

Convection Heated Plate and Base Dispensers Operating Manual



Model: DXIDPC20120
DXIDPC30180
DXIDWB20900
DXIDWB30900
DXIDPWB20900

For Equipment with Serial
110613B and Newer.

Plate or Base Heater:

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For Service Information call 1.888.673.4639

Please provide following information:

- Model number
- Serial number
- Part Description and number as shown in parts list

Manual No. Plate_Base_Heater_0411

INTRODUCTION

Congratulations! You have just purchased one of the finest pieces of equipment on the market today. Before installing or operating your new Dinex equipment you should read through this material. This manual should be retained for further reference as it contains installation instructions, service tips, part list and warranty information. Should you have any questions concerning the Equipment, please call the Dinex Hotline at 1-888-673-4639 (Monday through Friday from 7am to 6pm, Central Standard Time).

IMPORTANT: For your safety, read and follow all cautions, information, and warnings.

FREIGHT DAMAGE CLAIMS

Your Plate or Base Heater was carefully inspected and packed before leaving our factory. The transportation company assumes full responsibility for safe delivery of this equipment. Dinex cannot assume responsibility for damage or loss incurred in transit. **Visible damage or loss should be noted on freight bill and signed by person making delivery.**

A freight claim should be filed immediately with the transportation company. If damage is unnoticed or concealed until equipment is unpacked, notify the transportation company immediately and tell them you want to file a concealed damage claim. This must be done within fifteen (15) days after delivery was made. Be sure to retain all packing material and cartons.

ATTENTION: Installation of this equipment should be performed only by persons qualified or licensed to install electrical equipment.

- Adjustments and service work should be performed only by qualified service technicians.
- This equipment is intended for commercial use only. Not for household use.
- Use of other than genuine Dinex replacement parts or service work performed by those other than authorized Dinex service agents will void the warranty.
- Do not use corrosive cleaners on the equipment. Use only mild detergents.

INFORMATION

INFORMATION ON THIS SECTION: When contacting customer service please provide the following information located on the product identification plate:

- Model number
- Serial number of the equipment (identification plate)
- Description of the part
- See Manual for item number

IDENTIFICATION PLATE

DINEX INTERNATIONAL INC. GLASTONBURY, CT 06033		FOR SERVICE CALL 888-673-4639		 Intertek 3174974 Conforms to NSF/ANSI STD 4	 Intertek 3174974 Conforms to UL STD 197 Certified to CAN/CSA STD C22.2 NO. 109
MODEL: DXIDWB20900					
SERIAL NO: 110613B					
VOLTS/AMPS/WATTS: 208V/15.4A/3200W/1PH/60HZ					

Different serial numbers for each unit. Check the compatibility of machine voltage and amperage with electrical connections.

GENERAL INFORMATION

The Dinex Plate or Base Heater is designed specifically for use with a wide variety of 9" stainless steel bases and plates.

MODEL	DXIDPC20120 DXIDWB20900 DXIDPWB20900	DXIDPC30180 DXIDWB30900
Number of Stacks	2	3
Capacity Per Stacks (Bases-Plates)	60-75	60-75
Total Capacity (Bases-Plates)	120-150	180-225
OVERALL DIMENSIONS		
Length	35.36" (89.8 cm)	45.00" (114.3 cm)
Depth	23.68" (60.1 cm)	23.68" (60.1 cm)
Height	42.96" (109.2 cm)	42.96" (109.2 cm)
ELECTRICAL REQUIREMENTS		
Voltage/Phase	208V/220V/240V/1P	208V/220V/240V/1P
Amperage (at 208V)	15.4, 14.5, 13.3	30.8, 29.0, 26.7
Cycle	60	60
NEMA Plug Configuration	6-20P	6-50P
Shipping Weight	260 lb (117.9 kg)	320 lb (145 kg)

INSTALLATION

SET UP

INFO: Installation of this Equipment should be performed by persons qualified or licensed to install electrical equipment only. It is the responsibility of the installer to comply with all local codes.

NOTE: The installation instructions are similar for all models of base/plate heaters.

1. Remove all external packing materials and inspect for damage. Keep packing materials if damage is discovered.
2. Remove all tape and protective coverings from unit and all parts.
3. **IMPORTANT:** Lift the self-leveling dispenser units and corrugated packing materials out of the cabinet.
4. Wipe all surfaces of the cabinet and self-leveling dispensers with a clean damp cloth, then dry thoroughly.
5. All models are equipped with self-leveling mechanisms that are removable through the top of the unit so that adjustments can be made to the extension springs. By adding or removing springs, proper dispensing can be obtained.

6. To set the proper spring tension and dispensing level, place ten wax bases in the self-leveling dispenser on right side of unit (Figure 1). Add or remove springs by hooking or unhooking the bottom of the spring from the moving carriage as necessary, until the top wax base is positioned at the top of the dispenser unit (Figure 2).

NOTE: Steps 6 -8 are for Combination Plate/Base Heaters but may be followed accordingly for plate or base only dispensers. Spring adjustment not covered under warranty.

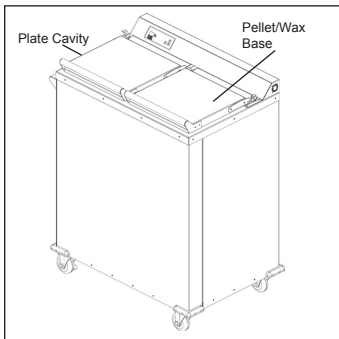


Figure 1



Figure 2

7. Repeat step 6 with plates for the other self-leveling dispenser unit. In general, fewer springs will be needed to maintain proper level for plates than for bases.
8. Remove all bases and plates from the self-leveling dispensers, and carefully lower the self-leveling dispensers back into the cabinet, taking care to place base and plate dispensers in the appropriate side.
9. Be sure the power switches are in the OFF position before plugging the power cord into the electrical outlet (Figure 3).

