2" BLK/BRS AIR GAUGE	110130008	110130008	1
86	OPERATION MANUAL	MDP1300BZ	MDP1300BZ	1
<b>A1</b>	<b>UPPER PLATEN WITH WIRING ONLY</b>	<b>110105374120PK</b>	<b>110105374208PK</b>	<b>1</b>
A1.1	UPPER PLATEN MACHINED, BLAZE PIZZA	110105374120P	110105374208P	1
A1.2	WIRE, TGGT, 14 GA	110069	110069	4.25 FT.
A1.3	TFE, SHRINK TUBING 7 AWG	110131	110131	.33 FT.
A1.4	TERMINAL, RING #6 14-16 GA (HI-TEMP)	1601HT	1601HT	1
A1.5	TERMINAL, RING #8 14-16 GA (BLUE)	1604	1604	3
A1.6	TERMINAL, QD 3/16 X 18-22 GA (PINK)	2280	2280	2
A1.7	WASHER, SAE #6	WSAE6	WSAE6	1
A1.8	SCREW, PAN HEAD PHILLIPS 6-32X1/4	SP63214	SP63214	1
A1.9	WIRE, TFE 14 GA. GREEN	WTFE14G	WTFE14G	1.5 FT.
A1.10	RTD SENSOR ASSEMBLY	110949110	110949110	1
A1.11	SCREW, SET 3/8-16X1/2" CUP	SST381612	SST381612	1
A1.12	SLEEVING, PVC WIRE	OPVC1050	OPVC1050	.16 FT.
A1.13	WASHER, SAE 1/4	WSAE14	WSAE14	4
<b>A2</b>	<b>UPPER PLATEN COMPLETE ASSEMBLY</b>	<b>110105374120PAK</b>	<b>110105374208PAK</b>	<b>1</b>
A1	KITTED, UPPER PLATEN WITH WIRING ONLY	110105374120PK	110105374208PK	1
A2.1	UPPER HEAT SHROUD	1109336	1109336	1
A2.2	DP2000 INSULATION	1101171251	1101171251	1
<b>A3</b>	<b>KITTED, LOWER PLATEN ASSEMBLY</b>	<b>11017452332K</b>	<b>11017452332K</b>	<b>1</b>
A3.1	LOWER PLATEN MACHINED BLAZE PIZZA	11017452332	11017452332	1
A3.2	SCREW, FLAT HEAD SOCKET 1/2-20X2	SF12202	SF12202	1
A3.3	SCREW, SET CONE POINT 1/4-20X3/8	SST142038CP	SST142038CP	1
A3.4	BOLT, HEX 5/16-18 X 1.0 STAINLESS STEEL	BH516181S	BH516181S	3
A3.5	HANDLE, BRACKET	11045336302	11045336302	1
A3.6	SCREW, BOLT HEX HEAD 1/4-20 1.0 STAINLESS STEEL	BH14201S	BH14201S	2
A3.7	PRESSURE APPLYING KNOB	MPSK215	MPSK215	1
A3.8	SPLIT LOCK WASHER 3/8 STAINLESS STEEL	WL38S	WL38S	1
A3.9	SCREW, BUTTON HEAD 3/8-16 X 1.0	SP38161	SP38161	1
A3.10	GUIDE, LOWER PLATEN	11044	11044	1
A3.11	WASHER, LOCK INTERNAL TOOTH 1/4	WLIT14	WLIT14	2
A3.12	WASHER, LOCK INTERNAL TOOTH 5/16	WLIT516	WLIT516	3
A3.13	NUT, HEX 1/4-20	NH1420	NH1420	1
A3.14	BOLT, HEX 1/4-20 X 1 1/2	BH1420112	BH1420112	1
<b>A4</b>	<b>KITTED, SOLENOID VALVE ASSY</b>	<b>11017452330K</b>	<b>11017452330K</b>	<b>1</b>
A4.1	VALVE SOLENOID L2003 AAWR 5/2 1/4 PORT L20 12VDC COIL	110559024	110559024	1
A4.2	FITTING, AIR 1/4"PIPE X 3/8 TUBE ELBOW 90° SWIVEL PL3/8-N2UT	110559025	110559025	1
A4.3	AIR MUFFLER 1/4 NPT EXHAUST ASP-2	110559027	110559027	1
A4.4	FITTING, AIR 1/4" PIPE X 1/4" TUBE 90°	AQ69P4X4	AQ69P4X4	2
A4.5	SCREW, PAN HEAD PHILLIPS 8-32X1 1/2 STAINLESS STEEL	SP832112S	SP832112S	2
A4.6	TERMINAL, #6 RING 18-22 GA	2202	2202	2
A4.7	MUFFLER, 1/4 SUPER QUIET FLOW	110559029	110559029	1
<b>A5</b>	<b>CRANK, ASSEMBLY</b>	<b>1106001A</b>	<b>1106001A</b>	<b>1</b>
A5.1	CRANK, ADJUSTMENT	1106002	1106002	1
A5.2	SCREW, SET KNURLED CUP POINT 5/16-18X3/8	SST5161838KN	SST5161838KN	2
<b>A6</b>	<b>SWITCH, PROXIMITY SENSOR, KIT</b>	<b>110103K</b>	<b>110103K</b>	<b>1</b>
A6.1	SWTICH, PROXIMITY SENSOR	11017452377	11017452377	1
A6.2	HOUSING, SWITCH PROXIMITY SENSOR	110103	110103	1
A6.3	NUT, HEX 3/4-16	NH3416	NH3416	1
A6.4	TERMINAL, #6 RING 18-22 GA	2202	2202	1
<b>A7</b>	<b>AIR LINE EXTERNAL SYSTEM</b>	<b>110230010</b>	<b>110230010</b>	<b>1</b>
<b>A8</b>	<b>AIR REGULATOR / GAUGE ASSEMBLY</b>	<b>110130009</b>	<b>110130009</b>	<b>1</b>

