



# CLOCKBOX 2.0

## Cooking Element Control System

Installation & Operation

Manual Version 1.3



Fulfills the Requirements of NFPA 101 Section 18.3.2.5.3 (9)  
Addressing Standards for UL300A Residential-Grade Fire Suppression Systems





# READ AND SAVE THESE INSTRUCTIONS

## WARNING

### TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO

#### PERSONS, OBSERVE THE FOLLOWING:

1. Use this unit only in the manner intended by the manufacturer. If you have questions, contact the manufacturer at the address or telephone number listed on the front cover of this manual.
2. Before servicing or cleaning unit, switch power off at service panel and lock the service disconnecting means to prevent power from being switched on accidentally. When the service disconnecting means cannot be locked, securely fasten a prominent warning device, such as a tag, to the service panel.
3. Installation work and electrical wiring must be done by a qualified person(s) in accordance with all applicable codes and standards, including fire-rated construction codes and standards.
4. Sufficient air is needed for proper combustion and exhausting of gases through the flue (chimney) of fuel burning equipment to prevent back-drafting. Follow the heating equipment manufacturer's guideline and safety standards such as those published by the National Fire Protection Association (NFPA), and the American Society of Heating, Refrigeration and Air Conditioning Engineers (ASHRAE), and the local code authorities.
5. When cutting or drilling into wall or ceiling, do not damage electrical wiring and other hidden utilities.
6. To reduce the risk of fire or electric shock, do not use this range hood with an additional speed control device.
7. Ducted fans must always be vented to the outdoors.
8. To reduce the risk of fire, use only metal ductwork.
9. Use with approved wiring only.
10. This unit must be grounded.

#### TO REDUCE THE RISK OF A RANGE TOP GREASE FIRE:

1. Never leave surface units unattended at high settings. Boil-overs cause smoking and greasy spillovers that may ignite. Heat oils slowly on low or medium settings.
2. Always turn hood ON when cooking at high heat or when cooking flaming foods.
3. Clean ventilating fans frequently. Grease should not be allowed to accumulate on fan or filter.
4. Use proper pan size. Always use cookware appropriate for the size of the surface element.

#### TO REDUCE THE RISK OF INJURY TO PERSONS IN THE EVENT OF A RANGE TOP GREASE FIRE, OBSERVE THE FOLLOWING:\*

1. SMOTHER FLAMES with a close-fitting lid, cookie sheet, or metal tray, then turn off the burner. BE CAREFUL TO PREVENT BURNS. If the flames do not go out immediately, EVACUATE AND CALL THE FIRE DEPARTMENT.
2. NEVER PICK UP A FLAMING PAN — You may be burned.
3. DO NOT USE WATER, including wet dishcloths or towels - violent steam explosion will result.
4. Use an extinguisher ONLY if:
  - A. You know you have a Class ABC extinguisher and you already know how to operate it.
  - B. The fire is small and contained in the area where it started.
  - C. The fire department is being called.
  - D. You can fight the fire with your back to an exit.

\* Based on "Kitchen Fire Safety Tips" published by NFPA.

## CAUTION

1. For general ventilating use only. Do not use to exhaust hazardous or explosive materials and vapors.
2. To avoid motor bearing damage and noisy and/or unbalanced impellers, keep drywall spray, construction dust, etc. off power unit.
3. For best capture of cooking impurities and performance of fire extinguisher, your range hood should be mounted so that the bottom of the hood is 24-36" above the cooking surface, depending on model.
4. Please read specification sheets for further information and requirements.

DISCLAIMER: DENLAR Fire Protection, LLC, shall not be liable for errors contained in this Manual or for incidental, consequential damages in connection with the furnishing, performance or use of this information. DENLAR Fire Protection, LLC makes no warranty of any kind with regard to this information, including, but not limited to the implied warranties of merchantability and fitness for a particular purpose.

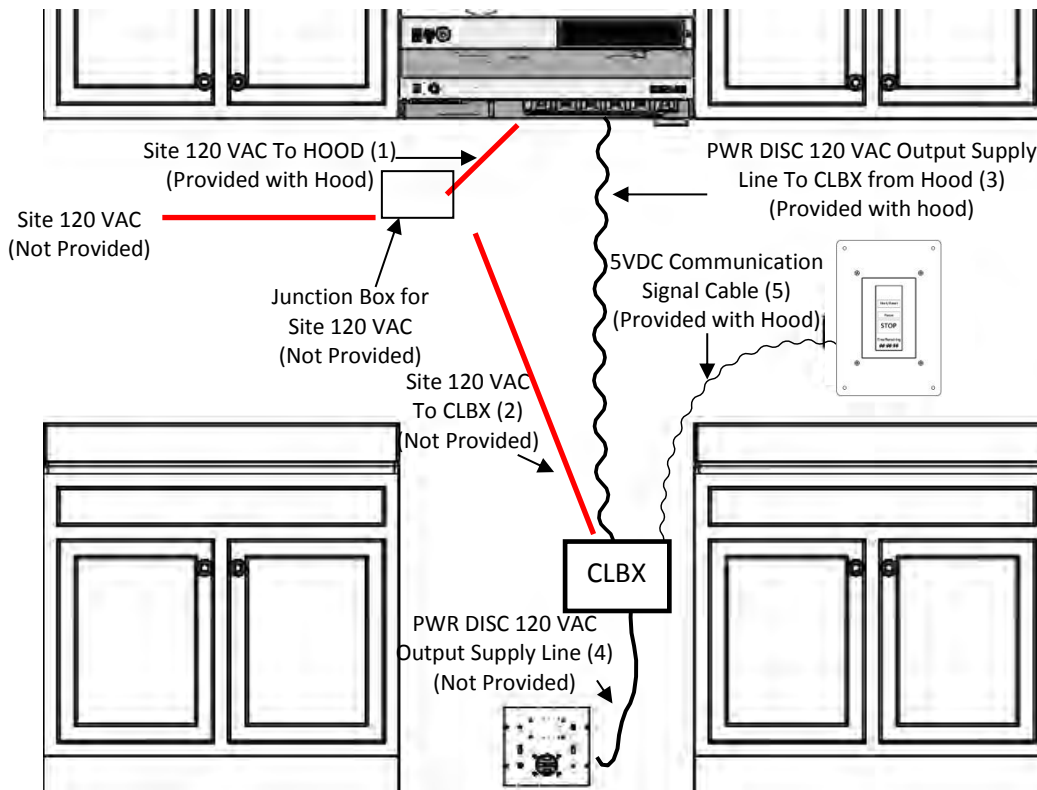


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## Cooking Element Control System - DFP System Interface With DENLAR Hood Provided