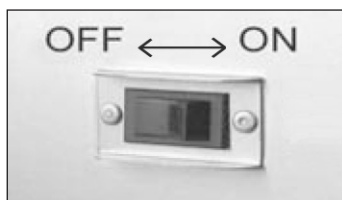


Figure 3

10. Select a location within reach of a 208, 220, 240 VAC, 60 Hz grounded NEMA No. 6-20R (2 Silo) or NEMA No. 6-50R (3 silo) electrical outlet.
11. Place the unit near enough to the electrical outlet so that the power cord is not stretched or strained when plugged in.
12. When unit is properly located, engage the two caster brakes by pushing down on the wheel brake lever.
13. See **ELECTRICAL** and **START-UP** sections before plugging unit into power supply.

ELECTRICAL

Refer to the General Information Section on page 2, your local code or the National Electrical Code to be sure the unit is connected to the proper power source. A protected circuit of the correct voltage and amperage must be available for connection of the line cord. Place the unit near enough to the electrical outlet so the power cord is not stretched or strained. Once the unit is properly located, push down on the two caster brakes to lock them into place. **All base/plate heaters are provided with a NEMA plug type 6-20P (2 Silo) or 6-50P (3 Silo).**

WARNING: Every base/plate heater is fitted with a grounded power cord and must be connected to a properly grounded receptacle. Each receptacle must be wired to a **dedicated** circuit breaker rated at not more than 20 amps (2 Silo) or 50 amps (3 Silo).

WARNING: To prevent electrical shock hazard, the main power switch must be turned to "off" position and the heater disconnected from the power source whenever performing service or maintenance.

WARNING: Hazardous voltage inside back of cabinet. Only qualified personnel familiar with electrical circuits, service manual, and service procedures should open or work inside unit.

WARNING: Unit must not be run continually and must be turned off after final meal service. Warranty may be voided if used improperly.

OPERATION INSTRUCTIONS

START-UP

Overview

These units are designed to heat stainless steel bases and china plates. The fan motor, heating element, and power indicator light will come on once the unit is turned on.

The fan motor will begin to circulate the heated air in and around the plates/bases in a convection process that promotes a quick and even heat absorption by the plates/bases.

Once the air inside the cabinet has reached the desired and preset temperature, the thermostats will continue to maintain this temperature by regulating the power to the heating element. The fan motor will run as long as each compartment is energized.

Operation

1. Plug the unit into the electrical outlet.
2. Lift open lid until it latches securely in safety latch (FIGURE 5). Place bases and plates into the self-leveling dispensers as required, or until the dispensers are filled to the top. Be sure to place each into the appropriate side, as marked (Figure 4). Placing plates in the base side will overheat and may damage plates. Bases will not heat up to proper temperature if placed in the plate side. **Always keep the load leveled on the shelf or it could bind.**



Figure 4

3. Close lids on the top of the unit by lifting up on the safety latch (FIGURE 5).
4. Turn the power switch to the ON position. Green LED on switch will illuminate.
5. Heat-up time period for bases and plates varies, depending on number and style of each. Minimum heat-up time for a full unit is one hour for lunch and dinner meals, and an hour and a half for morning breakfast meal.



Figure 5

Dispensing

CAUTION: Operators should always wear gloves or use base/plate lifters when dispensing.

After the unit is turned off, the bases/plates remaining inside the unit will remain hot for some time.

Operating Thermostats & Hi-Limit Thermostats

All thermostats are accessible by removing the back louvered panel. There are separate Hi-Limit thermostats for the Base & Plate sides.

CAUTION: Turn unit OFF and unplug prior to the removal of the back panel. Only qualified service personal should remove the back panel and perform service work.

Both Hi-Limit thermostats are non-adjustable. However, they can be reset by pushing the reset button located in the center of the thermostat. Replace back panel and connect electrical power to the dispenser.

CAUTION: Reset of the Hi-Limits & Adjustment of the Base & Plate thermostats are not covered under warranty.

PROGRAMMING

Operation: At power on the display will indicate "020" and the program version for a few seconds. The control will then start the Preheat timing cycle and start controlling the heaters to the Preheat temperature setting. The display will alternate the 3 horizontal bars indicating Preheat delay. When the Preheat cycle time expires the display will change and rotate a segment counterclockwise around the perimeter of the display, this indicates the Preheat cycle is ended and the control will start the Ready cycle. The control will now maintain the heaters at the preset Ready Temperature settings until power is removed from the unit.

Cycle Time Adjustment: Whenever the unit is on you can revise the Preheat time, Ready Delay time, Preheat heater temperatures and Ready Delay heater temperatures. To set the time settings press the Time button for approximately 5 seconds, the display will alternate "PrE", "Ht" and the current setting. The LEDs will be off. Press either the UP or DOWN setting button to change the time. When done press the Time button and the display will alternate "rdY", "Ht" and the current setting. When done press and hold the time button for 2 seconds the changes will be saved, or do not press any button, after 5 seconds the unit will automatically exit and save the changes. The control will use the new time setting when a new timing cycle is initiated. A timing cycle in process will continue unchanged.

Temperature Setting Adjustment: To set the individual Heater setpoint temperatures press and hold the Temperature button for approximately 5 seconds, the display will alternate the Preheat settings, "PrE" "Ht" and the current setting for the lower heater and the lower heater LED will be On. Press either the UP or DOWN setting button to change the temperature. To select the upper heater setting, press and release the Temperature button, the display will now flash the upper heater setting and the upper heater LED will be On. Again press either the UP or DOWN setting button to change the temperature. When done press the temperature button, the display will now alternate the Ready settings, "rdY" "Ht" and the current setting for the lower heater and the lower heater LED will be On. Press either the UP or DOWN setting button to change the temperature. To select the upper heater setting, press and release the Temperature button, the display will now flash the upper heater setting and the upper heater LED will be On. When done press and hold the Temperature button for 2 seconds the changes will be saved, or do not press any button, after 5 seconds the unit will automatically exit and save the changes. The temperature changes will take affect immediately

Changing Default Units of Measurement: To set the degree F or C temperature display press and hold the Temperature button for approximately 2 seconds, the left display will flash the current setting for the lower heater and the lower heater LED will be On. Press both the UP and DOWN setting buttons simultaneously for approximately 2 seconds, the display will show the current F or C setting. Press either the UP or DOWN setting button to change the F or C setting. When done press and Hold the Temperature button for 2 seconds, the changes will be saved, or do not press any button, after 5 seconds the unit will automatically exit and save the changes.

