

# Smart • Therm™ Operating & Maintenance Manual



**Model:** 611120 (120V), 611220 (208V/240V)  
611208 (208V), 611240 (240V)

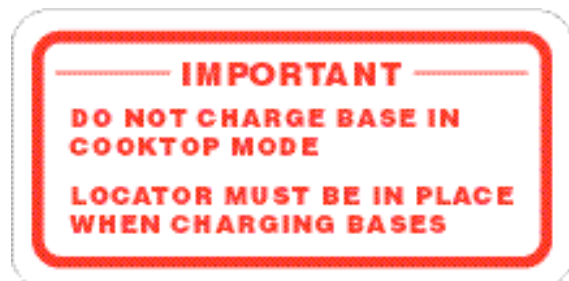
**SMART•THERM™ MODES:** Induction Base Heating or change to Cook-Top Mode for use with induction cooking pans.

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**For Service Information, call 1-888-673-4639**

*Please provide following information:*

- Model number
- Serial number



## Introduction

You have purchased the new Dinex® Smart•Therm™ Induction Charger. Please read this manual for helpful guidelines on how to use your Equipment. Should you have any questions concerning the Equipment, please call the Dinex® Service at 1-888-673-4639.

**! IMPORTANT:** For your safety, read and follow all cautions, information and warnings.

### FREIGHT DAMAGE CLAIMS

Your Smart•Therm Induction Charger was carefully inspected and packed before leaving our factory. The transportation company assumes full responsibility for safe delivery of this equipment. Dinex® cannot assume responsibilities for damage or loss incurred in transit. Visible damage or loss should be noted on the freight bill and signed by the person making the delivery.

A freight claim should be filed immediately with the transportation company. If damage is unnoticed or concealed until equipment is unpacked, notify the transportation company immediately and tell them you want to file a concealed damage claim. This must be done within fifteen (15) days after delivery was made. Be sure to retain all packing material and cartons.

**! WARNING:** Use of this symbol identifies a potentially hazardous situation which, if not avoided, may result in damage to the machine or injury to the operator.

**! CAUTION:** If the product is used without observing the information given under this symbol, minor personal injury, or damage to equipment may result.

**! WARNING:** Installation of this equipment should be performed only by persons qualified or licensed to install electrical equipment.

- Adjustments and service work should be performed only by qualified service technicians.
- This equipment is intended for commercial use only. Not for household use.
- Use of other than genuine Dinex® replacement parts or service work performed by other than authorized Dinex® service agents will void the warranty.
- Do not use any corrosive cleaners. Use only mild detergents.

### APPLICATION & USE

The Equipment is for commercial use in the food service industry. It provides maximum induction heating compatible Dinex® bases. Use in Smart•Therm™ mode with Dinex® Smart•Therm™ base only. Modes 611120 & 611220 can also be used in cook-top mode after removal of base locator.

## SAFETY

The instructions contained in this manual provide important guidelines for the Equipment user regarding a correct and safe installation. Particular attention should be paid to the warnings given in various parts of this manual. Do not attempt to repair this equipment. Repairs are to be performed by authorized personnel only.

- Do not use the machine if glass is broken or if anything melts onto it.
- Always use an induction compatible pan 8 inches or more in diameter on the cook-top surface. (cook-top mode)
- Never use the machine as a work surface or cutting board.
- Do not attempt to heat aluminum foil.
- Never attempt to cook food directly on the glass surface.
- Always have the base locator in place when heating induction bases.

**! IMPORTANT:** Do not put Smart•Therm™ base in microwave oven.

**! INFO:** Please note that this appliance is for commercial use only and must be used exclusively for the purposes prescribed.

**! IMPORTANT:** The following instructions reduces the risk of fire, electrical shock or injury.

## Installation

### SET UP

1. Carefully remove any packing material from the charger and check loose packing material for small parts or accessories. Inspect charger for concealed damage before putting packing material aside. Keep packing until you are confident with equipment application.
2. The Smart•Therm™ charger (mdl 611120) is equipped with a three-prong electrical plug. The Smart•Therm™ chargers (mdls 611220, 611208, 611240) are equipped with a locking plug. These plugs are part of a system that will protect you from serious injury if something goes wrong with the electrical wiring in the charger. Be sure the plug is plugged into a matching socket that is properly grounded.

