

Warranty Policy

Wayne warrants that its manufactured goods and services will be free from defects in materials and workmanship during the warranty period. Any equipment warranty claim must originate with a service request from Customer directly to Wayne Help Desk within the warranty coverage period and be substantiated by Wayne. Service Requests must be submitted as required by Wayne. Wayne will provide the accepted service request process to Customer upon equipment commissioning. Upon Customer's submission of a substantiated request as provided above, Wayne shall, at its option (i) either repair or replace its non-conforming goods or re-perform the services or (ii) refund an equitable portion of the purchase price attributable to such non-conforming goods. Wayne shall not be liable for the cost of any unauthorized warranty work. Wayne makes no representation regarding the stocking by Wayne of spare parts for the goods. Repair or replacement of goods or refund of an equitable portion of the purchase price shall be Wayne's only obligation and the sole exclusive remedy of the Customer in the event of a failure to conform to the foregoing warranty.

All software is provided subject to the license agreement that is part of the package. Customer agrees that it will be bound by the license agreement once the package is put into use. Wayne does not warrant any software under this agreement. Warranties, if any, for the software are contained in the license agreement that governs its purchases and use.

The foregoing warranty is exclusive and in lieu of all other warranties (except that of title), express or implied, including, but not limited to the implied warranties of merchantability or fitness for a particular purpose. Customer's failure to submit a claim as provided above shall specifically waive all claims for damages or other relief including but not limited to claims based on latent defects.

In no event will Wayne be liable in contract, in tort, in strict liability or otherwise for any special, indirect, incidental, or consequential damages, including, but not limited to, loss of anticipated profits or revenues, loss of use, non-operation or increased expense of operation of equipment, cost of capital, or claims of customers for failure or delay in achieving anticipated profits or products.

Customer Responsibilities:

- All warranty issues must be reported directly to Dover Technical Support at 1-800-AT-WAYNE, (1-800-289-2963). A Technical Support Agent will be available to take your call 24 hours a day, 365 days a year.
- Customer must be prepared to assist with troubleshooting the issue. Requests may include but are not limited to cycling power, cleaning card readers, checking for paper jams, etc.
- All repairs determined to be the result of user abuse are the sole responsibility of the customer and not covered by Warranty.
- **IMPORTANT:** Only service calls dispatched by Dover Technical Support are covered by warranty.

Security Disclaimer

On the date of shipment, Wayne warrants data encryption meets or exceeds industry standards relative to other personal data security functionality. Data security issues, including but not limited to identity theft, resulting from tampering or modifications performed after shipment are the sole responsibility of Customer.

Natural Disasters

Wayne may require the equipment in areas struck by a natural disaster to be inspected and brought back to a warrantable condition to continue warranty coverage. Equipment must be revalidated by a Wayne Authorized Service Organization. The warranty period shall not be extended. If the water level rises above the vapor barrier the dispenser must be replaced.

Breach of Contract

Wayne may void any remaining portion of the warranty for any breach of the sales contract including but not limited to refusal to pay amounts due to Wayne or its Distributors.

IMPORTANT: The following situations are not covered by the Wayne Warranty policy:

- Electrical issues, (e.g., power surge or outages, wiring, improper grounding, or other infrastructure issues)
- Acts of God, (e.g., lightning, fire, hurricanes, flooding)
- Customer misuse, abuse, vandalism, robbery, accident damage or operator error
- Damage resulting from customer drive-offs
- Work performed by parties not recognized by Wayne as an Authorized Service Organization or Wayne certified technician. Technician certification must specifically cover the equipment being worked on.
- Use of Non-Original Equipment Manufacturer (OEM) parts
- Use of parts not purchased from an authorized Wayne Distributor or an Authorized Service Organization
- Damage resulting from improper cleaning methods (e.g., high pressure wash, corrosive cleaning agents, or concentrated cleaners not properly diluted)
- Problems related to 3rd party interfaces, e.g., point-of-sale (POS), controller, software, MNSP including but not limited to connectivity issues, graphics, car wash, back-office system
- Network related issues, including but not limited to payment cards not working
- Payment or loyalty cards that do not meet Wayne OEM card reader specs
- Printer issues related to use of non-Wayne approved paper or inadequate maintenance per Installation and Operation manual. Printer repairs necessitated by improper paper loading, including related paper jam, or not fully locking the printer into position after maintenance.
- Replacement of consumables, (e.g., printer paper, fuel filters, lamps, bulbs)
- Dispatch for training or reprogramming of equipment
- Any work required to meet regulatory changes (e.g., air-to-liquid (A/L) ratio, meter calibration outside of the startup guidelines)
- Upgrades to software or firmware necessitated by changes to interfacing equipment or third-party controllers
- Repair or replacement of 3rd party retractors, hanging hardware (e.g., hoses, nozzles, or breakaways)
- Filters, strainers, submersible pump related issues
- Fuel quality not meeting all applicable ISO, ASTM & SAE standards.
 - Fuel blends exceeding the specifications published by Wayne for the particular dispenser model
 - Water, microbial growth and/or debris in the fuel or hydraulic tree
- Breach of equipment structure to mount signage, displays or conduit
- Failures that cannot be replicated
- Failure to install recommended vapor barrier components
- Lost profits or revenue related to down time
- Card readers damaged by improper or lack of cleaning resulting in dirt and debris inside of unit
- Damage of DEF components on warm-climate DEF models from DEF freezing
- Damage of DEF components on cold-climate DEF models from DEF freezing due to lack of customer-supplied power to heaters or customer misuse of the dispenser causing automatic doors not to close

Fuel Dispenser: Standard Equipment Warranty Coverage

Equipment	1 Year	2 Years	3 Years	Terms
Ovation & Ovation HS Fuel Dispenser: (Includes Options, Peripherals e.g., DFS Wireless)		✓		Warranty start date is based on date recorded on the submitted Startup Report. If a startup report has not been submitted, warranty start date will revert to Wayne's original invoice date. Under no circumstances will the warranty end date exceed 30 months from date of Wayne original invoice (parts, trip and labor).
Anthem UX™			✓	Warranty start date is based on date recorded on the submitted Startup Report. If a startup report has not been submitted, warranty start date will revert to Wayne's original invoice date. Under no circumstances will the warranty end date exceed 42 months from date of Wayne original invoice (parts, trip and labor).
Helix Fuel Dispenser / Vista Fuel Dispenser (Includes Options and Peripherals)	✓			Warranty start date is based on the date recorded on the submitted Startup Report. If a startup report has not been submitted, warranty start date will revert to Wayne's original invoice date. Under no circumstances will the warranty end date exceed 18 months from date of Wayne original invoice (parts, trip and labor).
Select, Select S1 & Select DEF Fuel Dispensers	✓			Warranty start date is based on the date recorded on the submitted Startup Report. If a startup report has not been submitted, warranty start date will revert to Wayne's original invoice date. Under no circumstances will the warranty end date exceed 18 months from date of Wayne original invoice (parts, trip and labor).
Reliance Fleet Dispenser / Select Fleet Dispenser	✓			Warranty start date is based on the date the startup has been recorded to Warranty Administration or pre-registration. A startup is not required to be submitted. Under no circumstances will the warranty end date exceed 18 months from date of Wayne original invoice (parts, trip and labor).
iX Fleet Fuel Control System	✓			Warranty start date is based on the date recorded on the submitted Startup Report. If a startup report has not been submitted, warranty start date will revert to Wayne's original invoice date. Under no circumstances will the warranty end date exceed 18 months from date of Wayne original invoice (parts, trip and labor).

Anthem Retrofit Kit: Standard Warranty Coverage

Equipment	1 Year	Terms
Anthem Kit AX7 AX12 Enhanced AX12 Base	✓	Warranty start date is based on date recorded on the submitted Startup Report. If a startup report has not been submitted, warranty start date will revert to Wayne's original invoice date. Under no circumstances will the warranty end date exceed 18 months from date of Wayne original invoice (parts, trip and labor).