ALARMS

If either Temperature Sensor is “open” or not plugged in, the Audio Alert will sound, the corresponding heater output will be turned OFF, the Display will show “Opn”, and the LED indicator for the heater will turn On. The Audio Alert can be cancelled by pressing any of the buttons. If this alarm occurs during a timing cycle, the timer will be cancelled; when probe is corrected the timing cycle will restart.

If either Temperature Sensor is “shorted”, the Audio Alert will sound, the corresponding heater output will be turned OFF, the Display will show “Err”, and the LED indicator for the heater will turn On. The Audio Alert can be cancelled by pressing any of the buttons. If this occurs during a timing cycle, the timer will be cancelled; when probe is corrected the timing cycle will restart.

If the internal memory has been damaged, the Display will show “dft” on power up and the default Timer and Temperature values will be used.

NOTE:

- *Default Temperature Setpoints: Lower Heater Base Cavity: 330°F
Upper Heater Base Cavity: 330°F
Lower Heater Plate Cavity: 210°F
Upper Heater Plate Cavity: 180°F*

MAINTENANCE

CLEANING

! **CAUTION:** *Make sure unit is unplugged and cool before attempting to clean.*

The following procedures should be followed during the regular cleaning routine on all of the plate & base heaters.

1. Turn the unit off, disconnect the plug from the outlet, and allow the cabinet to cool. Remove plug by pulling it straight out. **Never pull on cord.**
2. Pull the elevator mechanisms up and out, place them on a work surface. You can wipe down the mechanisms with a damp cloth to clean them.
3. Place the elevator mechanisms back inside the cabinet and clean the outside of the cabinet with a mild, non-abrasive soap or detergent in a warm water solution. A commercial stainless steel cleaner can also be used for this procedure.

! **NOTE:** *Do not use abrasives, harsh chemicals, or chlorine products for cleaning.*

! **WARNING:** *Do not steam or pressure clean or hose down the cabinet. This could damage the equipment and possibly cause an electrical shock to the operator.*

Casters

1. Check casters for freedom of movement and proper brake operation.
2. Maintain casters free of debris. (mop strings, paper, plastic, hair nets, etc.)
3. Clean or replace as required.

Cord and Plug

1. Inspect plug blades for distortion and replace if any blades are missing, bent or broken.
2. Inspect cord wiring for integrity at termination points by having qualified service person remove the back panel from the cabinet. Make sure the cord sheathing extends into the cabinet interior. If wires are showing on the outside of the cabinet, remove the unit from use and have repairs made before turning on power to the unit.

Dispensing Mechanism

Periodically check springs for proper dispensing by filling each cavity with bases/plates and checking to see that it indexes as they are removed. If bases/plates do not index properly, and unit is not overloaded, adjust or replace springs.

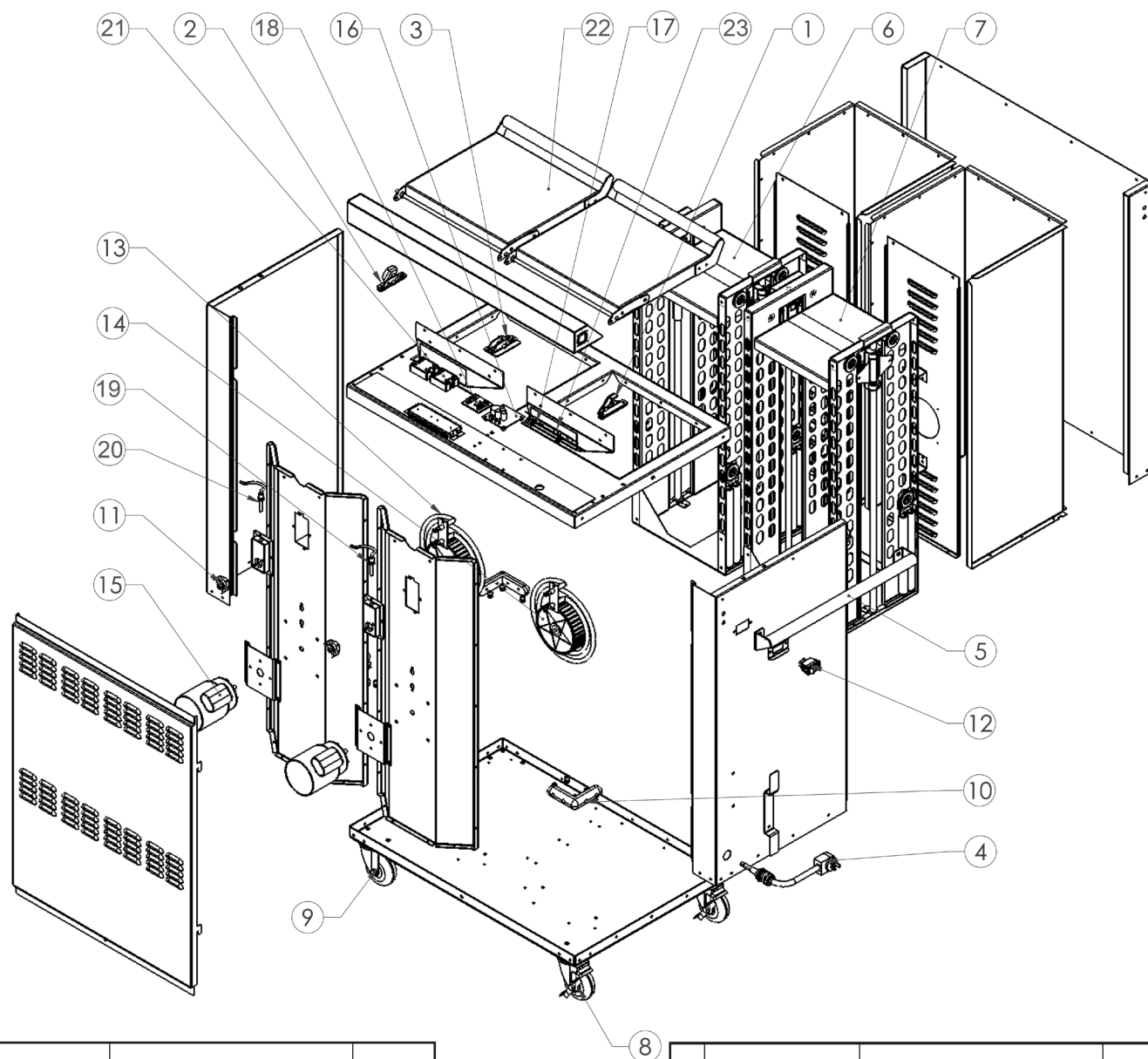
TROUBLESHOOTING

! **CAUTION:** *Thermostat adjustment should only be made by qualified personnel. Thermostat adjustment not covered under warranty.*