**! WARNING:** DO NOT cut or break off the large third prong in this plug, or change the plug or power cord in any way. Doing so will create a safety hazard and also void the warranty.

3. **MAKE SURE THAT INCOMING VOLTAGE MATCHES CHARGER REQUIREMENTS.** A product identification label on the bottom of the charger specifies the operating voltage, wattage, current, frequency, and phase of charger. **Plugging or wiring the charger into less voltage than the charger is rated may significantly decrease the performance or severely damage electronic components.**

4. Do not place foreign objects on the charger, or between the Dinex® base and locator. Foreign objects may over-heat and cause damage to the charger and/or base.
5. Do not use any Smart•Therm™ Charger that has a damaged cord or plug. Consult the warranty and follow instructions for service.
6. Do not let the charger cord touch hot surfaces.
7. The center of the charger top may get hot to the touch after hours of continuous use. Use caution when loading and unloading bases.

**8. A dedicated electrical circuit is recommended for EACH Smart•Therm™ Charger.**

**! IMPORTANT:** Every installation site has different electrical wiring requirement. Because many different local codes exist, it is the owner and installer's responsibility to comply with all federal, state and local codes. Dinex® is not responsible for any consequential damages, either expressed or implied, as a result of failure to comply with installation requirements.

**! WARNING:** Please do not attempt to open the charger or perform service of any kind. This product can only be serviced by a Dinex® Authorized Service Agent or designated Dinex® personnel. Contact Dinex® at 1-888-673-4639 for service information.

**! WARNING:** Any installation not matching the requirements discussed in this manual will automatically void the product's warranty.

## INSTALLATION

1. The Smart•Therm™ Charger can be installed on top of a flat, level countertop or shelving, being careful to maintain at least two inches of clearance on all sides of the charger for cooling. Do not place over paper or loose material. That may inhibit air flow.  
**Dinex® Induction Stand** (Assessory product)  
ICSTANDM (Mobile with casters)  
ICSTAND (Not mobile)

2. The charger must be plugged into a grounded 120V, 208V or 240V (depending on the model purchased), single-phase receptacle. Check rating base on the charger to verify correct voltage.

**! IMPORTANT:** Each charger should be connected to its own dedicated circuit. They should not be connected to circuits sharing compressors or other heavy current draw devices. (i.e. plate heaters, steam tables, etc.)

3. Do not move the Smart•Therm™ Charger when it is electrically connected.

## Operation Instructions

### SMART•THERM™ MODE

**! WARNING:** Do not heat Smart•Bases in cooktop mode. Doing so will void warranty. Always use the Base Locator when heating Smart•Bases.

1. Make sure that your Smart•Therm™ Charger is plugged into an energized circuit as described in the previous section. This should be a dedicated circuit, not shared with any devices utilizing motors, compressors, or components requiring a heavy current draw.

2. The Smart•Therm™ Charger is turned on by pressing the green "POWER" button on the left front of the membrane panel. A green LED will illuminate indicating that the Smart•Therm™ Charger is turned on and ready for use.
3. Be sure base locator is placed on the Smart•Therm™ Charger properly.
4. Place a Dinex® Smart•Therm™ base on the Smart•Therm™ Charger. The charger will beep once as it recognizes the base.
5. Red LED(s) will illuminate indicating that the base is charging. **Do Not Remove** the base while the red LED(s) are in progression. As the base charges, the red LED(s) will light progressively to the right until all 10 are lit. If the base is removed before all 10 are lit, it will not be fully charged resulting in a lower delivery temperature.

**! INFO:** You will hear three loud "BEEPS" if you remove the base before it is fully charged.

6. If no red LED's illuminate, remove and re position the base.
7. After all 10 LED's light, they will all flash and the charger will beep indicating that base is at the full temperature. Charge time for a base will be approximately 13 seconds for 611240, 15 seconds for 611208, 17 seconds for 611220 @ 240V, 20 seconds @ 208V, or 30 seconds for 611120 (120V), depending on the residual energy in the base. Voltages lower than those listed will increase changing time.

