

# Operations Manual

Apex Pro X2 - Hydraulic Automatic Dough Press  
Model #: DP2350M



**PROLUXE**  
WWW.PROLUXE.COM

Congratulations!

Your selection of the Doughpro DP2350 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 DP2350.

Your model DP2350 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 30 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 30amp 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:

208V/50-60Hz/4600W/22.11Amps

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

#### Shipping Weight:

200lbs. (91kg.) – DP2350

### 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

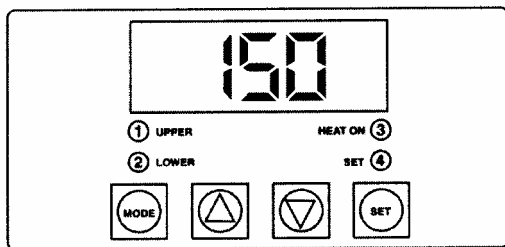


Fig. A

## 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.**



### WARNING

Press must be level on counter or table in order to function properly

\*

1. Switch the DP2350 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.*

2. 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.***

3. Set the thickness control lever to “thick” or “thin” or anywhere in between these settings as your product requires. Models with molds:

*Note: Vj kempguu'ku'f gvgt o kpgf "d{ 'lucpf ct f " qt "ewuqo "o qtf 'f grvj 0*

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

5. 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.

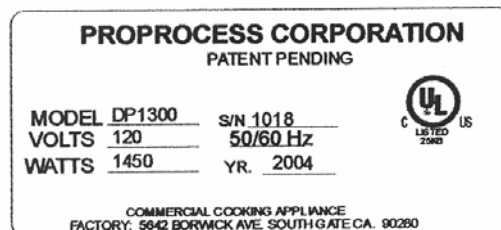
6. Close the platen and, with both hands, press the two green buttons on each side of the machine simultaneously.

7. 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.)

8. 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 DP2350 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

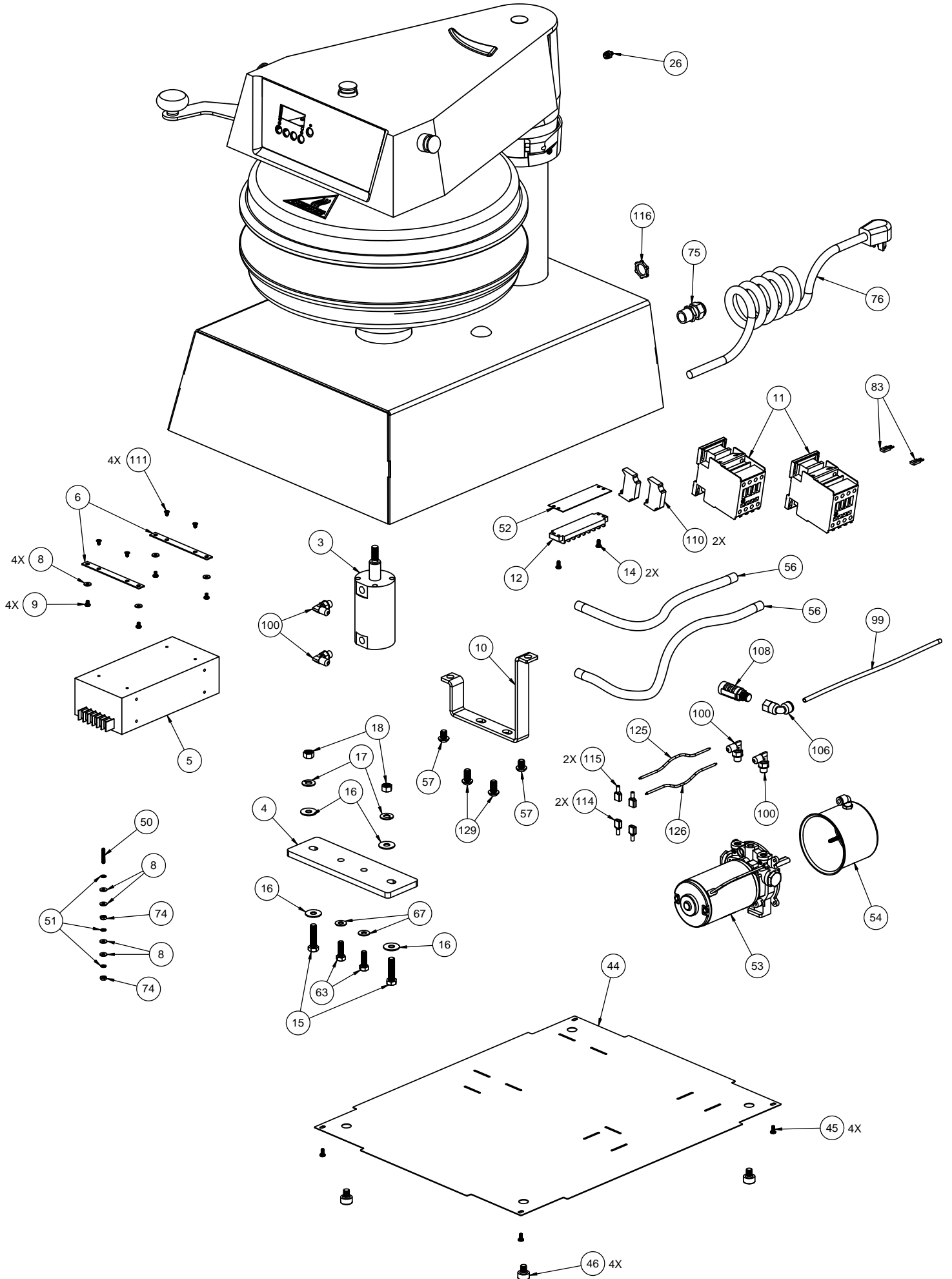
### DP2350 Automatic Air Press Trouble Shooting Guide