PROBLEM	POSSIBLE	REMEDY
Unit does not heat, but fan is operating.	1. Loose wiring 2. Defective heating element.	1. Check & secure wiring. 2. Replace heating element.
Unit heats, but fan does not blow.	1. Defective motor. 2. Jammed or loose fan blade 3. Loose wiring.	1. Replace motor. 2. Replace or tighten blade. 3. Determine fault & correct.
Unit does not operate and power indicator light does not come on.	1. No power. 2. Open Hi Limit. 3. Defective power switch 4. Loose wiring	1. Make sure plug is connected & switch is ON. 2. Check for power to receptacle. 3. Replace power switch. 4. Check and secure wiring.
Unit does not operate & light does not come on.	1. No power. 2. Bad power switch. 3. Loose wiring.	1. Make sure plug is connected & switch is ON. Check for power to receptacle. 2. Replace power switch. 3. Check and secure wiring.
Base/plate temperature is too low, but fan is operating.	1. Thermostat set too low. 2. Fan blade is jammed or loose 3. Cover is open.	1. Readjust thermostat on plate side. Replace Thermostat on base side. 2. Replace or tighten blade. 3. Close cover.
Base/ plate temperature is too high, and fan is operating.	1. Thermostat is set too high. 2. Closed control. 3. Closed high limit switch.	1. Readjust thermostat on china plate side. Replace Thermostat on base side. 2. Replace control. 3. Replace high limit switch.
Dispenser binds.	1. Improper springs 2. Debris on guide rods.	1. Depending on contents, use correct number of springs, make sure identical number & size of springs are on each dispenser. 2. Clean off debris.
Cabinet does not roll easily.	1. Debris on wheel or axle. 2. No lubrication.	1. Clean out debris. 2. Lubricate axles with load bearing grease. Lubricate swivel bearings with 30-weight oil.

REPLACEMENT PARTS

IDPWB2/0900

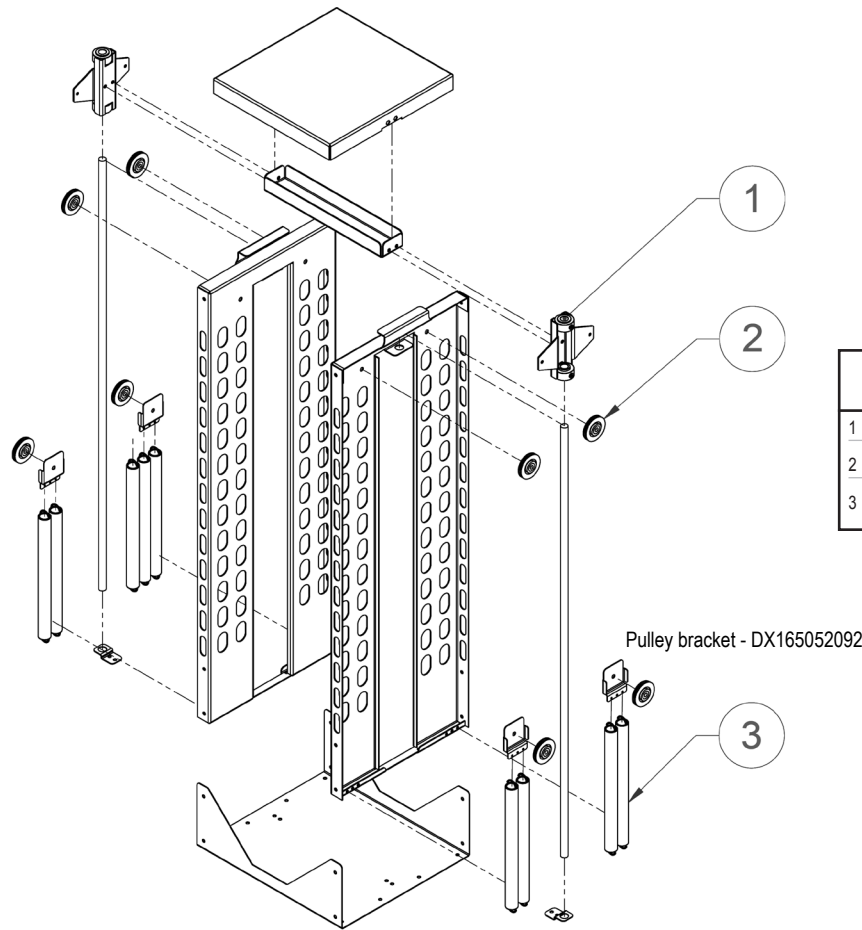


	Part Number	Description	Quantity
1	DX160953111	LID HINGE ASSY LEFT SIDE	1
2	DX160953112	LID HINGE ASSY RIGHT SIDE	1
3	DX160953113	LID HINGE ASSY MIDDLE	1
4	DX160902322	CORD SET 6-20P ANGLED	1
5	DX160953013	PUSH HANDLE ASSY	1
6	DX160953120	BASE DISPENSER ASSEMBLY	1
7	DX160953128	PLATE DISPENSER ASSEMBLY	1
8	DX183015267	3.5IN CASTER W/BRAKE	2
9	DX183015266	3.5IN CASTER	2
10	DX183050011	CORNER BUMPER BLACK	4
11	DX186000054	MANUAL RESET (HI LIMIT)	1
12	DX186020185	ON-OFF SWITCH 26A	1
13	DX186120404	1600W ELEMENT	2
14	DX186140345	FAN WHEEL	2