**! INFO:** Fluctuation in voltage may affect cycle heating time.

8. When the heating cycle is complete, the 10 LED's will flash and an audible signal will indicate that the base has completed its cycle.
9. Immediately place another base on the Smart•Therm™ Charger making sure that the red LED(s) illuminate. If the base is already partially charged the cycle time will be reduced accordingly. The number of LED's will indicate the internal level of latent heat or charge remaining. For example, if 4 LED's are lit, the base will require only 6 more lights to complete the cycle time for a full charge.
10. If the charger sees no activity for an extended period of time, it will beep 2 times and go into "Sleep" mode to conserve power. This will be indicated by the red LED's scrolling across the display. Press any button to restart normal operation.
11. The Smart•Therm™ Charger has an auto-shutoff feature that will turn off the machine after it has been idle for a period of time. The charger can also be turned off manually by depressing the "power" button.

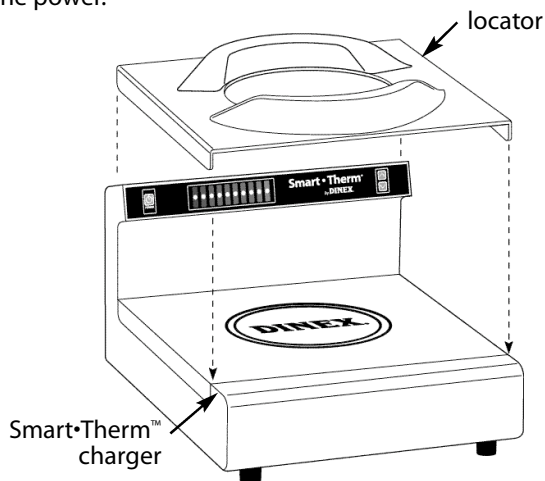
**! INFO:** The cooling fan will continue to run and will turn off approximately 20 seconds after the power is turned off. Smart•Therm™ chargers have an auto-reset feature that is activated when the unit is turned off. Upon turning the unit off, the fan will cycle on, all lights will flash, and it will then turn off.

### COOKING MODE (611120 & 611220 ONLY!)

**! WARNING:** Do not heat Smart•Bases in cooktop mode. Doing so will void warranty. Always use the Base Locator when heating Smart•Bases.

The Smart•Therm™ Charger will power up by default in the Smart•Therm™ mode. If your charger is equipped with the cooktop feature, you can also use the charger as a

cooktop. To get into cook mode, first remove the base locator by lifting it straight up off the charger. Failure to remove this may cause melting or other damage to it. While charger is OFF, press the "POWER" button 3 times within 10 seconds to activate Cook mode. The charger will beep once to indicate it has entered the cooking mode. When first entering cooking mode, it will be at minimum power, so one(1) red LED will be lit. If you are in Smart-Therm mode, no red LED's will be lit unless there is a valid base charging on the charger. Use the up and down arrow buttons to adjust the power level in 10% increments of max power. The red LED's will light climbing from left to right with each press of the up arrow. Full power is indicated by having all ten(10) LED's lit. Pressing the down arrow will turn off the LED's from right to left and reduce the power.



1. Do not attempt to heat a Smart-Therm base in cooktop mode.

2. Do not attempt to heat a Smart-Therm base without base locator.

**! INFO:** If there is no heating for more than 30 seconds, the power level will revert to the minimum power level 1.

3. If machine is idle for more than 3 minutes, the charger will revert back to Smart-Therm™ mode.

4. If a Dinex® base is placed correctly on the charger while in cooking mode, the charger will revert back to Smart-Therm™ mode and proceed to automatically heat the base to the required temperature.

5. Each evening before you close your operation, turn off all Smart-Therm™ chargers by depressing the "POWER" button. All membrane panel LED's will turn off.

**! INFO:** The cooling fan will continue to run and will turn off approximately 20 seconds after the power is turned off. The unit will "auto-reset" when the power is turned off. The fan will cycle and all 10 lights will flash.

## Maintenance

### SMART-THERM™ CHARGER CLEANING INSTRUCTIONS

1. Unplug the charger before cleaning. Do not submerge the charger in water. Do not splash or pour water onto the charger's control panel or into intake/outlet vents. Possible shock hazard may result and the charger may be damaged.

2. The cooking surface is a material similar to tempered glass. Please use appropriate care in handling and cleaning.

3. Do not use steel wool or abrasive cleaners or chlorinated cleaners on the charger.

4. Wipe the entire charger off with a damp cloth and mild detergent. Dry the charger before connecting it to its electrical source

**! WARNING:** Never spray, wash or use excessive water on the Smart-Therm induction charger. Before cleaning it is absolutely necessary to unplug power plug.

