

INTERNAL POLICY FOR PROCESSING WARRANTY CLAIMS

Scope: Glass elements (chamber doors) and ceramic plates (refractory stones) in heating appliances

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1. Purpose and Scope of Application

This document defines uniform rules and criteria for verifying warranty claims under the Hendi manufacturer's warranty in the Polish and European markets. The policy specifically covers chamber glass doors in gastronomic ovens (combi-steamers and baking ovens), glass doors in pizza ovens, as well as refractory stone and cordierite plates used in pizza ovens. The purpose of this document is to systematize decision-making processes within the Service Office structures and to standardize guidelines for Stationary and Mobile Technicians.

2. Submission Channels and Formal Procedures

All service requests, repairs, and warranty claims regarding Hendi brand appliances must be registered and processed exclusively through the dedicated online channel.

Key Operational Rule: All service maintenance and warranty claims are **obligatorily and exclusively accepted through the official website hendi.com**. Any alternative submission routes (telephone calls, direct e-mails outside the system, etc.) are hereby abolished. Claims failing to meet this formal requirement will not be entered into the service operating system.

3. Status of Consumable Elements Prone to Damage

In accordance with European market standards in the HoReCa segment, elements made of tempered/heat-resistant glass and natural ceramic plates (refractory stones) are classified as **consumable parts, highly susceptible to external factors**. Therefore, they are by default excluded from free warranty replacement unless a detailed technical expertise demonstrates hidden manufacturing or assembly defects.

4. Verification Criteria: Glass in Gastronomic Ovens and Pizza Ovens

In the event of cracking or breaking of the chamber glass doors in combi-steamers, baking ovens, and pizza ovens, the Hendi Service Department performs a detailed assessment of the nature of the damage based on visual inspection or full photographic documentation:

- **Mechanical Impact (Rejection):** Cracks of a star-shaped nature, featuring a distinct central point (the focal point of the applied force). These are most frequently caused by impacts from the edge of a tray/ pizza peel, transport trolleys, or violent door closing when a GN container or product is protruding.

- **Thermal Shock (Rejection):** Sudden structural failure (often breaking into small fragments) caused by unauthorized cooling of the heated chamber with cold water, manual cleaning of a hot glass window, or activating the automatic cleaning cycle.
- **Assembly Defect / Factory Stresses (Approval):** Longitudinal, linear cracks without a clear impact point, originating from the edge of the glass in the zone of fasteners, screws, or hinges. These are eligible for approval **only during the initial preheating of the oven.**

5. Verification Criteria: Refractory Stones in Pizza Ovens

Ceramic stones are subject to restrictive evaluation due to their natural heat accumulation properties and porosity.

- **Damage During Operation:** Cracks in the refractory stone plates that occur during oven operation are completely excluded from warranty liability. The primary causes are mechanical shocks (e.g., impacts from heavy pizza peels) or thermal shocks (e.g., wiping the heated stone with a wet cloth).
- **DOA (Dead on Arrival) Procedure as the Sole Exception:** A claim for a refractory stone plate may only be deemed justified if it was damaged during initial transit. The mandatory condition is the preparation of a legible **damage report in the presence of the courier/driver on the day of delivery** and its immediate submission via hendi.com prior to the initial startup of the oven.

6. Commercial Exceptions (Goodwill Policy)

In particularly justified business cases, the Service Department Director may decide to grant a so-called *commercial gesture (Goodwill)*. This applies exclusively to key account chain customers or strategic commercial partners of Hendi. Under this arrangement, Hendi may cover the cost of the spare part itself (glass/stone), while the labor and technician travel costs remain the responsibility of the customer.

Document electronically approved by:

Service Department Director, Hendi Polska

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