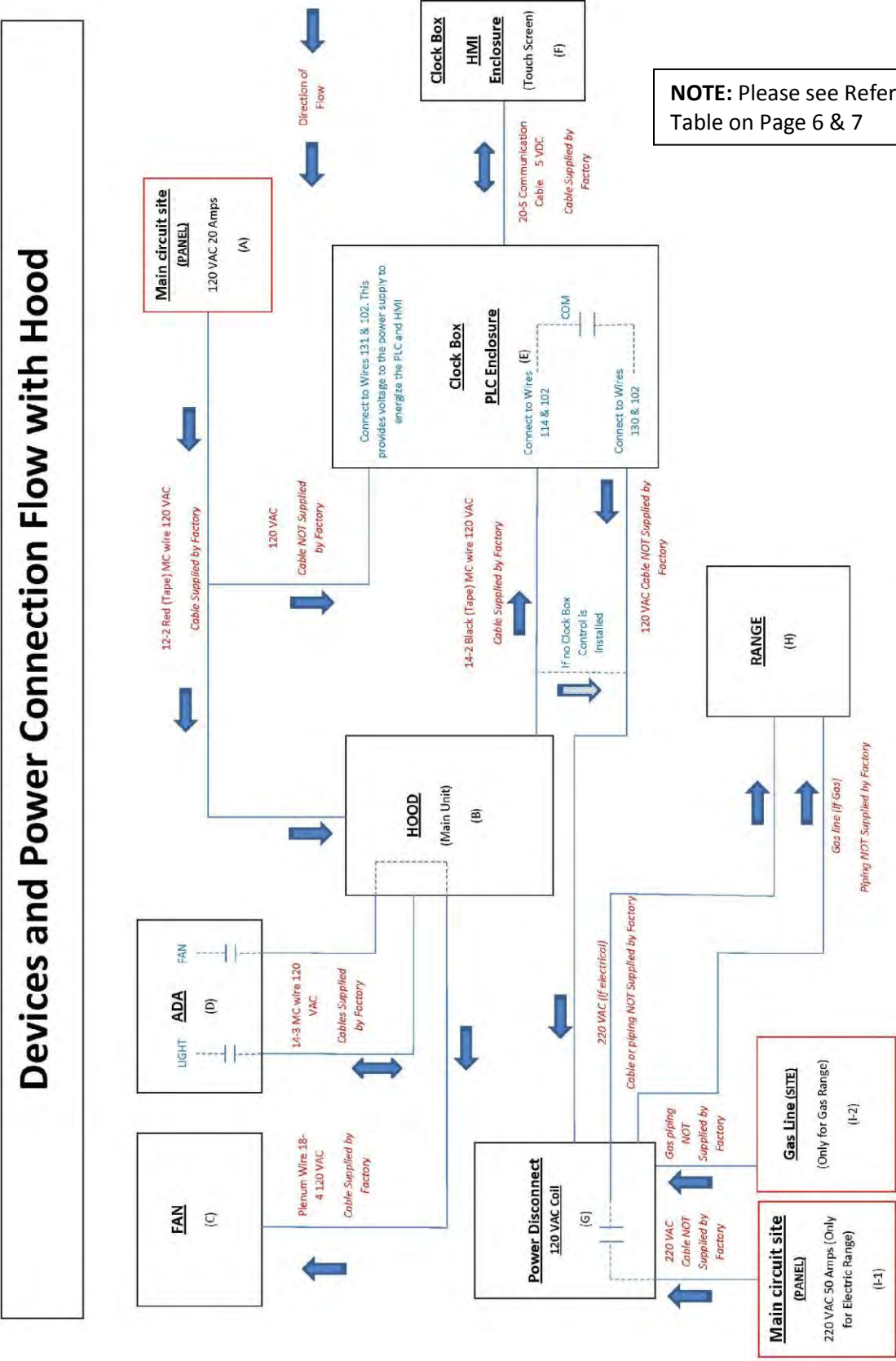


1. Site 120 VAC input supply line connects to the hood.
  - a. This supply line provides power to the hood.
2. Site 120 VAC input supply line connects to the CLOCKBOX
  - a. This supply line provides power to the CLOCKBOX, connect to wires # 131 black and # 102 white.
3. The hood's output PWR DISC 120 VAC output supply line connects to the CLOCKBOX. Connect to wires #114 black and #102 white.
  - a. The CLOCKBOX breaks the load supply line coming from the hood when the CLOCKBOX timer is activated
4. PWR DISC 120 VAC output supply line connects to the disconnect wires #130 black and #102 white.
5. The CLOCKBOX provides communication signal voltage (5VDC) and logic control to the Touch Screen [HMI]
6. The Power Disconnect Assembly supplies the input line to the stove/range as follows:
  - a. If an Electric Disconnect:
    - i. Controls the 120 VAC contactor coil allowing the 220 VAC supply line to the stove/range via the NEMA 14-50 receptacle.
  - b. If a Gas Disconnect:
    - i. Open the solenoid valve allowing gas to flow to the input line of the stove/range
  - c. If Dual Disconnect
    - ii. Both conditions 4.a and 4.b will apply
  - d. The above reference will be maintained for as long as there is time left at the Clock Box and the hood is in normal operating status, it will open the contact in the timer, stopping the supply line to the Power Disconnect, which in turn, will shut off the stove.

**CAUTION:** Some Electric stoves/ranges have warning lights to alert the user that the burners/coils are hot. These warning lights will be off since the supply line powering the stove/range is not present.