- Do not use the cook-top if glass is broken or if anything melts onto it.
- Always use approved cookware when in cooktop mode.
- Never use the cook-top as a work surface or cutting board.
- Never attempt to cook food directly on the glass surface.
- Never attempt to heat aluminum foil.

4. AFTER WASHING SMART-THERM™ BASES, STORE IN DINEX® DRYING RACK.

- IBDRS/90 - HOLDS 90 INDUCTION BASES
- IBDRS/180 - HOLDS 180 INDUCTION BASES
- IBDRS/270 - HOLDS 270 INDUCTION BASES

## Troubleshooting

**! IMPORTANT:** Safety-relevant parts should be replaced with original factory parts only. Any defective parts must be removed and replaced by a qualified service technician authorized by Dinex®. Should you require service please call the Dinex Hotline at 1-888-673-4639. In order for the warranty to remain valid, work must be authorized by Dinex® prior to being performed.

The Dinex® Smart-Therm™ Charger is a very intelligent device. Built in diagnostics can help you to determine the cause of most problems. The following section explains how to determine if you are experiencing a problem and what can be done to correct the problem. This information can be very helpful if you are calling our Customer Service department to report any operational difficulties.

1. Errors are indicated by a number of consecutive audible "beeps" and the repeated flashing of the center 6 red lights.

2. If an error occurs, remove the base from the charger and turn the charger OFF, wait 5 seconds, and turn the charger back ON.

3. When the green "POWER" LED illuminates, place the base back on the charger to continue charging.

4. If an error persists, remove the base from the charger, turn the power off and unplug the charger, with the charger unplugged press the "POWER" button (panel LED's may momentarily flash), wait 5 seconds and then plug the charger back in and turn the charger on by pressing the "POWER" button.

5. When the green "POWER" LED illuminates, put the base back on the charger to continue charging. Make sure that the base is properly positioned on the charger.

## DETERMINING ERROR CODES

Error Codes will be indicated by a number of beeps and the flashing 6 center red LED's. Count the number of beeps in a row. This will be the error number. If there is more than one error condition, there will be a pause and then it will beep the next error number. It will continuously repeat this cycle until the charger is reset.

To reset the charger from an Error mode, remove the base from the charger and turn the charger off, wait 5 seconds, and turn the charger on again. If the error persists, turn the charger off, unplug the power cord, wait 5 seconds, press the up arrow, down arrow, or power button and plug it in again. If the error still persists, turn the charger off and call the Dinex® Service Department at 1-888-673-4639.

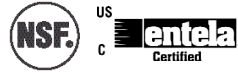
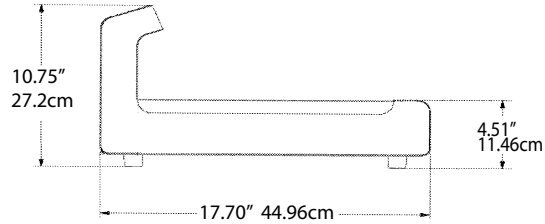
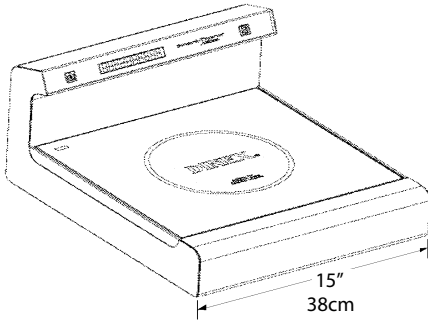
Error	Error Description	Potential Cause	Action Required
1*	Damaged base	Unit tried and failed to read the base 5x or the base's information is invalid.	Remove base and try different base.
3	Current draw too high	Draw too much power. Metallic object may be present on the charger or there may be mechanical damage to the work coil.	Remove pan and space farther away from surface or try smaller pan. Check for foreign objects around locator. Retry.
4	Electronics are overheating	Fan broken, air path blocked or intake air too hot.	Check airflow. Clear air vents. Listen for fan operation.
5	Input line voltage too low	N/A	Make sure that the line voltage is consistent with the operational requirements of the unit.
6	Input line voltage too high	AC source too high. Also could be caused by broken or blocked fan.	Make sure that the line voltage is consistent with the operational requirements of the unit. Make sure fan is running and air flow is not blocked.
7	Base communication error	After trying 5 times, the charger failed to properly recognize the base.	Set that base aside for later use and try a different base.
8	Zero cross error	Bad AC source, board component failure or AC signal coming in is bad.	Turn unit off, then on. Plug into outlet somewhere else.
9	Foreign object detected	Base not centered properly or programmed incorrectly. Time/Data is corrupted.	Remove base and check for foreign objects on surface. Retry.
16	Communication error	RFID board not talking to CPU board.	Unplug unit, wait 5 minutes and try again.

