



### **DraftMore® Limited Warranty Statement**

NeuEnterprises, Inc. is proud to be the Authorized Importer of DraftMore® Automatic Regulators. We stand behind our products. We hope you are more than satisfied with your purchase of a DraftMore® Automatic Regulator. But, sometimes things happen, so we have this written warranty policy – just in case.

Although we will warranty an item installed correctly by the owner, we strongly suggest having your DraftMore® Automatic Regulator installed by an Authorized Installer of DraftMore® Regulators. DraftMore® Authorized Installers are highly trained in troubleshooting draft beer systems and problems, and can ensure or recommend how to get the best performance from your DraftMore® regulator and your draft beer system.

This warranty is only offered within the United States and its territories on DraftMore® Automatic Regulators sold directly by NeuEnterprises, Inc. or by any reseller explicitly authorized by NeuEnterprises, Inc. Look for the mark 'Authorized by NeuEnterprises, Inc.' to ensure you have warranty coverage.

**What Does This Warranty Cover?** This warranty covers any model of DraftMore® Automatic Regulator and any parts supplied by the original manufacturer or by NeuEnterprises, Inc.

**What Does This Warranty Not Cover?** This warranty does not cover any other component of the draft beer system, including the keg coupler, the gas line or gas source, any fittings or connections not included with the DraftMore® Automatic Regulator, the keg, any keg connections, any valves and fittings, or the contents of the keg. NeuEnterprises, Inc. does not accept any responsibility for the loss of any gas or beer resulting from the installation or use of a DraftMore® Automatic Beer Regulator.

This warranty does not cover any damage to a DraftMore® Automatic Beer Regulator nor any other part of the draft beer system if the damage arises due to incorrect installation. To minimize any problems associated with installation, we suggest you have the DraftMore Automatic Beer Regulator installed by an Authorized Installer of DraftMore Automatic Regulators.

**What Must The Owner Do To Ensure Warranty Coverage?** The Warranty and the Performance Guarantee are only offered on DraftMore® Automatic Regulators which are correctly installed. One way

to guarantee that your DraftMore® Automatic Regulator is installed correctly is to have it installed by an Authorized Installer of DraftMore® regulators. The regulator is a key component of a draft system, but is not the only part of the system that can cause draft beer problems. If you have questions about installing your DraftMore® Automatic Beer Regulator, please either contact your Authorized Reseller or NeuEnterprises, Inc.

Correct installation includes selecting the correct unit for the beer and the gas or gas blend used and following the installation and operating instructions available online at [www.beerprofit.com](http://www.beerprofit.com). NeuEnterprises, Inc. offers a guide to selecting the correct DraftMore® Automatic Beer Regulator for your application; you may also contact us, an Authorized Reseller or an Authorized Installer to determine the correct DraftMore® unit to use.

**What is the Period of Coverage?** This warranty is valid for 3 years from the date of receipt of the goods by the customer.

**Is the Warranty Transferrable?** This warranty period covers the initial owner and any subsequent owner holding a valid, dated bill of sale demonstrating a binding transfer of ownership, whether general (e.g., related to the sale of a facility where DraftMore® regulators are installed) or specific. In order for the warranty to transfer, the unit must be installed correctly as per the above section 'What Must the Owner Do To Ensure Warranty Coverage'. Only the balance of a warranty will transfer; a transfer of ownership or a re-installation of the DraftMore Automatic Regulator does not extend or reset the warranty period.

**What Will We Do to Correct Problems?** DraftMore® Automatic Regulators are highly precise, sealed units; they are not repairable. NeuEnterprises, Inc. reserves the right to inspect the unit in order to make a warranty determination. If a DraftMore® Automatic Regulator fails to perform as advertised, or NeuEnterprises, Inc. determines that the DraftMore® Automatic Regulator failed due to a manufacturing error, we will replace the unit at no cost to the owner. The balance of any remaining warranty will be transferred to the replacement unit.

**What Will We Not Do?** DraftMore® Automatic Regulators are designed to last for years, even in a commercial environment. However, they are not designed to take excessive abuse, and can be damaged. We will not replace any unit determined by NeuEnterprises, Inc. to have been damaged, whether intentional or accidental, or due to an 'Act of God' or other unforeseen contingency. NeuEnterprises, Inc. reserves the right to make a final determination as to whether any or all parts of the warranty apply.

**How Do You Get Service?** You may contact either your local authorized installer or reseller of DraftMore® Automatic Regulators, or contact NeuEnterprises, Inc. directly. Our contact information is listed at [www.beerprofit.com](http://www.beerprofit.com).

You must contact NeuEnterprises, Inc. and obtain a Return Authorization prior to returning the product. The Return Authorization number must be clearly written on the shipping container. The products must be packaged appropriately; items damaged in return shipping will not be

considered for valid warranty claims, regardless whether the unit was determined defective prior to shipping.

Once a Return Authorization has been obtained from NeuEnterprises, you should:

- 1.) Pack the item appropriately to avoid damage.
- 2.) Print out the email confirmation of your Return Authorization.
- 3.) Write the Return Authorization number on the outside of the shipping container.
- 4.) Enclose the email confirmation.
- 5.) Print out the carrier call tag provided via email.
- 6.) Follow the shipping instructions on the carrier call tag.

**How Does State Law Relate to This Warranty?** This warranty does not exclude your rights under state statute. You may have other rights which vary from state to state.

**Anything Else?** Our Terms and Conditions of Sale refer to this document as the Warranty and Performance Guarantee. Nothing in this document is intended to change or modify any of the Terms and Conditions of Sale, which are incorporated herein by reference.

If you are ever not satisfied with the performance of your system after you install your DraftMore regulator, please review the information on our website, or contact us! We can be reached via email, live chat or telephone. All contact details are available at [www.beerprofit.com](http://www.beerprofit.com).