



FLAVOR BURST WARRANTY AGREEMENT

REVISED JANUARY 2026

Flavor Burst YUM Series System

This document sets forth the terms and conditions of the warranty for the Flavor Burst YUM Series System.

Special Warranty Coverage for KFC Kwench

For systems sold under the KFC Kwench program, Flavor Burst LLC provides a 2-year limited warranty for parts and labor. This extended coverage applies exclusively to the KFC brand and Kwench program with the specific warranty terms outlined in this document.

Flavor Burst LLC certifies that our commercial equipment will be free from defects in materials and workmanship under normal use and service for a period of 2 (two) years from the shipment date. The 2-year warranty period begins on the date the Flavor Burst system is first installed.

Register this system using the [Installation & Checkout Form](#) at www.flavorburst.com/install when first installing this system. Registration is required for activating the warranty.

COVERAGE INCLUDES



The Entire Flavor Burst YUM System as it is installed and registered by an authorized distributor in a KFC location participating in the KWENCH program. The warranty remains intact if the system is relocated to another participating KFC location, as long as the relocation and installation is managed by the distributor.

Non-Wear Items, Parts or Components of the Flavor Burst System deemed defective during the warranty period due to normal operation or maintenance of the equipment.

Replacement Parts installed within the warranty period. Replacement parts will be covered for the remainder of the original warranty period. Flavor Burst LLC reserves the right to provide reconditioned parts for use as replacement parts.

- *Distributor Notice: Return materials requests must be submitted within 60 days of service.*

Labor Fees as charged by an authorized technician from the distributorship for service calls on the Flavor Burst system. Only labor costs related to the Flavor Burst equipment itself will be covered.

- *Service calls may incur labor fees for services associated with diagnosing the source of a problem, removing and returning any defective parts, and installing any replacement parts.*

COVERAGE DOES NOT INCLUDE



Unregistered Systems Failure to register your Flavor Burst system using the [Installation & Checkout Form](#) may result in a lack of installation record in the Flavor Burst database. Since the warranty is based on the date of the install, that information is crucial in setting and activating the warranty.

Wear Items listed in the operations manual as “wear items” need to be inspected and replaced according to the schedule in the manual. These parts include seals, valves, gaskets, o-rings, peristaltic pump tubing, spout adapters, gear cartridges.

Supplies or Tools required for installing, cleaning, or maintaining the system

Transportation Costs and Taxes/Duties associated with diagnosing the source of a problem, removing and returning of any defective parts, or installing the replacement part.

Freight Damage If equipment is damaged during transport, it is the responsibility of the freight carrier. Damage needs to be noted prior to accepting delivery (on waybill) at the time of delivery. Damage must be reported to Flavor Burst and to the carrier within 48 hours of delivery, otherwise no claim can be accepted. Any delay in notifying the carrier reduces the likelihood of a successful claim.

Labor Fees associated with repairs, service calls or parts replacement for non-Flavor Burst equipment, such as the freezer to which the Flavor Burst system is attached.

Damage due to fire, flood, or natural disaster.

Damage Due to Misuse* Repairs or parts replacements required because of operator misuse* as defined in this document.

***Misuse is defined as**

Improper Installation The equipment must be installed by an authorized technician and must comply with all electrical, mechanical, and plumbing codes.

Examples of Improper Installation include

- *Using a non-grounded power source*
- *Using improper voltage.*
- *Installing the system in an environment with temperatures below 35 °F or 2 °C.*
- *Installations done by a technician not authorized by the distributor or Flavor Burst LLC.*

Improper Operation The equipment must be used as intended and designed for both purpose and function.

Examples of Improper Operation include

- *Overloading the drive motor by dispensing product that is too cold or firm.*
- *Using flavoring products and/or base products that have not been tested and approved by Flavor Burst LLC for use with Flavor Burst YUM equipment.*
- *Operating the system in an environment with temperatures below 35 °F or 2 °C.*

Improper Cleaning or Maintenance The equipment owners are responsible for proper cleaning and regular maintenance as instructed in the operations manuals.