\* If the unit appears to work fine in cooking mode and does not give you any errors but will not sense the base, try a different known good base. If the top of the glass is very hot, it may have problems sensing the base. Let the unit cool for 15-20 minutes and try again.

**Dinex® Service Hotline 888-673-4639**



## Technical Specification



### SPECIFICATIONS

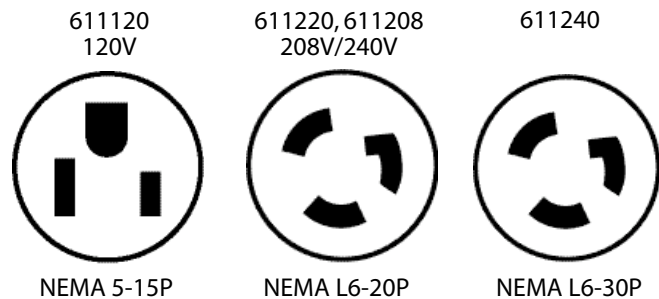
Charger shall be manufactured in the United States and constructed with a stainless steel housing. Charger shall be equipped with a microprocessor that performs precise temperature control, auto shut-off to prevent over-heating, self-diagnostics, and a pan maximizer feature that ensures maximum heating of induction compatible pan. Charger shall have an automatic sensor for use with Dinex® bases and an adjustable electronic control with 10 power cook settings. Charger shall have 10 red lights to show either portion of charge completed or cooking power level depending on what mode charger is in. Induction cooking requires the use of induction compatible pots and pans.

### STANDARD FEATURES

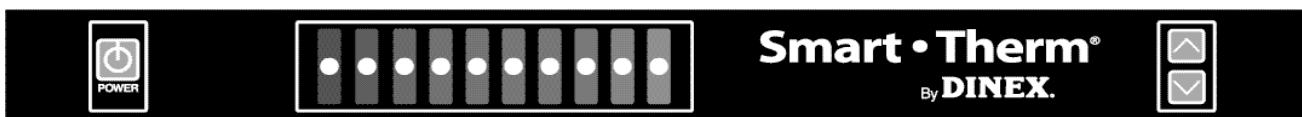
- Countertop design, stainless steel housing, heavy duty electronic components, and high impact 4 mm thick ceramic-glass top engineered for use in commercial kitchens.
- User-friendly control buttons for ease of use and automatic power control.
- Senses Dinex® Smart•Therm™ base automatically and gives the correct amount of energy to get same temperature every time.
- 2 modes of operation, either Smart•Therm™ mode or Cook mode. (Cook mode applies to 611120 & 611220 only)
- Pan Maximizer feature achieves maximum heating rate of any induction compatible pan.
- Microprocessor monitors vital components on average of 120 times per second, to check for overheating, power supply problems, and more. Charger shuts off and displays error codes enabling user to diagnose and fix minor problems.

- Visible LED display and audible alert for precise user feedback.
- Automatic pan detection allows for instant energy transmission to pan, and no energy use when pan is not present.
- Automatic shut-off feature prohibits overheating.
- Easy-to-clean ceramic-glass top surface.
- Integral cooling fan keeps internal electronics cool.
- Available in 1800 watts (120V) or 3500 watts (208V).
- Automatic Smart•Therm Base recognition, when properly placed on Smart•Therm Charger, and conversion to Base Mode.
- One year parts & labor.
- Made in the USA.