Forecourt System: Standard Equipment Warranty Coverage

Equipment	30 Days Labor & Travel	1 Year	Terms
Fusion Automation Server		✓	Warranty start date is based on the date of recorded on the submitted startup report. If a startup report has not been returned, warranty start date will revert to Wayne's original invoice date. Under no circumstances will the warranty end date exceed 18 months from date of Wayne original invoice (parts, trip and labor).
Edge IoT Gateway	✓	✓	Twelve (12) months Parts Only warranty from date of Wayne original invoice. Wayne will supply new or rebuilt parts, or issue credit at its option to replace warranted parts which are found to be defective. Service parts warranty does not include payment of handling, labor or trip costs.

Retrofit Kits and Service Parts: Standard Warranty Coverage

Equipment	30 Days Labor & Travel	90 Days Parts Only	12 Months Parts Only	Terms
Retrofit Kits including but not limited to: <ul style="list-style-type: none"> • Card Readers • DFS® Wireless & Wired Connect • iX Pay Secure Payment Terminal retrofit kits • iX Pay™ T7/T12 Secure Payment Terminal • Secure Payment Module • Smart Secure Access • Xflo Fuel Meter 	✓		✓	<p>Thirty (30) days (Labor and Travel). Under no circumstance will the warranty exceed six (6) months from date of Wayne original invoice.</p> <p>Twelve (12) months Parts Only warranty from date of Wayne original invoice. Wayne will supply new or rebuilt parts, or issue credit at its option to replace warranted parts which are found to be defective. Service parts warranty does not include payment of handling, labor or trip costs.</p> <p>GENERAL: The warranty for field retrofits is non-transferable. The removal and installation into another pump/dispenser will void the warranty.</p> <p>Retrofit Kits are defined as components or accessories purchased in a kit to add to existing equipment that was not part of original manufacture. Retrofit kits require commissioning to activate warranty.</p> <p>Not included in this Retrofit Kit warranty: Service Kits are defined as replacement parts and their associated accessories (e.g., gasket, cable, screws). These are not intended to enhance a system but to replace an existing part not working as intended.</p>
Printers (Installed as part of a Retrofit Kit)	✓	✓		<p>Thirty (30) days (Labor and Trip). Under no circumstance will the warranty exceed six (6) months from date of Wayne original invoice.</p> <p>Ninety (90) days Parts Only not to exceed 6 months from date of Wayne original invoice. Wayne will supply new or rebuilt parts or issue credit at its option to replace warranted parts which are found to be defective. Service parts warranty does not include payment of handling, labor or trip costs.</p> <p>Consumable items such as receipt paper are not warranted. The use of receipt paper not specified by Manufacturer voids the printer warranty. Paper jams are not covered.</p>
Service Parts			✓	<p>Twelve (12) months parts only warranty from date of Wayne original invoice. Consumable items such as printer ribbons and receipt paper are not warranted. The use of consumables not specified by Wayne will void printer warranty. Wayne will supply new or rebuilt parts or issue credit at its option to replace warranted parts which are found to be defective. Service parts warranty does not include payment of handling, labor or trip costs.</p> <p>This may include Service Kits which are defined as replacement parts and their associated accessories (e.g., gasket, cable, screws). These are not intended to enhance a system but to replace an existing part not working as intended.</p>

Equipment	4 Years	Terms
Xflo Fuel Meter in new Dispenser equipment order	✓	<p>Applicable to both factory-supplied dispensers and retrofit kits, the program covers the cost of meter recalibration if the Xflo Meter accuracy falls outside of typical Weight & Measures acceptance* or maintenance** tolerance after initial startup. Warranty reimbursement includes the cost of necessary labor and travel expenses. Under no circumstances will the warranty end date exceed 52 months from date of Wayne invoice.</p> <p>*+/-3 cubic inches in 5-gallon prover within 30 days **+/-6 cubic inches after 30 days</p>