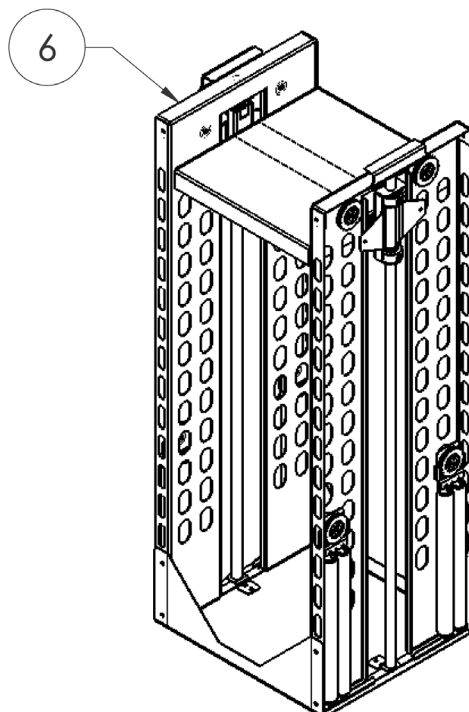


	Part Number	Description	Quantity
15	DX186140372	208/240V MOTOR	2
16	DX186160241	POWER SUPPLY BOARD	1
17	DX186160332 DX186160330 DX186160328	CONTROL - PLATE HEATER CONTROL - BASE HEATER CONTROL - COMBO	1
18	DX186070017	TERMINAL BLOCK	1
19	DX186160340	PROBE W/ CONECTOR	1
20	DX186160343	PROBE W/ CONECTOR (Model DXIDPWB20900 Only)	1
21	DX186020276	SOLID STATE RELAY	1
22	DX160953016	LID ASSEMBLY	2
23	DX183120431 DX183120424	BASE/PLATE HEATER OVERLAY COMBO UNIT OVERLAY	1

Base Dispenser Assembly

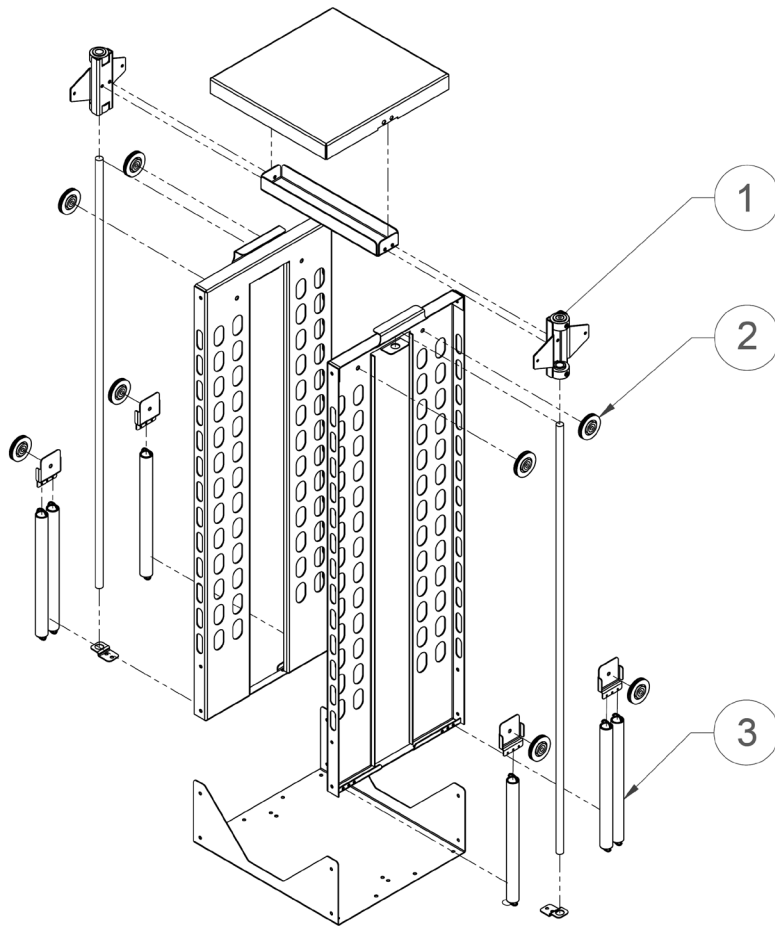


	Part Number	Description	Quantity
1	DX186170087	DISPENSER BUSHING	4
2	DX186170489	DISPENSER PULLEY	8
3	DX184002015	DISPENSER SPRING	9

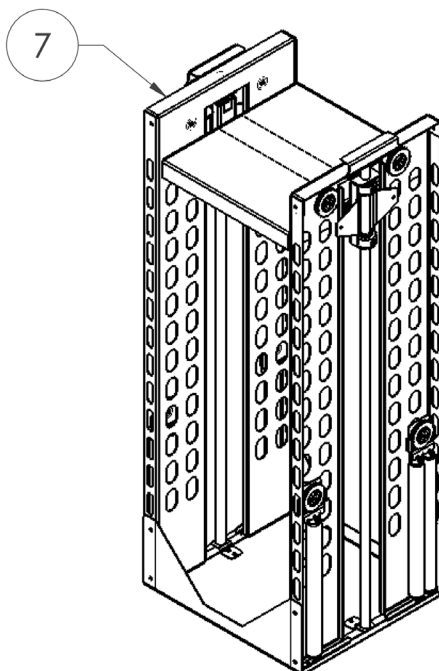


	Part Number	Description	Quantity
6	DX160953128	BASE DISPENSER ASSEMBLY	1

Plate Dispenser Assembly



	Part Number	Description	Quantity
1	DX186170087	DISPENSER BUSHING	4
2	DX186170489	DISPENSER PULLEY	8
3	DX184002015	DISPENSER SPRING	6