### PLUG CONFIGURATION



### MEMBRANE PANEL



Power Button

Red LED(s)

Up & Down  
Power Level Button

## Specification Chart

	<b>611120</b>	<b>611220</b>
Power requirements	120V, single phase	208V/240V single phase
Power consumption	1800 Watts	Up to 3500 Watts
BTU comparison	16,000 BTU	31,000 BTU
Voltage	120V 50/60Hz	208V/240V 50/60HZ
Amperage (average)	15 amps (at max. setting)	15 amps (at max. setting)
Power range	180-1800W	350-3500W
Dimensions	17.7L x 15.0W x 10.7H (in.) 44.9L x 38.1W x 27.2(cm)	17.7L x 15.0W x 10.7H (in.) 44.9L x 38.1W x 27.2(cm)
Weight	23 lbs (10.4 kg)	23 lbs (10.4 kg)
Packaged weight	27 lbs (12.2 kg)	27 lbs (12.2 kg)
Packaging dimensions	24"L x 23.5W x 14.25"H (in.) 60.96L x 59.69W x 36.2H(cm)	24"L x 23.5W x 14.25"H (in.) 60.96L x 59.69W x 36.2H(cm)
North American Cord length & plug*	6 ft, NEMA 5-15P	6 ft, NEMA L6-20P
Warranty	One year parts & labor	One year parts & labor
Physical clearance	2" (5.0 cm) away from walls or other structures at front, sides, and rear	2" (5.0 cm) away from walls or other structures at front, sides, and rear

\*International cord length = 2.5m (8.2 ft).

	<b>611208</b>	<b>611240</b>
Power requirements	208V single phase	240V single phase
Power consumption	3328 watts	4300 watts
Voltage	208V 50/60Hz	240V 50/60HZ
Amperage (average)	16 amps (peak)	18 amps (peak)
Dimensions	17.7L x 15.0W x 10.7H (in.) 44.9L x 38.1W x 27.2(cm)	17.7L x 15.0W x 10.7H (in.) 44.9L x 38.1W x 27.2(cm)
Weight	23 lbs (10.4 kg)	23 lbs (10.4 kg)
Packaged weight	27 lbs (12.2 kg)	27 lbs (12.2 kg)
Packaging dimensions	24"L x 23.5W x 14.25"H (in.) 60.9L x 59.6W x 36.2H(cm)	24"L x 23.5W x 14.25"H (in.) 60.9L x 59.6W x 36.2H(cm)
North American Cord length & plug*	6ft, NEMA L6-20P	6ft, NEMA L6-30P
Warranty	One year parts & labor	One year parts & labor
Physical clearance	2" (5.0 cm) away from walls or other structures at front, sides, and rear	2" (5.0 cm) away from walls or other structures at front, sides, and rear

\*International cord length = 1.8m (6 ft).

## DINEX® Warranty

These Warranties cover the following Dinex International, Inc. ("Dinex") equipment products (the "Warranted Products"):

- Rethermalization Equipment Products
- Induction Heating System Products (excluding Induction Bases covered under separate warranty)
- Milk Cooler Products
- Ice Cream Freezer Products
- Air Curtain Refrigerator Products
- Blast Chiller Products
- Hot/Cold Food Counter Products
- Plate, Rack and Tray Dispenser Products
- Plate Heater Products
- Base Heater Products
- Drying and Storage Rack Products
- Starter Station Products
- Conveyor Products
- Tray and Other Cart Products

Warranted Products also includes any other Equipment System Products identified on Dinex's website ([www.dinex.com](http://www.dinex.com)) from time to time.

**Standard Warranty.** Except as indicated otherwise below, Dinex warrants that the Warranted Products will be free from defects in title, material and workmanship under normal use and service and will perform substantially in accordance with Dinex's written technical specifications for the Warranted Products (as such specifications exist on the date the Warranted Products are shipped) (the "Product Specifications"). This warranty covers both parts and labor and is available only to end-users (the "Customers") that purchase the Warranted Products from Dinex or its authorized distributors. For the purpose of these warranties, a defect is determined by Dinex after its good faith investigation.

**Dinex Software.** In addition to the other warranties set forth herein, with respect to Dinex's licensed software, Dinex warrants that it has the right to license or sublicense the software to Customer for the purposes and subject to the terms and conditions set forth in Dinex's standard terms and conditions.

**Supplies and Accessories.** Dinex's warranty for its supplies and accessories that are shipped with Warranted Products is covered by a separate warranty statement, which is available at [www.dinex.com](http://www.dinex.com).

**Services.** Dinex warrants that any service it provides to Customer will be performed by trained individuals in a workmanlike manner.

### DURATION

Dinex provides a one year warranty for the Warranted Products. The warranty period begins on the date the Warranted Products are shipped to Customer. The warranty period for any Warranted Product or part furnished to correct a warranty failure will be the unexpired term of the warranty applicable to the repaired or replaced Warranted Product.