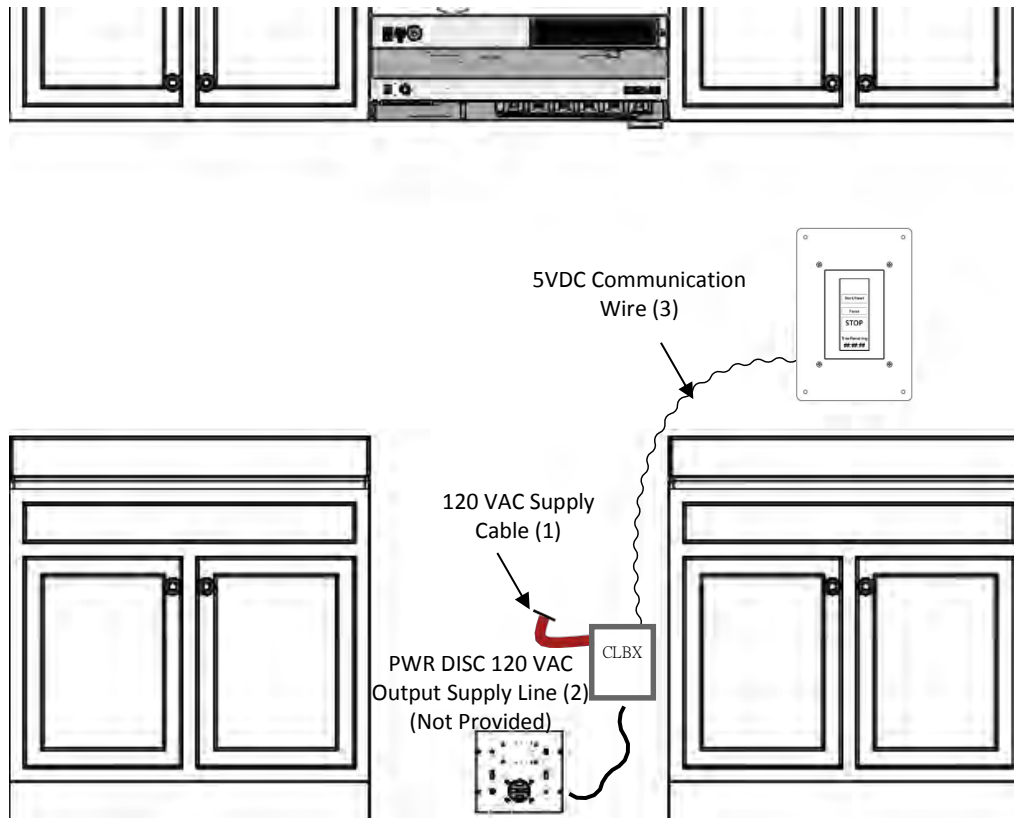


# Cooking Element Control System – Flow Diagram





## Cooking Element Control System - DFP System Interface When a DENLAR Hood is NOT Provided



1. An independent 120 VAC supply line is provided to the CLOCKBOX.
  - a. This supply line provides power to the CLOCKBOX, which is independent from the supply line to the hood.
2. The CLOCKBOX provides 120 VAC to the Power Disconnect Assembly.
3. The CLOCKBOX provides communication signal voltage (5VDC) and logic control to the Touch Screen [HMI]
4. The Power Disconnect Assembly supplies the input line to the stove/range as follows:
  - a. If an Electric Disconnect:
    - i. Controls the 120 VAC contactor coil allowing the 220 VAC supply line to the stove/range via the NEMA 14-50 receptacle.
  - b. If a Gas Disconnect:
    - i. Open the solenoid valve allowing gas to flow to the input line of the stove/range
  - c. If Dual Disconnect
    - i. Both conditions 4.a.i and 4.b.i will apply
  - d. The above reference will be maintained for as long as there is time left at the Clock Box, it will open the contact in the timer, stopping the supply line to the Power Disconnect, which in turn, will shut off the stove.

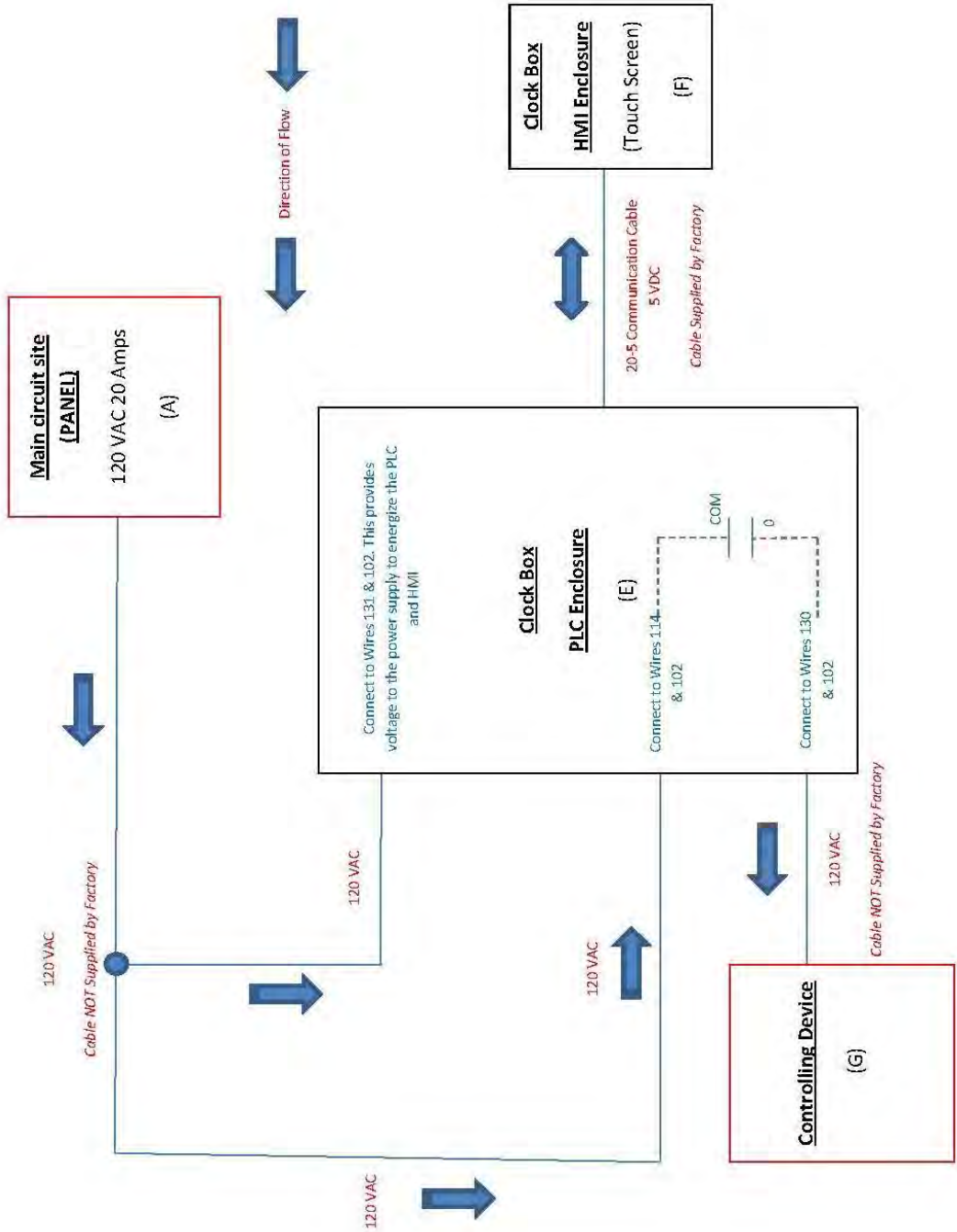
**CAUTION:** Some Electric stoves/ranges have warning light to alert the user that the burners/coils are hot. These warning lights will be off since the supply line powering the stove/range is not present.

**NOTE:** The CLOCKBOX CAN be interfaced with, and serve as the shutdown device, for other manufacturers' Fire Suppression or Fire Protection Systems. Contact DFP Service at (860)526-9846 opt. #2 or [service@DENLARhoods.com](mailto:service@DENLARhoods.com) for assistance.