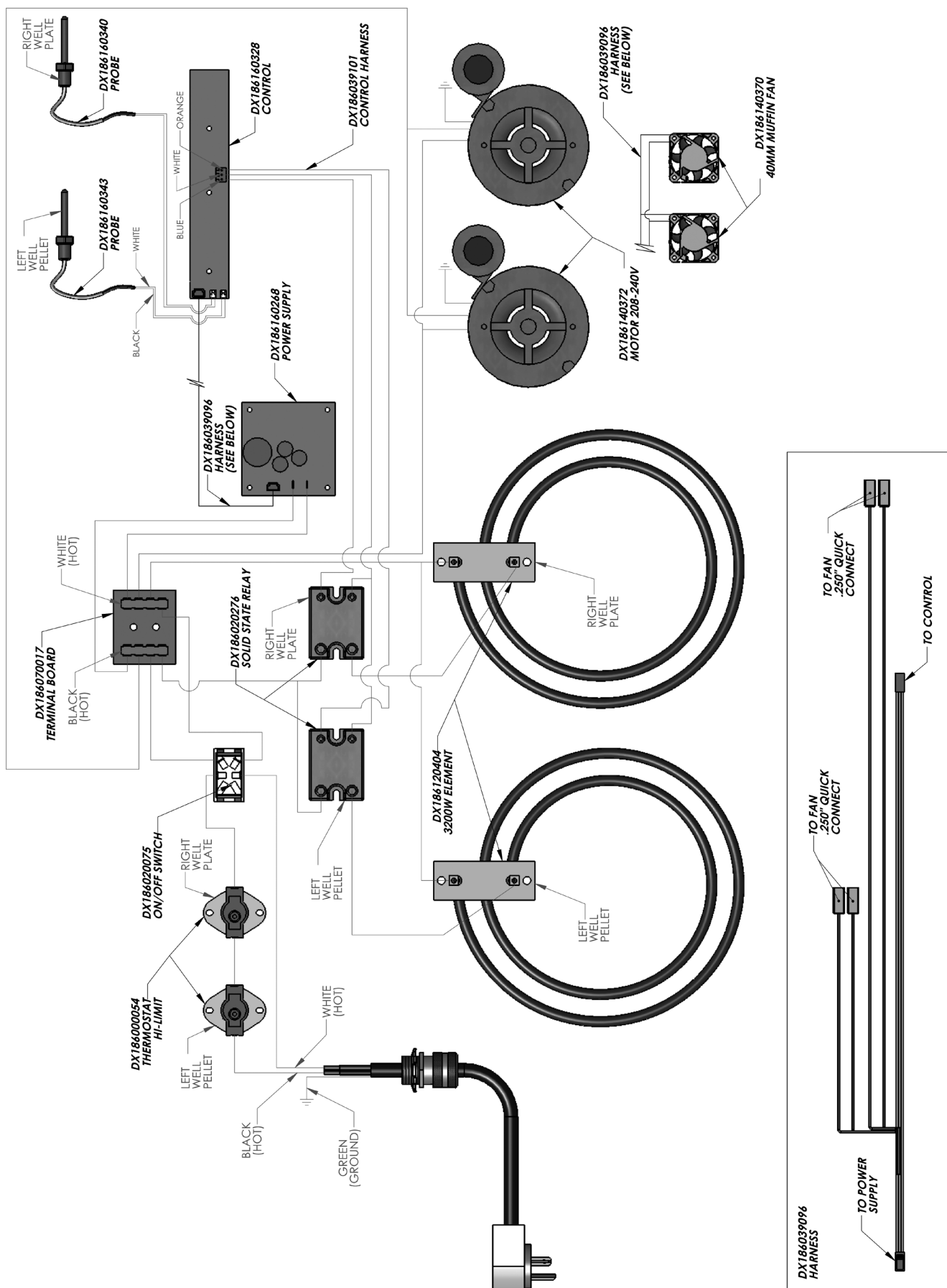


	Parts Number	Description	Quantity
7	DX160953120	PLATE DISPENSER ASSEMBLY	1

Wiring Diagram (Model DXIDPWB20900)

NOTE: All wires to be 10 Awg high temperature silicone insulated unless otherwise specified.

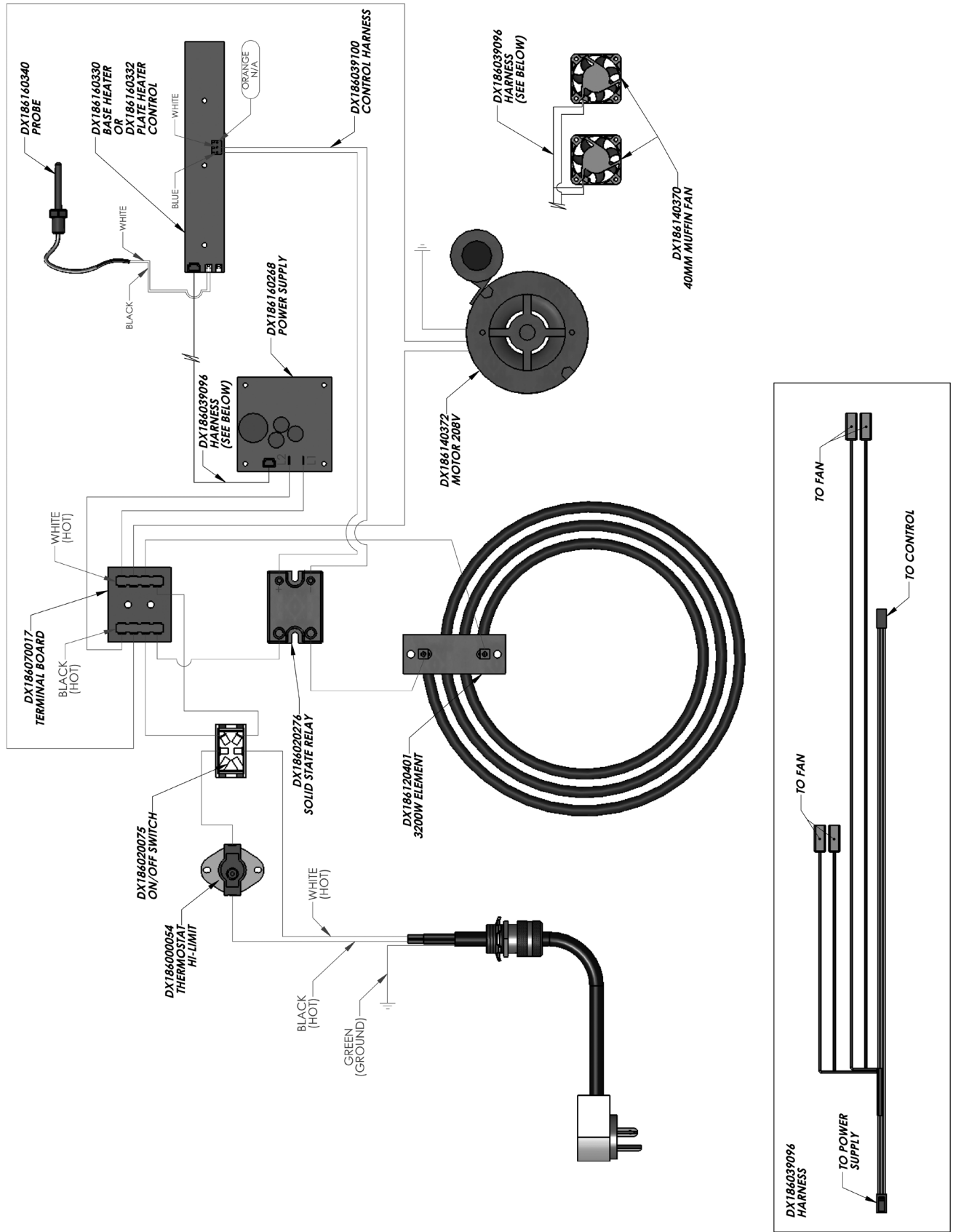
CAUTION: Disconnect power before servicing or resetting high-limit thermostats.