### REMEDIES

If Customer promptly notifies Dinex of Customer's warranty claim and makes the Warranted Product available for service, Dinex will, at its option, either repair or replace (with new or exchange replacement parts) the non-conforming Warranted Product or parts of the Warranted Product. With respect to Dinex's licensed software, Dinex will, at its option, either correct the non-conformity or replace the applicable licensed software. Warranty service will be performed without charge from 8:00 a.m. to 5:00 p.m. EST, Monday-Friday, excluding Dinex holidays, and outside those hours at Dinex's then prevailing service rates and subject to the availability of personnel. With respect to Dinex's warranty for the services it provides to Customer, Customer's

exclusive remedy shall be the re-performance of the services by Dinex. The foregoing remedies are Customer's exclusive remedies and Dinex's sole liability for warranty claims under this warranty statement. This exclusive remedy shall not have failed of its essential purpose (as that term is used in the Uniform Commercial Code) as long as Dinex remains willing to repair or replace defective Warranted Products within a commercially reasonable time after being notified of Customer's warranty claim.

### LIMITATIONS

THESE WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, EXPRESSED, IMPLIED OR STATUTORY. EXCEPT AS PROVIDED HEREIN, NO EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUIET ENJOYMENT, SYSTEM INTEGRATION AND DATA ACCURACY, WILL APPLY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THOSE DESCRIBED IN THIS DOCUMENT AND NO PRIOR STATEMENTS BY ANY OF DINEX'S REPRESENTATIVES SHALL MODIFY OR EXPAND THESE WARRANTIES. DINEX AND DINEX'S AFFILIATES AND REPRESENTATIVES SHALL HAVE NO LIABILITY TO CUSTOMER FOR (1) ANY SPECIAL, PUNITIVE, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE WARRANTED PRODUCTS, REGARDLESS OF WHETHER SUCH LIABILITY SHALL BE CLAIMED IN CONTRACT, TORT, EQUITY OR OTHERWISE, (2) ANY ASSISTANCE NOT REQUIRED UNDER DINEX'S QUOTATION OR (3) ANYTHING OCCURRING AFTER THE WARRANTY PERIOD ENDS.

DINEX'S STANDARD WARRANTIES ONLY APPLY TO END-USER-PURCHASERS LOCATED IN THE UNITED STATES AND CANADA. ANY SALE TO END-USER-PURCHASERS OUTSIDE THE UNITED STATES AND CANADA WILL BE SUBJECT TO COMMERCIAL TERMS SPECIFICALLY AGREED BY DINEX AND THE END-USER PURCHASER. DINEX MAKES NO WARRANTY, EXPRESS OR IMPLIED, TO END-USER-PURCHASERS OUTSIDE THE UNITED STATES OR CANADA UNLESS OTHERWISE EXPRESSLY AGREED IN WRITING.

These warranties do not apply to, and Dinex shall not have any obligation to Customer hereunder with respect to, any warranty claim resulting from or arising out of: (i) normal wear and tear; (ii) damage caused by shipping or accident; (iii) damage caused by improper installation, repair or alteration not performed by Dinex; (iv) the use of the Warranted Product in combination with any software, tools, hardware, equipment, supplies, accessories or any other materials or services, not furnished by Dinex or recommended in writing by Dinex; (v) the use of the Warranted Product in a manner or environment, or for any purpose, for which Dinex did not design or license it, or inconsistent with Dinex's recommendations or instructions on use including, but not limited to, power supply requirements identified in Product Specifications; (vi) any alteration, modification or enhancement of the Warranted Product by Customer or any third party not authorized or approved in writing by Dinex; (vii) Warranted Product manufactured to meet customer specifications or designs; or (viii) any accessories or supplies or other equipment or products that may be delivered with the Warranted Product.

In addition, these warranties do not cover: (i) Any defect or deficiency (including failure to conform to Product Specifications) that results, in whole or in part, from any improper storage or handling, failure to maintain the Warranted Products in the manner described in any applicable instructions or specifications, inadequate back-up or virus protection or any cause external to the Warranted Products or beyond Dinex's reasonable control, including, but not limited to, power failure and failure to keep Customer's site clean and free of dust, sand and other particles or debris; (ii) the payment or reimbursement of any facility costs arising from repair or replacement of the Warranted Products; (iii) any adjustment, such as alignment, calibration, or other normal preventative maintenance required of Customer; and (iv) expendable supply items.

Printed in USA

# DINEX®

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