# Cooking Element Control System – Flow Diagram

## Devices and Power Connection Flow Clock Box without Hood



**NOTE:** Please see Reference Table on Page 6 & 7



## Flow Diagram Table of References

- Main circuit site (PANEL) 120 VAC 20 Amps provide by customer
  - On Site 120 VAC 20 Amps (minimum) supply line to feed components
    - 12-2 Red (Tape) MC wire 120 VAC Cable Supplied by Factory
      - HOOD
        - Metal Clad wire supplied with Hood
        - This cable is pre-wired and attached to a junction box to the supporting bracket that holds the hood
      - Clock Box
        - The same supply line can be used to supply voltage to the Clock Box however, the split needs to be done before the HOOD so both are energized regardless of the HOOD being on/off
        - The wire for the Clock Box is not supplied by the Factory
- (B) HOOD (Main Unit)
  - The Hood becomes the controller and supply line for all devices (with exception of above noted), based on the functionality and options of the HOOD
    - Models
      - D1000
      - Designer
- (C) FAN
  - Depending on the configuration ordered with the HOOD, several airflow discharge options are available
    - Models
      - D1000
        - Discharge through the Top of the Hood.
          - I-DF
            - A Plenum wire 18-4 120 VAC is supplied with each fan and pre-wired with a quick-connect terminal to the HOOD
          - I-DF-NFPA101
            - A Plenum wire 18-4 120 VAC is supplied with each fan and pre-wired with a quick-connect terminal to the HOOD
          - I-WF
            - A Plenum wire 18-4 120 VAC is supplied with each fan and pre-wired with a quick-connect terminal to the HOOD
          - I-WF-NFPA101
            - A Plenum wire 18-4 120 VAC is supplied with each fan and pre-wired with a quick-connect terminal to the HOOD
        - Discharge through the Front of the Hood. This fan is mounted inside of the HOOD
          - F
          - F-NFPA101
        - Discharge through the Rear of the Hood. This fan is mounted inside of the HOOD
          - R
          - R-NFPA101
      - Designer
        - Discharge through the Top of the Hood. This fan is mounted inside of the HOOD
          - TD
        - Discharge through the Front of the Hood. This fan is mounted inside of the HOOD
          - Default configuration is Recirculating discharge through the front of the Hood





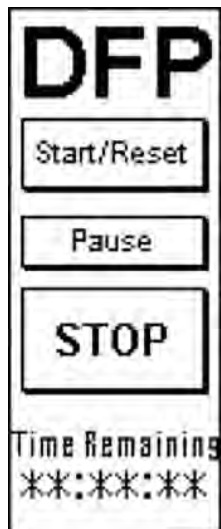
## Flow Diagram Table of References

- (D) ADA o Two toggle switches to turn on and off the fan and light of the hood making it accessible to a lower height
  - Directly connected to the HOOD with a 14-3 MC wire 120VAC supplied by Factory.
    - LIGHT
      - Toggle switch turns on/off the light bulb in the HOOD
    - FAN
      - Toggle switch powers the fan at maximum speed regardless of the set point of the Fan Controller in the HOOD
- (E) Clock Box
  - Timer controlled relay (via PLC). Customer needs to enter a password (via Clock Box HMI Enclosure (F)), if accepted, the Clock Box allows the 120 VAC coming from the HOOD to pass through and supply 120 VAC voltage to the Power Disconnect (G)
- (F) Clock Box HMI o Part of Item (E) above mentioned, it is the display and input for the customer to enter a password to allow the user to be able to energize the Power Disconnect (G). The communications cable (20 AWG 5 Conductor cable) is enclosed in a Metal Clad Super Flex conduit running from the Clock Box PLC Enclosure to the Clock Box HMI Enclosure, the cable and conduit is provided by the Factory.
- (G) Power Disconnect/Controlling Device o This enclosure allows the Range (H) to be powered/energized. There are two existing types of "Power Disconnect" available to the customer, Electric and Gas
  - Electric
    - 120 VAC supply line coming from the HOOD or the Clock Box, changes the state of a contactor by closing the 120 VAC coil, a 220 VAC supply line provided by the site (I) and connected to the contactor, energizes a receptacle, the Range is plugged into this receptacle allowing it to power it.
  - Gas
    - 120 VAC supply line coming from the HOOD or the Clock Box, changes the state of a Gas Solenoid by opening the valve allowing gas to flow to the range.
  - Dual
    - 120 VAC supply line coming from the HOOD or the Clock Box, energizes both the Gas Solenoid as well as the 120 Coil of the Contactor (see above for details), the split is made inside of the Power Disconnect Box Enclosure.
- (H) RANGE
  - Domestic Range or Cook-Top provided by customer
- (I-1) Main Circuit Panel
  - 220 VAC 50 Amp Supply line for Electric Range (Provided by the customer)
    - This line energizes the Electric Power Disconnect (see above for details)
- (I-2) Gas Line SITE
  - Gas Supply line for Gas Range (Provided by the customer) with the Gas Solenoid in line with the Gas Feed.



## Cooking Element Control System - Operation and Menu

### Main Screen

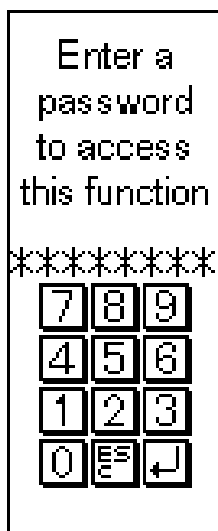


FIGURE# 1; MAIN SCREEN


1. Press "START/RESET" (see *Figure # 1: Main Screen*) to allow the 2 hour timer to begin. This will prompt to the password entry screen (see **Password Entry**)
2. After entering password you will be brought back to the Main Screen, press the start button again to start timer.
3. Press "PAUSE" to pause the timer, Press again to continue
4. Press "STOP" to stop the timer

NOTE: MainScreenwillalways show available time, system is preset to countdown remaining time

### Password Entry



FIGURE#2; Password Entry

1. FACTORY preset MASTER PASSWORD:06412
2. Enter Password 06412 and then press ENTER Symbol  (See Figure # 2, Password Entry)
3. You will be brought back to the Main Screen



## Cooking Element Control System - Operation and Menu

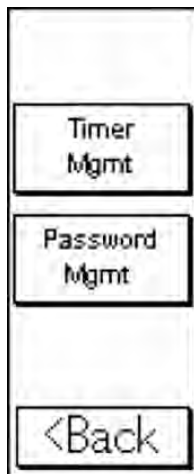


FIGURE # 4; Management Screen

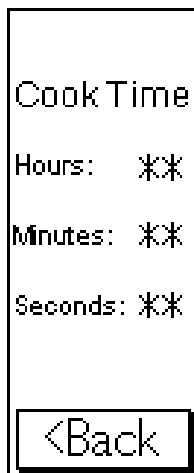
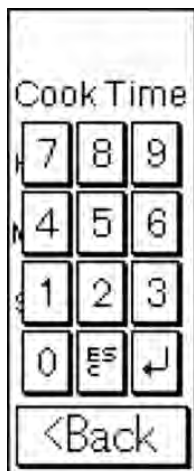


FIGURE # 5; Time Management



### Setup Management

1. "LOGO" is a HIDDEN BUTTON which allows access to background menus (see *Figure # 1; Main Screen*)
2. Press "LOGO" to access hidden menu to modify timer values and passwords (see *Figure # 4; Management Screen*)

NOTE: You will be asked for the password after a function is selected.

3. Press "Time Management" to modify the timer value (see Time Management)
4. Press "Password Management" to add/modify/delete passwords (See Password Management)

### Time Management

1. Press Corresponding Time Setting (Hours, Minutes, Seconds) to adjust to desired settings ( see *Figure # 5; Time Management*)

NOTE: In order for THE CLOCKBOX to offer NFPA101 Compliance it must be set to a two (2) hour time limit. A two (2) hour time limit is the factory default setting.



## Cooking Element Control System - Operation and Menu

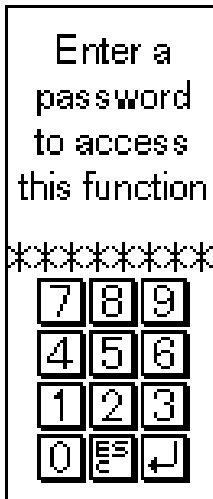


FIGURE # 6; Password Entry

### Password Management

1. Enter password to go to the password management screen. (See **Figure # 6; Password Entry**)
2. Press Change/Add (See **Figure # 7; Password Setup**)
3. Enter new five digit password and press enter. ↵

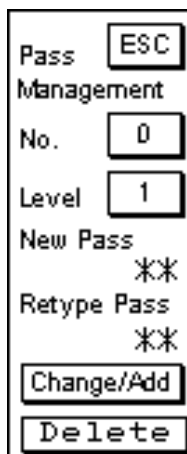
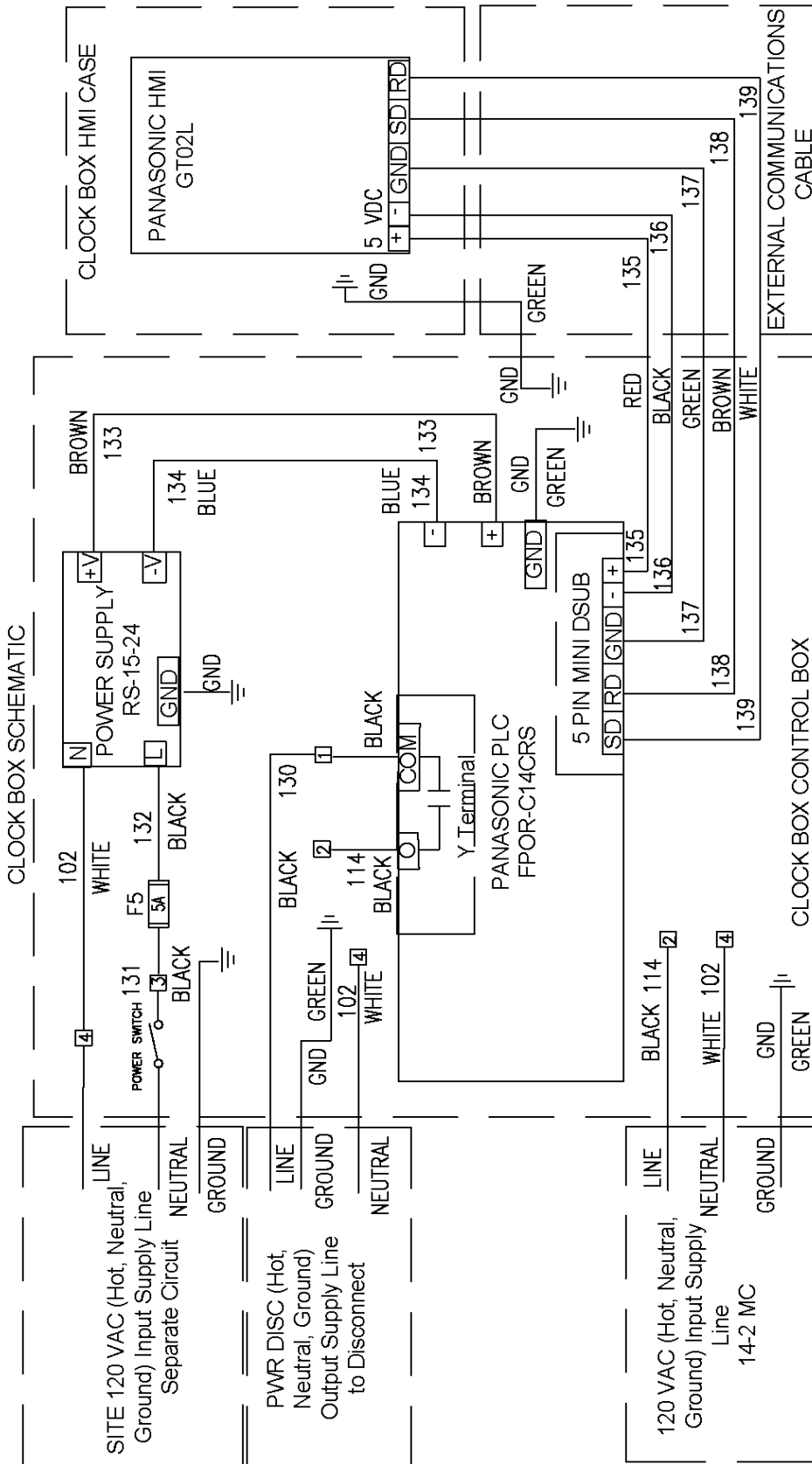


FIGURE # 7; Password Setup



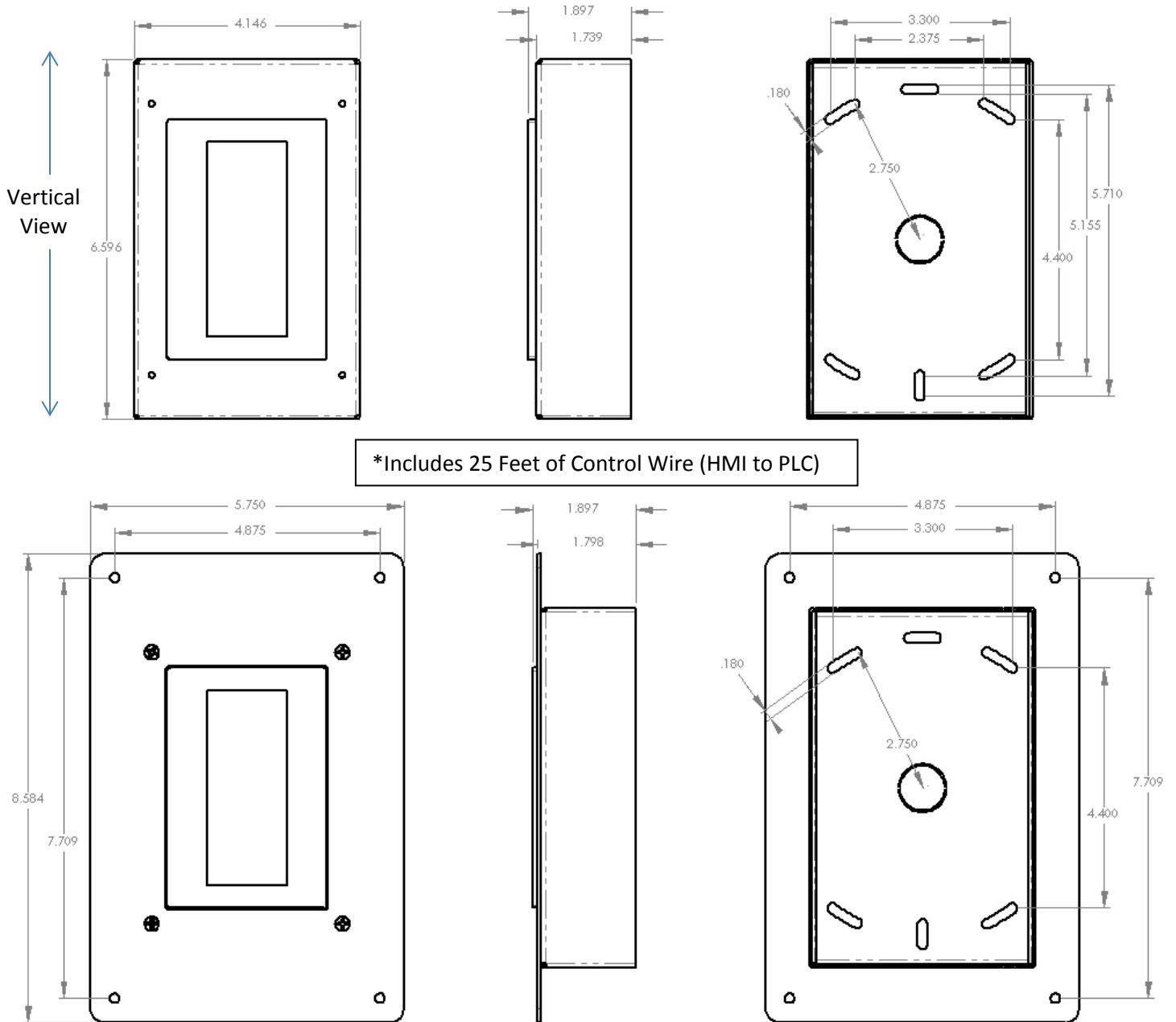
# Cooking Element Control System-Wiring Diagram



CLOCK BOX SCHEMATIC REV 20171009



## Cooking Element Control System – Component Diagrams CLOCKBOX-Touchscreen\*



**NOTE:** The orientation of the screen is vertical ONLY - NOT Horizontal.

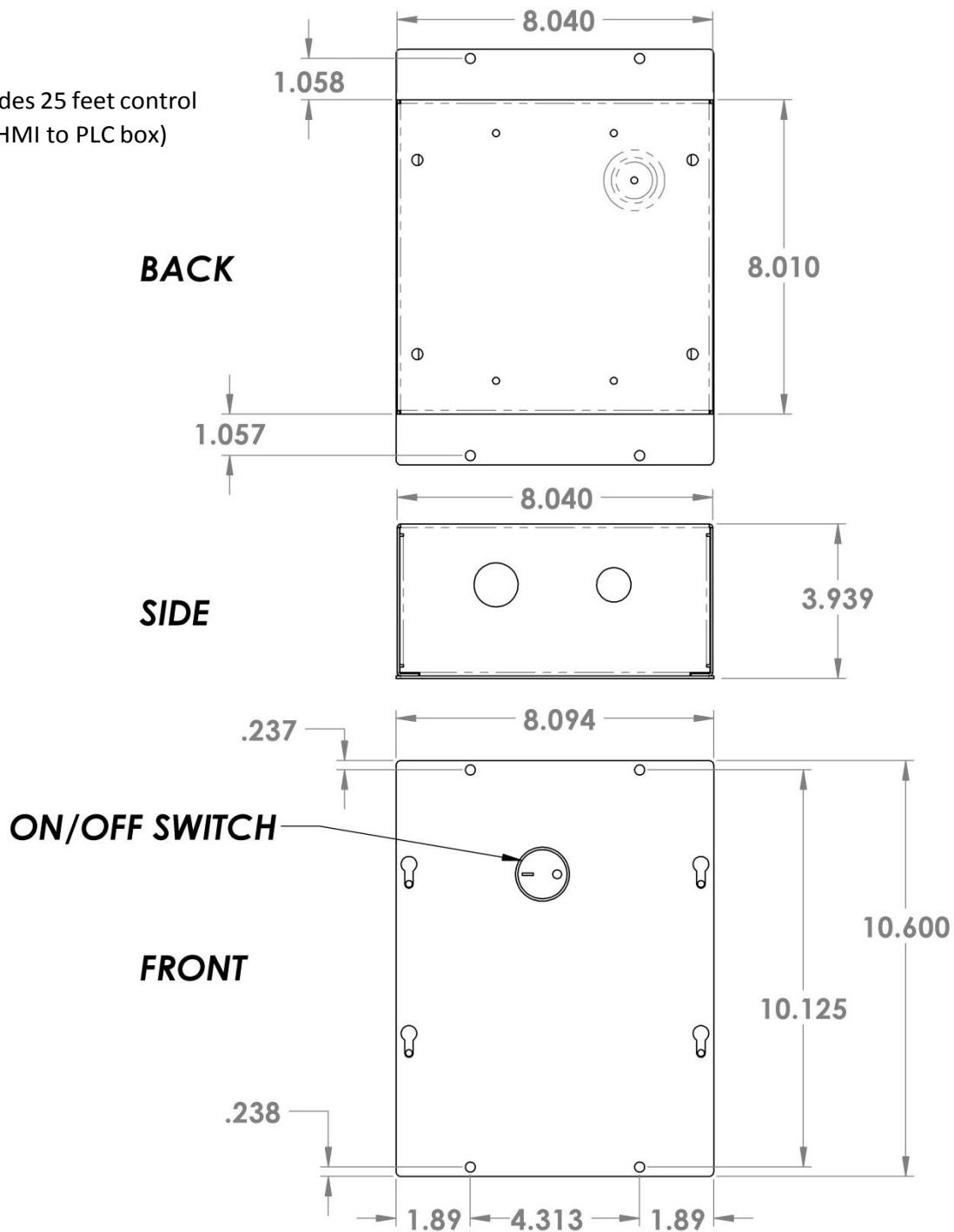


# Cooking Element Control System - Component Diagrams

## CLBX - PLCBOX\*

### Housing for PLC Controller

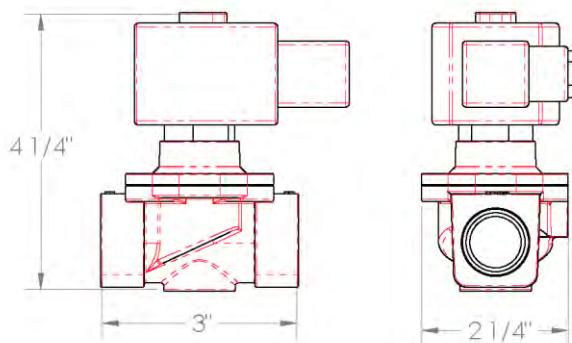
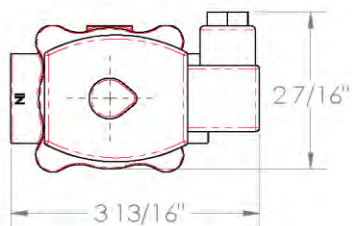
\*Includes 25 feet control wire (HMI to PLC box)



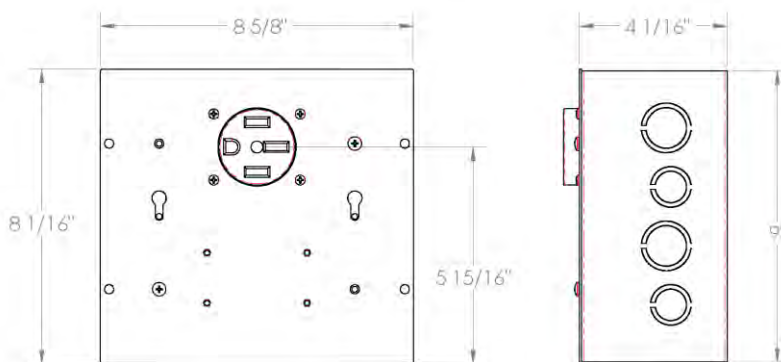
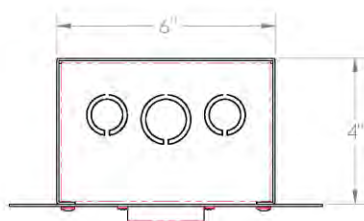


## Cooking Element Control System - Component Diagrams

### CLBX-G: Controlled GAS Solenoid Valve



### CLBX-E: Electric Range Element Disconnect



### CLBX-DED: Dual Element Disconnect\*

\*Combines Gas & Electric Range Element Disconnect Modules





## STANDARD TERMS OF SALE AND LIMITED WARRANTY AGREEMENT

This Agreement applies to any order, purchase, receipt, delivery or use of any products and services (collectively, "purchase" ) from "DENLAR Fire Protection, LLC" and/or "DFP" and/or "company", Inc. or a DENLAR Fire Protection, LLC authorized reseller ("Reseller and/or Distributor") to "Customer" or "you", unless customer enters into a separate written agreement with DENLAR Fire Protection, LLC.

This agreement applies to customer's purchase unless customer notifies DENLAR Fire Protection, LLC in writing that customer does not agree to these terms within 15 days after customer receives this agreement or receipt of purchased product.

- Definition of Terms
  - Distributor. - Authorized Direct Re-Seller by DFP
  - Customer. - End-User
  - Purchase Order. - Company letterhead, etc.
  - Initial shipment. - Date of shipment from company to customer
  - Custom order. - Custom engineered option, Expedited shipment, Future dated order over 30 days into the future at the customer and/or distributor request
  - Qualified Contractor. - Distributor is responsible for determining who is qualified installer

### WARRANTY

#### Disclaimer

- This limited warranty covers normal use. DENLAR Fire Protection, LLC does not warrant and is not responsible for damages caused by misuse, abuse, accidents, unauthorized service or parts, or the combination of DENLAR Fire Protection, LLC branded products with other products. This limited warranty does not cover non - DENLAR Fire Protection, LLC branded products.

#### Terms of warranty

- 24 months from ship date and/or
- 24 months from manufacturing date
  - Date of manufacture is stamped in the product original name plate
  - Exception
    - When manufacturing date exceeds more than 30 days from initial ship date

Distributor is responsible for managing warranty claims related to the product.

Warranty is not transferable.

#### Technical Support

- Company will provide phone based technical support within company's normal business hours at no cost to the customer for the life of the unit
  - Support is limited to the functionality and internal operation of the product.

#### Installation

- The system must be installed by a qualified contractor and must follow all applicable local codes and regulatory approvals.

#### Product Warranty

- DENLAR Fire Protection, LLC warrants to the original purchaser or, for products purchased from a Distributor, to the original end-user that DENLAR Fire Protection, LLC products will be free from defects in materials and workmanship for one calendar year from the date of shipment.
- During the warrant period, DENLAR Fire Protection, LLC will, at its choice,
  - Provide replacement parts necessary to repair the product or,
  - Replace the product with a comparable product, or
  - Refund the amount customer paid for the product based on the original Purchase Order provided to company, less damages or other to the product evaluated upon its return.
- DENLAR Fire Protection, LLC is not responsible for labor or any other charges involved in the service of such agreement.
- Repair services
  - Repair Services are available at customer location only if determined necessary by the company.
  - DENLAR Fire Protection, LLC will determine how and where repair services are provided, and customer may be required to deliver the product to an authorized service location determined by the company.
  - Replacement parts or products
    - Such parts or products will be new or serviceably used, comparable in function and performance to the original part or product, and warranted for the remainder of the original warranty period or, if longer, 30 days after they are shipped to customer.
  - Customer authorizes DENLAR Fire Protection, LLC to send replacement parts and products to an authorized third party service provider.
- Additional product or parts
  - Purchasing additional products from DENLAR Fire Protection, LLC does not extend the original warranty period.
  - The warranty period of such product is for an additional calendar year, which starts from the date of shipment from company to customer.
- To obtain service under this limited warranty, customer must follow DENLAR Fire Protection, LLC's warranty procedures.

#### Preventive Maintenance

- Company requires an annual product maintenance and/or inspection
  - It is the responsibility of the customer to schedule, contract and verify satisfaction of services and functionality of product.
  - If preventive maintenance is not performed and proper documentation is not maintained, the warranty of the product is void.
  - Refer to Service Manual documentation for required maintenance.

#### Services and Service Warranty

- The terms of services provided to customer by DENLAR Fire Protection, LLC consist of this Agreement and the additional terms if any stated in separate services descriptions provided by DENLAR Fire Protection, LLC.
- DENLAR Fire Protection, LLC warrants for a period of 30 days after services are performed.

#### Disclaimer of Warranties; Limitation of Liability

- Except for the warranties expressed in this agreement, DENLAR Fire Protection, LLC disclaims all other warranties, either express or implied, including implied warranties of merchantability or fitness for a particular purpose, other than those warranties implied by and incapable of exclusion, restriction or modification under applicable law. The term of any implied warranties that cannot be disclaimed are limited to the term of this agreement.
- DENLAR Fire Protection, LLC's maximum liability is limited to the purchase price paid by the customer for products or services supplied by DENLAR Fire Protection, LLC.
- Neither customer nor DENLAR Fire Protection, LLC is liable to the other if customer or company are unable to perform due to events that are not controllable, such as acts of god, or for property damage, personal injury, loss of use, interruption of business, lost profits, lost data or other consequential, punitive or special damages, however caused, whether for breach of warranty, contract, tort (including negligence), strict liability or otherwise, other than those damages that are incapable of limitation, exclusion or otherwise.



## TERMS OF SALE

### Payment Terms

- Advertised prices are in U.S. dollars and exclude shipping, handling and taxes unless otherwise noted.
- All sales made in the state of Connecticut require applicable sales tax unless a sales tax exempt certificate is provided.
- Customer is responsible for paying all taxes associated with the order.
- DENLAR Fire Protection, LLC may change prices without notice to customer before company enters the order and may modify and substitute products and components without notice to customer prior to shipping.
- Payment is due at the time stated in the invoice or when product is shipped, unless DENLAR Fire Protection, LLC has extended credit to customer.
- Amounts not paid when due bear interest at the rate of 1.5% per month (18% per annum) or the highest rate allowed under applicable law, whichever is lower.
- All payments are to be made in U.S. dollars.
- Company agrees to provide reasonable access to current pricing for all distributors.
- Company is not held responsible for quotes older than 30 days.

### Shipping and Ownership

- DENLAR Fire Protection, LLC will arrange to ship products to customer according to the information provided in the Purchase Order by customer unless otherwise requested in writing by customer.
- Responsibility passes to customer when customer signs as receipt of product from company's original shipment to customer.
- Customer must notify DENLAR Fire Protection, LLC of damaged or missing items from the order within 7 days after receipt of product.
- Ownership to products passes to customer when DENLAR Fire Protection, LLC delivers them to the shipper and risk of loss passes to customer when the shipper delivers products to the address designated in the original Purchase Order.
- Distributor is responsible for all warranty claims related to the product.
- Warranty is not transferable.

## RETURN POLICY

### Return Policy

- Customer may return product(s) within the following guidelines:
  - Product already installed on site cannot be returned or exchanged.
  - Company reserves the right to inspect the condition of the returned product upon its arrival to company and determine and assign additional charges where necessary.
  - At the discretion of the company, documentation detailing additional charges can be provided to customer if necessary.
  - The company will provide, documentation detailing additional charges to customer if necessary.
  - Returned products must be in the same original manufacturing condition.
  - DENLAR Fire Protection strongly recommends using FedEx or Common Carrier. It is also strongly encouraged to have insured shipments.
- Restocking Fees
  - Within 0 to 30 days of ship date, just may return uninstalled/unused products with a 15% re-stocking fee. The 15% is taken from the original sale price of the product and does not include any applicable deductions for missing parts, damages, etc.
  - Within 31 to 60 days of ship date, just may return uninstalled/unused products with a 20% re-stocking fee. The 20% is taken from the original sale price of the product and does not include any applicable deductions for missing parts, damages, etc.
  - Within 61 to 90 days of ship date, just may return uninstalled/unused products with a 25% re-stocking fee. The 25% is taken from the original sale price of the product and does not include any applicable deductions for missing parts, damages, etc.
  - DENLAR Fire Protection, LLC will refund the original purchase price of products minus applicable fees, unperformed services and related sales taxes.
- Return of Parts
  - Return of parts (ie. tanks, disconnects) will only be accepted for the first 30 days and will incur the 15% re-stocking fee plus any applicable deductions if damaged or missing parts.
- It is recommended that returns of units be shipped in original packaging. While DENLAR cannot guarantee the arrived condition or carrier handling of any product returned to its factory; best practices revolve around shipping the system in its original packaging.
  - If you do not have the original packaging, you may purchase new boxes and or complete packaging materials by contacting a DENLAR distributor directly.
- To return products and cancel services customer must follow DENLAR Fire Protection, LLC's return procedures, including obtaining a return merchandise authorization (RMA) number and returning products within 7 days after customer receives an RMA.
- Shipping and handling fees (including related sales taxes) are not refundable.
- Customer holds ownership of any and all products returned to DENLAR Fire Protection, LLC until a printed and signed Returned Material Receiving Log is received.
- Customer may be charged shipping and handling or restocking fees to return products.
- DENLAR Fire Protection, LLC will not accept for return any products customer purchased from a Reseller.
- Additional restrictions may apply on certain products and/or custom products and/or services.
  - DENLAR Fire Protection, LLC reserves the right in determining what is considered "custom"
  - Cancellation
    - Two days from date of order, or
    - Five days prior to initial ship date.
  - Custom orders cannot be cancelled
  - Parts Returns.
    - If DENLAR Fire Protection, LLC requires customer to return defective parts or products, customer must do so within 7 days after receipt of the replacement parts or products.
    - DENLAR Fire Protection, LLC may charge customer for replacement parts or products prior shipment and refund its cost after receipt of damaged parts.
    - All shipping charges are the responsibility of the customer.
    - If customer lives outside the United States, the details of the warranty service may vary as described in a separate agreement



## WARRANTY REPLACEMENT

- Warranty Replacement Policy.
  - Customer may exchange inoperable systems or components within the following guidelines:
    - Product issues will be fully vetted by DENLAR Technical Service Staff via remote trouble-shooting exercise to determine if warranty replacement is applicable
  - Replacement system or component will be provided and shipped free of charge as long as the following terms are met
    - System or component being exchanged under warranty terms must be returned to DENLAR with 30 calendar days
    - Same packaging (inner and outer) provided with replacement must be used to return inoperable system or component
    - System or component issues must, in fact, be due to manufacturing or assembly error not otherwise found in DENLAR QA / QC process
  - Company reserves the right to CHARGE full price plus applicable re-stock fee and freight charges under the following terms:
    - System or component being exchanged under warranty terms is NOT returned to DENLAR within 30 calendar days
    - Same packaging (inner and outer) provided with replacement is NOT used to return inoperable system or component causing damage
    - System or component issues are determined to NOT be due to manufacturing or assembly error but were caused by other circumstances (mishandling, etc.)

## GENERAL

Customer may not assign this Agreement without DENLAR Fire Protection, LLC's written consent. DENLAR Fire Protection, LLC, and its subsidiaries and affiliates are intended beneficiaries of this Agreement. If there is any inconsistency between this Agreement and any other agreement included with or relating to products or services purchased from DENLAR Fire Protection, LLC, this Agreement shall govern. This Agreement may not be modified, altered or amended without the written agreement of DENLAR Fire Protection, LLC. Any additional or altered terms attached to customer's order shall be null and void, unless expressly agreed to in writing by DENLAR Fire Protection, LLC. If any term of this Agreement is illegal or unenforceable, the legality and enforceability of the remaining provisions shall not be affected or impaired. This Agreement shall be interpreted under the laws of the State of Connecticut without giving effect to conflicts of law rules.

Please send correspondence about this Agreement to: DENLAR Fire Protection, LLC, Customer Service Department, 20 DENLAR Dr. Chester, CT 06412  
[www.DENLARhoods.com](http://www.DENLARhoods.com)    sales@DENLARhoods.com