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	60
	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.	66
	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.	76
	Possibly blown Fuse	Replace fuse.	39
<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	76
	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.	76
<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.	A1.10
<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 Rela and Particular zone is over heating or outer zone).</b>	The Relay on the switched side is not opening to regulate temperture.	Replace the Relay.	55
<b>Beeper not functioning or intermitten beeper sound.</b>	Beeper on Digital Control board failed.	Replace Digital Controller board	76

**DOUGHPRO**  
**DP23) 0 Automatic Air Press Trouble Shooting Guide**

Symptom	Probable Cause	Action to be Taken	Ref. #'s on Explosion Drawing
<b>If setpoint is reached but slighty off in temperature.</b>	Offset may need to be calibrated and adjusted.	Must call (800) 624-6717 ext. 129 for confidential instructions.	—
<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	Try pressing both buttons eactly at the same time. This is a anti-tie-down safety feature.	82
	The Lower Platen switch mounted on the base is not in contact to complete circuit	Make sure the roller plunger comes into contact (clicking noise). This is also a safety feature that both platens are aligned before	
<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.	55
			—
<b>Both Upper and Lower Platen not aligned when activating. You may experience a shifting of the platens when coming into contact, or striking noise.</b>	Upper and Lower Platen misaligned.	On the left side of the Post Collar (#35) are back- to-back set screws. Remove the first locking set screw. Adjust stopping set screw to align platen ( <b>*IMPORTANT*</b> must reduce air pressure to a minimum as not to damaging closing platens). After alignment is complete, re-install locking set screw as not to move the alignment set screw.	17





**PROLUXE PARTS LIST FOR  
DP2350M (ML/MR)**

ITEM #	DESCRIPTION	DP2350ME	DP2350MCEC	QTY.
		208 ~ AC	220 ~ AC	
1	BASE AND POST WELDING ASSEMBLY (DP2350M)	DP2081101	DP2081101	1
2	PISTON GUIDE WELDING ASSEMBLY (DP2350/DP2350M)	DP13904	DP13904	1
3	CYLINDER, HYDRAULIC - 40 MM BORE x 1.687 STROKE	DP13140	DP13140	1
4	MOUNTING PLATE	DP13105	DP13105	1
5	POWER SUPPLY, 24VDC / 85-265VAC	DP13110	DP13110	1
6	ELECTRICAL BOX MOUNTING BRACKET	DP13107	DP13107	2
7	PISTON RAM MACHINED DP2300	11023003001	11023003001	1
8	WASHER, SAE #8	WSAE8	WSAE8	11
9	SCREW, PHILLIPS PAN HEAD 8-32 X 1/4	SP83214	SP83214	6
10	PUMP MOUNTING BRACKET	DP13108	DP13108	1
11	CONTACTOR, 12V GE	DP13117	DP13117	2
12	TERMINAL BLOCK #8	6018	6018	1
13	MANUAL DP2350M	MDP2350M	MDP2350M	1
14	SCREW, PHILLIPS PAN HEAD 8-32 X 3/8	SP83238	SP83238	7
15	BOLT, HEX 3/8-16 X 1-1/2"	BH3816112	BH3816112	2
16	WASHER, SAE 3/8	WSAE38	WSAE38	5
17	WASHER, LOCK 3/8	WL38	WL38	3
18	NUT, HEX 3/8-16	NH3816	NH3816	3
20	ARM MACHINED, DP2350	DP2082101	DP2082101	1
21	THRUST PLATE	DP15404	DP15404	1
22	ADJUSTABLE SCREW	110230042	110230042	1
23	NUT, LOCKING JAM (MACHINED)	11070	11070	1
24	SCREW, SET 1/4-20 X 3/8 CONE POINT	SST142038CP	SST142038CP	1
25	BOLT, SHOULDER 3/8X2	11023003	11023003	1
26	FITTING, ZERK 1/8" PIPE	B610	B610	1
27	HOUSING, MACHINING	11010252201	11010252201	1
28	CONTACT N/O SCREW TYPE, GE #P9B10VN	110101751	110101751	3
29	SWITCH, MOM P/S OP SCREW ON GE	P9XPLOSO	P9XPLOSO	3
30	BOLT, HEX 5/16-18 X 2 1/2 G5	BH51618212G5	BH51618212G5	4
31	FACIA CONTROL PLATE	11086027	11086027	1
32	WASHER, INTERNAL TOOTH LOCK #6	WLIT6	WLIT6	8
33	NUT, HEX 6-32	NH632	NH632	10
34	MARKER STRIP #6	MS6016	MS6016	1
35	TERMINAL BLOCK #6	6016	6016	1
36	SCREW, PAN HD 8-32 X 5/8"	SP83258	SP83258	2
37	FUSE HOLDER 1 AMP	MPPF708	MPPF708	1
38	FUSE BUSS 1 AMP	MPPF701R	MPPF701R	1
39	SCREW, PHILLIPS PAN 2-56x1/4	SP25614	SP25614	1
40	TRANSFORMER	11096975	MPPT700R	1
41	CLAMP, CABLE 3/4" #3332	CC34	CC34	1
42	OVERLAY-BLUE, DP1300/DP1350, DP2350/DP2300	ODP2350B	ODP2350B	1
43	DIGITAL CONTROL REV. 5.06	DP139052	DP139052	1
44	BOTTOM COVER	DP13154	DP13154	1
45	PAN HEAD SLOTTED 8-32 X 3/8" PLATED	SPS83238	SPS83238	4
46	FEET, RUBBER	RF209	RF209	4
47	NYLON SPACER, 1/4 X .141 X 9/32 LONG	110969111	110969111	4
48	WASHER, .311 OD X .150 ID X .20 THK	311150019	311150019	4
50	SCREW, SET 8-32 X 1	SST8321	SST8321	2
51	WASHER, INTERNAL TOOTH LOCK #8	WLIT8	WLIT8	4

**PROLUXE PARTS LIST FOR  
DP2350M (ML/MR)**

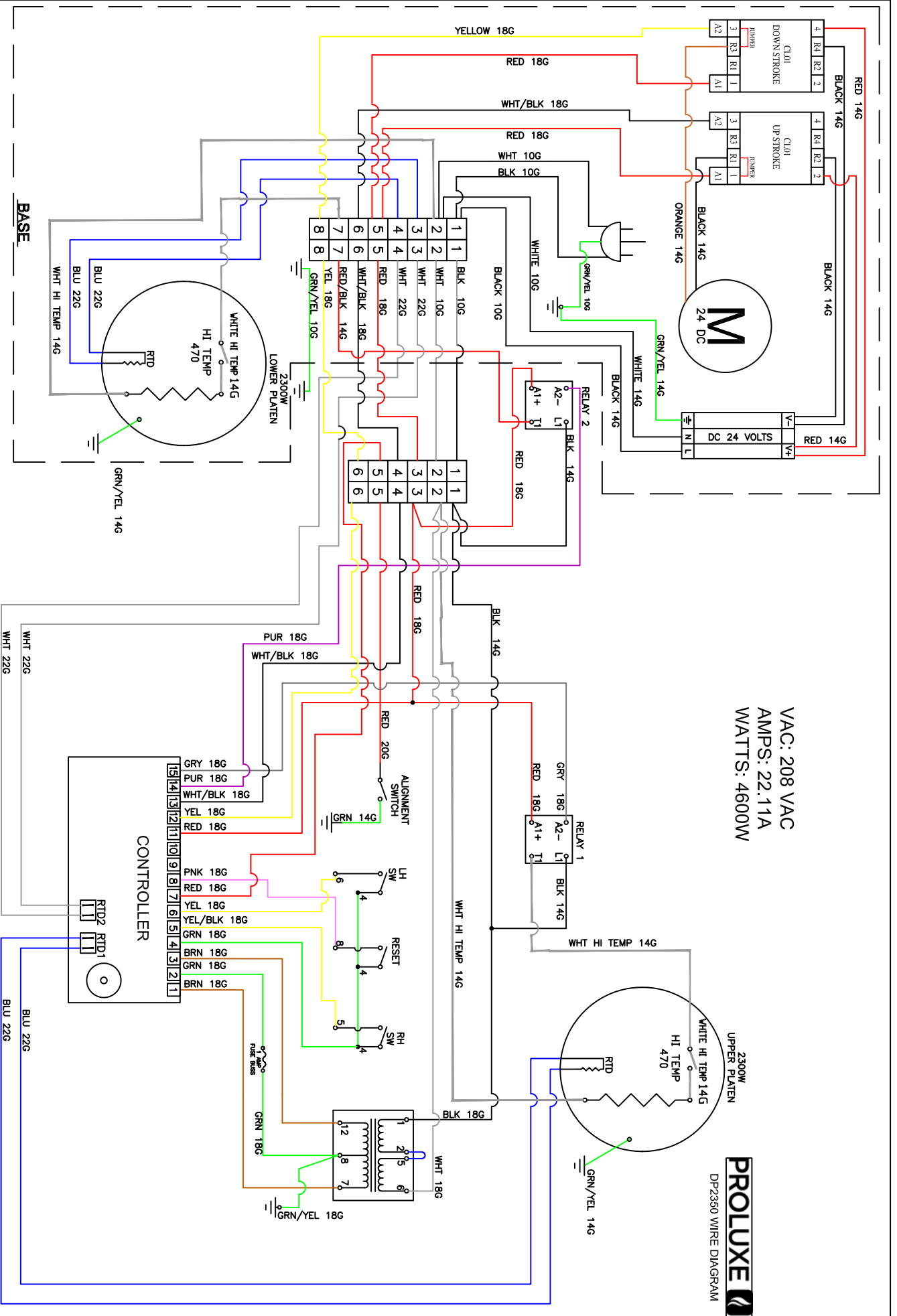
ITEM #	DESCRIPTION	DP2350ME	DP2350MCEC	QTY.
		208 ~ AC	220 ~ AC	
52	MARKER STRIP #8	MS6018	MS6018	1
53	HYDRAULIC (MOTOR/PUMP) MACHINES, DP1350/DP2350	DP13146	DP13146	1
54	HYDRAULIC PUMP/MOTOR RESERVOIR	DP13148	DP13148	1
55	BOLT, HEX 1/4-20 X 5/8" ZINC PLATED	BH142058	BH142058	4
56	HYDRAULIC MOTOR HOSES	DP13141	DP13141	2
57	SCREW BUTTON HEAD 3/8-16 X 1/2	SB381612	SB381612	2
58	HIGH TEMP. EDGE TRIM	DP20804	DP20804	1
59	HANDLE, SWING AWAY	11023004501	11023004501	1
60	HEX BOLTS STAINLESS STEEL, 1/4-20 X 1/2	BH142012S	BH142012S	3
61	KNOB, SWING AWAY (MUSHROOM)	110017	110017	2
62	SCREW, BUTTON HD 1/4-20 X 5/8"	SB142058	SB142058	1
63	BOLT, HEX 5/16-18 X 1	BH516181	BH516181	2
64	COLLAR POST DP2300	1101751162301	1101751162301	1
65	NUT, HEX JAM 5/16-18	NHJ51618	NHJ51618	2
66	COLLAR, STOP PIN	DP12504	DP12504	2
67	WASHER, SAE 5/16	WSAE516	WSAE516	6
68	WASHER, 5/16" SPLIT LOCK	WL516	WL516	4
69	BOLT, HEX 5/16-18 X 1-1/2", GRADE 5	BH51618112G5	BH51618112G5	4
70	SCREW, SET CONE POINT 3/8-16 X 1/2	SST381612CP	SST381612CP	2
71	SCREW, SET 1/4-20 X 1/2	SST142012	SST142012	1
72	ORING, #2-243 N-70	MPSS062	MPSS062	1
73	RELAY, SOLID STATE	MPR90217	MPR90217	2
74	NUT, HEX 8-32	NH832	NH832	4
75	HEYCO STRAIN RELIEF 1/2"	3231	3231	1
76	POWER CORD	110573175	TP1211176	1
77	COVER, LEVELING SPRING	11023002	11023002	1
78	BUSHING, ALIGNMENT	110415602	110415602	1
79	SCREW, SET 3/8-16 X 1/2	SST381612	SST381612	10
80	GREEN MUSHROOM BUTTON SCREW ON	P9ARB3V	P9ARB3V	2
81	BUTTON BLACK MUSHROOM SCREW ON GE	P9ARB3N	P9ARB3N	1
82	UPPER HEAT SHROUD	110230036	110230036	1
83	BRIDGE, PLUG IN, 2, RED, CROSS CONNECTIONS	110116920	110116920	2
84	SLEEVING, PVC WIRE	OPVC1050	OPVC1050	1.91 FT
85	TERMINAL, QD 3/16 x 18-22 GA (PINK)	2280	2280	2
86	14- 16 GA #10 FORK TERMINAL ISUL.	1626	1626	2
87	TERMINAL, RING #8 14-16 GA (BLUE)	1604	1604	5
88	RTD SENSOR ASSEMBLY	110949110	110949110	2
89	WIRE, TGGT, 14 GA	110069	110069	13.25 FT
90	WIRE, TFE 14 GA GREEN	WTFE14G	WTFE14G	5.45 FT
91	TFE, SHRINK TUBING 7 AWG	110131	110131	.66 FT
92	PLUG, BUTTON 7/8, PLASTIC (BLACK)	PB78P	PB78P	1
93	WASHER, SAE #6	WSAE6	WSAE6	4
94	TERMINAL, RING #6 14-16 GA (HI-TEMP)	1601HT	1601HT	2
95	POST GUIDE DP2300	11023004	11023004	1
96	TERMINAL, RING #6 x 18-22 GA, RED MOLEX	2202	2202	2
97	TFE NON SHRINK TUBING	110133	110133	.50 FT
98	SHROUD, LOWER PLATEN DP2300	110230037	110230037	1
99	TUBING, BLACK AIR LINE 1/4"	TPE4014	TPE4014	1 FT
100	HYDRAULIC PORT FITTINGS (CYLINDER/PUMP)	DP13121	DP13121	4

**PROLUXE PARTS LIST FOR  
DP2350M (ML/MR)**

ITEM #	DESCRIPTION	DP2350ME	DP2350MCEC	QTY.
		208 ~ AC	220 ~ AC	
101	WIRE HARNESS	DP15450	DP15450	1
102	POWER DISTRIBUTION CABLE	110230068	110230068	1
103	SCREW, SET 1/4-20 X 1/4	SST142014	SST142014	1
104	SCREW, SOCKET HEAD 5/16-18 X 1 DOMESTIC	SSH516181D	SSH516181D	1
105	BOLT, LEVEL	11067	11067	4
106	FITTING, AIR 1/4" FEM.PIPE X, 1/4 TUBE 90 DEGREE	AQ70P4X4	AQ70P4X4	1
107	GROMMET, RUBBER CS157, 3/4" ID 1.3/8" OD,1/8"	110103919	110103919	1
108	MUFFLER SILENCER QUIET FLOW 1/4" NPT SQF-2	110559029	110559029	1
109	WASHER, SAE 1/4	WSAE14	WSAE14	4
110	RAIL LOCK	DP13122	DP13122	2
111	8-32 X 1/4" PHIL. HD 100 DEG., SCREW STAINLESS STEEL	SF83214S	SF83214S	4
112	PROXIMITY SWITCH HOLE PLUG, (.875", KOS LT 1/2 LD)	DP13144	DP13144	1
113	SCREW, SOCKET HEAD 1/4-20X3/4"	SSH142034	SSH142034	2
114	TERM, 1/4X16GA. ML F/I	1672FIN	1672FIN	2
115	TERMINAL, 1/4" QD FEMALE 14-16, FULLY INSUL BLUE	1670FIN	1670FIN	2
116	NUT, CONDUIT 1/2	NC12	NC12	1
117	WIRE, TFE 14 GA. GREEN	WTFE14G	WTFE14G	.91 FT
118	14-16 GA #6 FORK TERMINAL INSUL	1622	1622	1
119	SWITCH, MICRO ROLLER PLUNGER	BZ2RQ18A2	BZ2RQ18A2	1
120	ROLLER MICROSWITCH MOUNTING BRACKET	DP13905	DP13905	1
121	SCREW, PAN HD 10-32 X 3/8	SP103238	SP103238	2
122	SCREW PAN HEAD PHILLIP 6-32 X 1	SP6321	SP6321	2
123	WIRE, 20 GA. 10 STRAND, RED	WR2010	WR2010	.58 FT
124	TERMINAL, FORK #6 18-22GA	TF81822	TF81822	2
125	WIRE, BLACK 14 GA, 41 STRAND	WB1441	WB1441	.83 FT
126	WIRE, 14 GA. RED, 41 STRAND	WR1441	WR1441	.83 FT
127	SCREW, PAN HEAD PHILLIPS, 6-32 X 1/4", NICKEL PLATED	SP63214	SP63214	2
128	WASHER, THRUST	11059	11059	1
129	SCREW BUTTON HEAD 3/8-16 X 3/4	SB381634	SB381634	2
A1	KITTED, UPPER PLATEN COMPLETE ASSEMBLY	DP20831208AK	DP20831220AK	1
A2	KITTED, UPPER PLATEN WITH WIRING ONLY	DP20831208K	DP20831220K	1
A3	KITTED, LOWER PLATEN COMPLETE ASSEMBLY	DP20832208AK	DP20832220AK	1
A4	KITTED, LOWER PLATEN WITH WIRING ONLY	DP20832208K	DP20832220K	1
A5	START SWITCH ASSY MUSHROOM	11051845	11051845	2
A6	STOP SWITCH ASSY MUSHROOM	11051850	11051850	1

VAC: 208 VAC  
 AMPS: 22.11A  
 WATTS: 4600W

**PROLUXE**  
 DP2350 WIRE DIAGRAM



**MASTER COPY**  
 Date 06/01/19

WDDP2350 RE 060119

ARM

BASE

# PROLUXE

## 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, altered 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: 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.