Examples of Improper Cleaning or Maintenance include

- *Failure to clean, lubricate, and assemble as per the operations manual.*
- *Using improper or unapproved cleaning chemicals.*
- *Failure to replace damaged or worn wear items or any items that require periodic replacement.*
- *Damage caused by water, including excessive or inadequate water pressure, flow rate fluctuations, and/or water quality outside of recommended specifications, leading to mineral deposits, corrosion, or performance irregularities.*
- *Failure to update the touch panel app, resulting in program glitches, crashes, overloads, missing files and features, outdated files and features, or less-than-optimal performance.*
- *Failure to flush, prime, or winterize the system properly when not using the system for more than 14 days at a time. Syrup that is allowed to sit in the lines and the pumps will eventually solidify, resulting in clogged lines and pumps that will not perform properly.*

Mishandling of the Parts and Equipment

Examples of mishandling parts include

- *Breakage or damage to the touch panel screen or display glass caused by the operator or owner.*
- *Disassembling parts such as the gear cartridge or gear box assembly, beyond what is instructed in the operations manuals.*
- *Pulling on the tube assembly when connected to the blending assembly resulting in damage to the manifold and/or tubing.*
- *Moving the equipment, whether it's the freezer and/or Flavor Burst equipment, before disconnecting the tube assembly and/or cables resulting in damage.*
- *Pulling on the syrup tubing with enough force to loosen or disconnect them from the fittings, resulting in syrup leakage or air bubbles in the lines.*
- *Unauthorized modifications or alterations to the parts, equipment or program app. This includes using unauthorized parts that are not original to the Flavor Burst system.*
- *Repairs or service to the Flavor Burst system by a technician that is not authorized by the distributor or Flavor Burst LLC.*

Improper Storage of the System

Examples of improper storage include

- *Allowing the Flavor Burst system to be stored in an environment with temperatures below 35 °F or 2 °C unless all fluids have been purged from the lines.*
- *Failure to winterize the system properly when not using the system for more than 14 days at a time. Syrup that is allowed to sit in the lines and the pumps will eventually solidify, resulting in clogged lines and pumps that will not perform properly. See the operations manual for instructions on winterizing the system.*

WARNINGS

Flavor Burst systems are designed to operate with flavoring products that are functional with the system. Using flavoring products containing particulates, seeds, fibrous materials, granular materials, powders, certain acids, chemicals, or formulations that are of higher viscosity could potentially cause damage to the pumps, tubing, microprocessor, power supply, and other functional parts in the system. Using flavoring products that have not been approved by Flavor Burst LLC will void this warranty.

Do not transport or store the Flavor Burst system in temperature below 35 degrees Fahrenheit unless all fluids are purged from the pumps and lines. Allowing fluids to freeze or solidify inside the pumps and lines may cause damage to these components. Refer to the instruction manual for the correct procedure to purge fluids from the system for storage. The warranty does not apply to parts that are damaged due to freezing or lack of maintenance.

This warranty is valid only to the original purchaser of the machine and only if the required service work is performed by your distributor or other authorized service agency.

Do not connect this equipment to a non-grounded outlet. Using an electrical service that is not a grounded outlet can immediately damage the microprocessor and will void the warranty.

WARRANTY SERVICE

If you believe that your equipment is not working as designed due to a defective part or workmanship, please contact your distributor or Flavor Burst LLC.

Flavor Burst can be reached at (+1) 317.745.2952 Monday to Friday from 8am to 5pm EST.

We will provide you with over-the-phone troubleshooting and suggested next steps. Please be in front of the equipment when calling.

All in-warranty service actions must be approved by your distributor or by Flavor Burst LLC. For authorization, please contact your distributor or Flavor Burst LLC. Please be prepared to provide the serial number for your system, as it is required to confirm the warranty status. The serial number is located on a decal inside the syrup cabinet, on the panel separating the syrup trays.

LIMITATION OF LIABILITY

Our liability under this warranty is limited to the repair or replacement of the defective part or component of the equipment, at Flavor Burst's discretion.

Flavor Burst shall not be liable for any incidental or consequential damages, including but not limited to lost profits or revenue arising from the use or inability to use the equipment. Flavor Burst takes no responsibility for damage caused by inappropriate use of our products.

Contact Information



(+1) 317.745.2952



info@flavorburst.com