Wiring Diagram (Models DXIDPC20120 & DXIDWB20900)

CAUTION: Disconnect power before servicing or resetting high-limit thermostats.

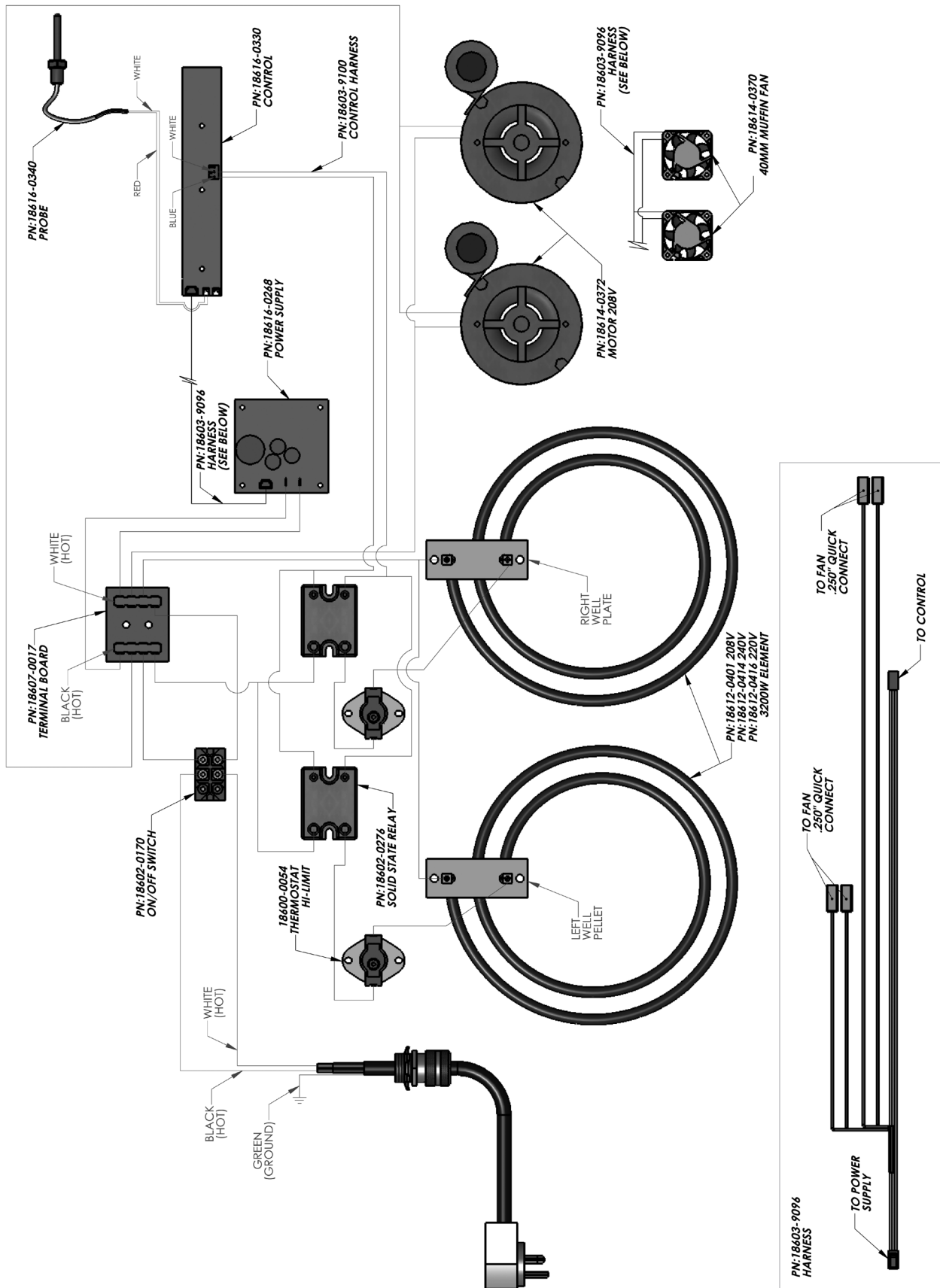
NOTE: All wires to be 10 Awg high temperature silicone insulated unless otherwise specified.



Wiring Diagram (Models DXIDPC30180 & DXIDWB30900)

CAUTION: Disconnect power before servicing or resetting high-limit thermostats.

NOTE: All wires to be 10 Awg high temperature silicone insulated unless otherwise specified.



DINEX WARRANTY

These Warranties cover the following Dinex | Carlisle ("Dinex") equipment products (the "Warranted Products"):

- Rethermalization Equipment Products
- Induction Heating System Products (excluding Induction Bases covered under separate warranty)*
- Milk Cooler Products
- Ice Cream Freezer Products
- Air Curtain Refrigerator Products
- Blast Chiller Products
- Hot/Cold Food Counter Products
- Plate, Rack and Tray Dispenser Products
- Plate Heater Products
- Base Heater Products
- Drying and Storage Rack Products
- Starter Station Products
- Conveyer Products
- Tray and Other Cart Products

Warranted Products also includes any other Equipment System Products identified on Dinex's website (www.dinex.com) from time to time.

