

What is covered, and what keeps it covered.

A summary of Henrik's standard warranty on new equipment sold directly by Henrik. All terms run from the date of delivery.

24 months

COMPREHENSIVE
PARTS AND LABOUR

36 months

COMPRESSOR AND
SEALED SYSTEM

24 months

BATTERY, SCREEN
AND CONTROLLER

30 days

TO REGISTER
EACH UNIT

COVERAGE

COMPONENT	TERM	WHAT IS COVERED
Comprehensive	24 months	Manufacturing defects and component failure in normal commercial use.
Compressor and sealed refrigeration system	36 months	Parts and labour within the first 24 months, parts thereafter.
Battery	24 months	Covered where measured capacity falls below 70 per cent of rated. Shortening above that threshold is normal degradation, not failure.
Screen and Pi module (Pro units)	24 months	Display and controller. A spare Pi module ships with every Pro unit, designed to be swapped in the field without a technician.
Wear parts	Not covered	Consumed in normal use. Henrik supplies all of them, and a base spares kit ships with every machine.

WHAT COVERAGE MEANS IN PRACTICE

- Henrik repairs or replaces the affected component, or the unit, at Henrik's option.
- Parts and labour within the 24 month comprehensive term. Beyond it, the component terms above cover parts.
- Freight on warranty parts is covered within the 24 month comprehensive term.
- A repair or replacement does not restart or extend the original term.
- A loaner during depot repair is not a warranty entitlement. It depends on your service agreement.

REGISTRATION

Register every unit with its serial number within 30 days of delivery. Warranty runs from the delivery date, and registration is how that date is confirmed. It is also how we know which units are where when a parts or safety notice goes out.

An unregistered unit is not automatically excluded, but the purchaser then carries the burden of establishing the delivery date.

Who holds it. Coverage runs to the original purchaser and is not automatically transferable on resale. Remaining coverage may be reinstated following a pre-resale inspection at depot.

NOT A DEFECT

Normal characteristics of the equipment or of consumable parts. These are the items most often reported as faults, and they are not covered because there is nothing wrong with the machine.

Wear parts	Faucets and tap components, O-rings, seals, gaskets and washers, beer, glycol and gas lines, couplers, drip trays, drain valves and check valves.
Battery capacity loss	Runtime shortening across seasons is normal degradation. Coverage applies where measured capacity falls below 70 per cent of rated within the 24 month term. Most premature loss traces to storage practice rather than use.
Serving temperature under load	Set temperature is typically 0 to 2°C, and zero-degree service is achievable under normal conditions. Under continuous high-volume service from warm kegs, 2 to 4°C is typical and expected, and the display may sit 2 to 3°C above set point during service.
Blockages from unfiltered product	Fruit, hops and pulp will clog lines, couplers and taps. Clearing such a blockage is not a warranty repair.
Screens in direct sun	Extended exposure to direct sun in extreme heat may dim, ghost or shut down the display. Power off, cool, restart. Cooling is unaffected.

Every condition below exists because it corresponds to a failure mode we have seen in the field. Coverage does not apply to damage caused by operating outside them.

OPERATING CONDITIONS

Ambient range, 5°C to 35°C

Below 5°C, product and residual water can freeze in the lines and cooling system. Above 35°C, the unit cannot reject heat fast enough to hold set temperature and compressor load rises.

Vent clearance, 8 inches

Keep 8 inches clear of both intake and exhaust at all times in operation. H1 and H2 vent on the right-hand side as the server faces the unit. The H4 chiller vents on both sides. A unit boxed into a bar cavity recirculates its own exhaust, runs hot and will report a temperature fault.

Upright, and upright for two hours before power

Units must stay upright in transit and storage, and must stand upright for at least two hours before being connected to power so compressor oil can settle.

Cleaning at interval, and cleaning records

A cleaning log per unit per event is required. Fouling is the most common cause of the symptoms reported as equipment faults, and after the fact we cannot separate a fouling problem from a manufacturing one without a cleaning history.

Battery storage

Store at 40 to 60 per cent charge, off the charger, in a cool space. Do not leave batteries on float charge through the off-season. Cycle once mid-season and return to 40 to 60 per cent.

No modification

No changes to the gas train, regulator or electrical system, and no substitution of non-Henrik parts on proprietary assemblies. Commodity draft components may be sourced anywhere without affecting coverage.

CLEANING INTERVALS

FREQUENCY	REQUIREMENT
After every event	Flush all lines with clean water, sanitize, dry, store
After cocktail or mixed product	Full line clean, not a water flush
Weekly in season	Full line clean
Monthly	Glycol level check as a leak check. Inspect connections and fittings.
Quarterly	Parts inspection. Replace worn O-rings, seals and check valves. CIP cycle.
Annually	Depot service and battery health check

MAKING A CLAIM

Contact Henrik with the serial number, a description of the fault, photographs and the cleaning log. We diagnose remotely wherever possible, and many faults, particularly display and Pi module faults, are resolved by a field swap without the unit leaving service. If parts are needed we ship them with fitting instructions; if depot attention is needed we arrange the return. We aim to acknowledge a claim within one business day.

What to have ready

Serial number, and for the H4 the serials of the matched chiller and font. Delivery date or registration reference. Cleaning log. Photographs of the fault and of the unit in position showing vent clearance. Any error code, and whether it persisted after a restart. Ambient conditions and keg temperature at the time.

Incident reporting is separate

Please report any equipment incident within 24 hours whether or not a claim follows. Incident reports are how design problems get found.

EXTENDED COVERAGE

Coverage beyond the standard terms is available as a paid extension, on the same conditions and exclusions. Wear parts remain excluded, and an extension does not extend the 24 month battery term. Pricing on request.

This is a summary for information. The binding warranty terms for any particular equipment are those stated on the purchase agreement for that equipment. This summary does not cover equipment bought through a dealer on different terms, or used equipment, unless expressly stated in that sale agreement, and it is not a service agreement. It does not limit any non-excludable statutory rights a purchaser may have under applicable sale of goods or consumer protection legislation.

Questions on coverage before you buy?

We would rather walk through the conditions with you up front than have them come up after a failure.

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