VAC: 120/208/240  
 AMPS: 12.5/11.05/5.94  
 WATTS: 1500(2300)(1500)



WDDP1300 RD 30116 2935 071015

## Warranty & Return Policy

**Proluxe** warrants all products manufactured by it against defects in workmanship or materials from the date of purchase for a period of (1) year on parts and **labor**. **This warranty applies to only equipment purchased and used in the United States.** Warranty period shall begin when equipment ships. Warranty travel shall only be covered for 60 miles. Limited lifetime warranty on heating elements.

**ALL WARRANTY SERVICE CALLS MUST BE APPROVED BY PROLUXE. IF THIS PROCEDURE IS NOT FOLLOWED, WARRANTY SERVICE WILL NOT BE COVERED. WARRANTY SERVICE WILL BE PAID ON STRAIGHT TIME, OVERTIME WILL NOT BE COVERED.**

### **Exclusions:**

1. **WOOD / GAS FIRED OVENS:** PROLUXE warranty applies to the main body of the oven being steel / refractory and insulation shall be free from defects in materials and workmanship for a period of four years from the date of purchase. The gas equipment shall be free from defects in materials and workmanship for a period of one (1) year from the date of purchase. Lifetime warranty against cracks on oven floor.
2. **Air compressors are excluded from this warranty**, but PROLUXE may act as a warranty expeditor in certain instances regarding these compressors. The air compressor manufacturer provides a limited warranty and a copy of this warranty is furnished with all compressors sold by PROLUXE. For prompt handling of compressor warranty claims the instructions of the compressor manufacturer must be adhered to.
3. **Equipment built to special order as well as accessories** cannot be canceled and are not returnable unless defective within the terms of this warranty.
4. **In no event shall PROLUXE be liable for consequential damages arising out of the failure of any of its products if operated improperly or caused by normal wear or damage by operator abuse.**
5. **BC2325 pedestal warranty disclaimer:** Pedestals shall only be covered under warranty if they have been cleaned using the factory approved cleaning method. cracked or damaged pedestals must be inspected by the factory before warranty is authorized.
6. **Limited lifetime warranty on heating elements:** If replacement is needed, Proluxe will send the new part at no charge but **labor** will not be covered unless the unit is still under the 1 year manufacture warranty.

### **Returned Merchandise Policy:**

Should it become necessary to return any of the company's products, the following instructions must be adhered to: First, contact our customer service department for approval and a return authorization number. *Please have the serial number of your item available at that time.* All merchandise must be shipped *freight prepaid* by customer or service agency. Subject to the inspection of the product by the company, a restocking charge of 20% of the Net purchased price paid to PROLUXE will be assessed. Merchandise may not be returned for credit without *prior written approval* of PROLUXE. Collect shipments *will not* be accepted. No returns after 60 days of original shipment date on machines. Purchased parts may not be returned after 30 days.

If upon inspection by PROLUXE or its authorized agent it is determined the equipment has not been used in an appropriate manner, has been modified, or has not been properly maintained, or has been subject to misuse, misapplication, neglect, abuse, accident, unauthorized modification, damage during transit, delivery, fire, flood, act or war, riot or act of God, then this warranty shall be deemed null and void.

### **Terms & Conditions:**

1. Prices indicated in the PRICE LIST are suggested retail prices and are shown in U.S. DOLLARS.
2. Terms of Payment: 1% 10 days, NET 30 days.
3. **NEW ACCOUNTS:** Satisfactory credit information must be provided before open account status can be extended. Unless agreed otherwise, all shipments will be made C.O.D., CASH IN ADVANCE.
4. **PRICING:** Prices, specifications, model numbers, capacities and accessories are subject to change without notice.
5. **FREIGHT / ROUTING:** Method of shipment will be determined by PROLUXE unless otherwise advised by PURCHASER.
6. **DAMAGED CLAIMS:** All merchandise shipped at purchaser's risk. Inspection must be made by purchaser at time goods are received. If goods are damaged, the PURCHASER shall request that the agent of the transportation company make a written notation on the proper shipping documents immediately and then file a claim for damage. **GOODS DAMAGED IN SHIPMENT ARE NOT RETURNABLE.**
7. **RETURNS:** Machines may not be returned after 60 days. Purchased parts may not be returned after 30 days. A restocking fee of 20% will be assessed on non-warranty returns.
8. **TAXES:** Prices indicated herein DO NOT include State, Federal, Local or foreign taxes or duties, nor do they include fees, permits, insurance or other levies, all of which are the responsibility of the purchaser.
9. All orders are subject to acceptance by PROLUXE.
10. Possession of this price list shall not be considered an offer to sell.