Standard Warranty. Except as indicated otherwise below, Dinex warrants that the Warranted Products will be free from defects in title, material and workmanship under normal use and service and will perform substantially in accordance with Dinex's written technical specifications for the Warranted Products (as such specifications exist on the date the Warranted Products are shipped) (the "Product Specifications"). This warranty covers both parts and labor and is available only to end-users (the "Customers") that purchase the Warranted Products from Dinex or its authorized distributors. For the purpose of these warranties, a defect is determined by Dinex after its good faith investigation.

Dinex Software. In addition to the other warranties set forth herein, with respect to Dinex's licensed software, Dinex warrants that it has the right to license or sublicense the software to Customer for the purposes and subject to the terms and conditions set forth in Dinex's standard terms and conditions.

Supplies and Accessories. Dinex's warranty for its supplies and accessories that are shipped with Warranted Products is covered by a separate warranty statement, which is available at www.dinex.com.

Services. Dinex warrants that any service it provides to Customer will be performed by trained individuals in a workmanlike manner.

DURATION

Dinex provides a one year warranty for the Warranted Products*. The warranty period begins on the date the Warranted Products are shipped to Customer. The warranty period for any Warranted Product or part furnished to correct a warranty failure will be the unexpired term of the warranty applicable to the repaired or replaced Warranted Product.

*Turbo•Temp and Smart•Therm Induction Chargers are Warranted for two years.

REMEDIES

If Customer promptly notifies Dinex of Customer's warranty claim and makes the Warranted Product available for service, Dinex will, at its option, either repair or replace (with new or exchange replacement parts) the non-conforming Warranted Product or parts of the Warranted Product. With respect to Dinex's licensed software, Dinex will, at its option, either correct the non-conformity or replace the applicable licensed software. Warranty service will be performed without charge from 8:00 a.m. to 5:00 p.m. CST, Monday - Friday, excluding Dinex

holidays, and outside those hours at Dinex's then prevailing service rates and subject to the availability of personnel. With respect to Dinex's warranty for the services it provides to Customer, Customer's exclusive remedy shall be the re-performance of the services by Dinex. The foregoing remedies are Customer's exclusive remedies and Dinex's sole liability for warranty claims under this warranty statement. This exclusive remedy shall not have failed of its essential purpose (as that term is used in the Uniform Commercial Code) as long as Dinex remains willing to repair or replace defective Warranted Products within a commercially reasonable time after being notified of Customer's warranty claim.

LIMITATIONS

THESE WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, EXPRESSED, IMPLIED OR STATUTORY. EXCEPT AS PROVIDED HEREIN, NO EXPRESS OR IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUIET ENJOYMENT, SYSTEM INTEGRATION AND DATA ACCURACY, WILL APPLY. THERE ARE NO WARRANTIES THAT EXTEND BEYOND THOSE DESCRIBED IN THIS DOCUMENT AND NO PRIOR STATEMENTS BY ANY OF DINEX'S REPRESENTATIVES SHALL MODIFY OR EXPAND THESE WARRANTIES. DINEX AND DINEX'S AFFILIATES AND REPRESENTATIVES SHALL HAVE NO LIABILITY TO CUSTOMER FOR (1) ANY SPECIAL, PUNITIVE, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE WARRANTED PRODUCTS, REGARDLESS OF WHETHER SUCH LIABILITY SHALL BE CLAIMED IN CONTRACT, TORT, EQUITY OR OTHERWISE, (2) ANY ASSISTANCE NOT REQUIRED UNDER DINEX'S QUOTATION OR (3) ANYTHING OCCURRING AFTER THE WARRANTY PERIOD ENDS.

DINEX'S STANDARD WARRANTIES ONLY APPLY TO END-USER-PURCHASERS LOCATED IN THE UNITED STATES AND CANADA. ANY SALE TO END-USER-PURCHASERS OUTSIDE THE UNITED STATES AND CANADA WILL BE SUBJECT TO COMMERCIAL TERMS SPECIFICALLY AGREED BY DINEX AND THE END-USER PURCHASER. DINEX MAKES NO WARRANTY, EXPRESS OR IMPLIED, TO END-USER-PURCHASERS OUTSIDE THE UNITED STATES OR CANADA UNLESS OTHERWISE EXPRESSLY AGREED IN WRITING.

These warranties do not apply to, and Dinex shall not have any obligation to Customer hereunder with respect to, any warranty claim resulting from or arising out of: (i) normal wear and tear; (ii) damage caused by shipping or accident; (iii) damage caused by improper installation, repair or alteration not performed by Dinex; (iv) the use of the Warranted Product in combination with any software, tools, hardware, equipment, supplies, accessories or any other materials or services, not furnished by Dinex or recommended in writing by Dinex; (v) the use of the Warranted Product in a manner or environment, or for any purpose, for which Dinex did not design or license it, or inconsistent with Dinex's recommendations or instructions on use including, but not limited to, power supply requirements identified in Product Specifications; (vi) any alteration, modification or enhancement of the Warranted Product by Customer or any third party not authorized or approved in writing by Dinex; (vii) Warranted Product manufactured to meet customer specifications or designs; or (viii) any accessories or supplies or other equipment or products that may be delivered with the Warranted Product.

In addition, these warranties do not cover: (i) Any defect or deficiency (including failure to conform to Product Specifications) that results, in whole or in part, from any improper storage or handling, failure to maintain the Warranted Products in the manner described in any applicable instructions or specifications, inadequate backup or virus protection or any cause external to the Warranted Products or beyond Dinex's reasonable control, including, but not limited to, power failure and failure to keep Customer's site clean and free of dust, sand and other particles or debris; (ii) the payment or reimbursement of any facility costs arising from repair or replacement of the Warranted Products; (iii) any adjustment, such as alignment, calibration, or other normal preventative maintenance required of Customer; and (iv) expendable supply items.

NOTES:

