



## Food Service Warranty Terms and Conditions

The Electrolux Professional Warranty for Commercial Food Service equipment guarantees against defective workmanship, faulty components, and materials.

The Warranty Period begins on the date of invoice unless otherwise agreed with Electrolux Professional or on the date of commissioning for appliances that require commissioning and is valid for the period detailed on the invoice.

Appliances that require commissioning are detailed in Appendix 1. It is the responsibility of the supplier to update Electrolux Professional of the install/commissioning date and site address within 30 days of install or commissioning. Where this is not done the warranty will be deemed to commence on the date of invoice.

This agreement only applies to products bought from Electrolux Professional UK and installed on the UK mainland. Electrolux Professional will support a parts only warranty in the following areas, Highlands and Islands of Scotland, Channel Islands, Isle of Wight, Isle of Man, Ireland and Northern Ireland unless a specific agreement is made and documented at the point of order.

1. Electrolux Professional reserve the right to suspend or cancel the warranty agreement if the terms outlined in this agreement are not met. This may result in a delay or suspension in attendance for service or the cost of an intervention becoming chargeable.
2. Electrolux Professional reserve the right to cancel a warranty agreement or charge for a repair caused by the installation not meeting the requirements detailed within the Appliance Handbook or Installation Guide and/or not complying with current legislation.
3. Electrolux Professional requires that the products in Appendix 1 are commissioned

after install to validate the warranty. A free of charge call will need to be logged by the supplier for an Electrolux Professional approved engineer to attend and commission the product. Only the first commission visit is free, if the attending engineer is not able to carry out the commissioning due to restrictions on site, incomplete or incorrect installation or other restrictions beyond his control there will be a charge at our standard rate to re-attend to commission the product.

4. Where a warranty service call is requested against a product that requires commissioning but has not been commissioned, the attending engineer will commission the appliance and the repair will only be done under warranty if the fault is not related to the install or lack of commissioning. In these instances, the warranty will be deemed to have commenced on the invoice date and not the commissioning date.
5. Electrolux Professional reserve the right to cancel a warranty agreement or charge for a repair if the equipment has not been properly commissioned as required by Electrolux Professional.
6. All electrical, gas, steam, drainage and ventilation services relating to the specific requirements of the appliance must be sited, uninterrupted, and allow for the services to be isolated to facilitate repair of the appliance. The services must be in good working order and comply with all current legislation and requirements set out in the products installation handbook. All aspects of remedial works or subsequent site visits required as a result of incorrectly sited, installed, maintained or disconnected services, which result in equipment failure, damage and/or damage to other appliances will not be covered by the warranty and will be invoiced at our standard callout rate.

7. All appliances are supplied suitable for connection to Natural gas unless a specific gas type is requested on the original purchase order. All costs to convert units to other types of gas are not covered by the warranty policy and will be chargeable at our standard rate. All installations must conform to current Gasafe regulations. Gas supplies must be suitable to carry the amount of gas required by the appliance, details of which can be found within the relevant User Manual and Installation Manual.
8. Live steam supplies must be at a constant pressure, fully softened and installed to current British standards and comply with the requirements set out in the Installation Guide and the User Manual.
9. All water to be used within the jackets of appliances which do not include automatic jacket filling functionality must be filled with de-mineralised water. Any faults caused by incorrect filling will not be covered under the warranty.
10. Certain items of equipment manufactured by Electrolux Professional require water of a specific standard to operate correctly. These requirements are detailed in the products Installation and User Manuals.
11. Water supplies outside of the designated requirement could result in corrosion, lime scale and mineral build-up which may affect the performance and longevity of the appliance. All aspects of works carried out due to a failure to install or ensure the correct operation of the requisite water treatment equipment, which results in equipment failure or malfunction and/or damage to appliance will be chargeable.
12. Where a full warranty has not been taken and either a part only or no warranty is in place Electrolux Professional reserves the right to charge for any service visit by Electrolux Professionals engineers or visits by our approved Service Partner.

13. Where the machine has been moved on site or moved to a different site the warranty agreement is non-transferable. To continue the warranty the moved machine needs re-commissioning at our normal rates.

#### **Callouts and Response**

14. Service visits under the Warranty Policy will be made between 8.00 am and 5.00 pm. Monday to Friday. It is the responsibility of the of the agent booking the call and/or those responsible for the equipment on site to ensure that the Electrolux Professionals Authorised Service Partners can access the appliance to effect repairs within the time frame given above. Aborted calls and/or additional time spent waiting for access on site will not be covered by the warranty and will be invoiced at our standard callout rate.
15. When reporting an issue, a description of the fault and the Model, Pnc. and Serial Number of the equipment concerned must be given. This information is available on the Data Plate on the machine.
16. Electrolux Professional cannot be held liable for any delays in attending to the machine. Electrolux Professional will endeavour to arrive within the agreed timeframe. The timeframes agreed are not guaranteed.
17. Electrolux Professional shall not be liable to the End user for loss of profit, loss of business, or depletion of goodwill in each case whether direct, indirect or consequential, or any claim for consequential compensation whatsoever (however caused) which arise out of or in connection with warranty policy.

#### **Specifically Excluded**

18. All associated Electrical Equipment such as Power Supply Points, Starters, Fuses and any other similar Electrical

Components external to the machines are not covered under the Warranty.

19. All gas and water hoses, external pipework, gas valves, drains, standpipes, tundishes, mains cabling, isolators and fuse boards are not covered by the warranty.
20. All external associated plumbing, Gas/Steam, Flexible Hoses, water supply hoses and site drainage or pumped waste are not covered under the Warranty.
21. All external chemical injection equipment is not covered by the warranty. Any faults caused by the incorrect connection of detergents/rinse aid dosing units and feed tubes to the appliance are not covered by the warranty.
22. Rectification of faults caused by fire, water, frost, or fluctuations in the electrical supply, or accidental, malicious or wilful action, negligence, misuse, or by the fitting of accessories not supplied by Electrolux Professional will not be covered.
23. Any service visit for a breakdown resulting from a lack of cleaning and user maintenance as detailed in the User Guide supplied with the machine will not be covered. Examples are the following items and tasks are not covered and fall outside of this policy and are chargeable. Poor combustion caused by lack of cleaning.  
Lack of Lubrication of moving parts.  
Incorrect gas pressures to appliances.  
Renewing of electric cable ends.  
Replacement fuses.  
Corrosion caused by the use of chemical cleaners.  
Cleaning/regeneration/replacement of filters.  
Lack of cleaning of condensers and condenser filters.  
Lack of cleaning of rinse aid and detergent injectors.
24. De-scaling of equipment due to poor water quality.
24. The warranty does not apply to wear and tear, or if a machine has been damaged or misused. Components cited for repair under warranty found to have been abused or not used in accordance with the Electrolux Professional's instructions will not be covered under warranty. This also applies to machines that have not been properly maintained, cleaned or descaled where necessary.
25. Electrolux Professional reserve the right cancel a Warranty if the appliance in question is not correctly specified for the task it is being used for. The supplier/customer is responsible for ensuring the appliance purchased has the correct workload rating, features and functions for the application it is to be used for in conjunction with the correct accessories
26. All exterior cabinet metal work and plastic work will not be covered.
27. Faults due to blocked internal/external drains will not be covered.
28. Electrolux Professional reserve the right to repair or replace any part or sub-assembly at their discretion.
29. Faults caused by consumable items not authorised by Electrolux Professional being used in the equipment will not be covered.
30. Any breakdown where the equipment is being used for an application for which it is not suited, will not be covered.
31. All consumable and wear and tear items are not covered in the agreement. These could include:



All parts made wholly or partly of glass or plastic, rubberised materials such as door glasses or door seals, bulbs, all blades, grinding wheels, Perspex guards, door gaskets and curtains, filters, door seals for dishwashers and ovens, baskets for dishwashers, fryers and aqua cookers.

- 32. Planned Maintenance Visits (PMV) are not included in the warranty.
- 33. Damage or faults caused by attempted repairs or modifications carried out by persons not approved by Electrolux Professional are not covered.

- 34. Rectification of any faults to the warranted equipment attributable to any of the forgoing exclusions may be quoted for and undertaken on a chargeable basis at our normal rates.

#### **Customer Responsibilities**

The Customer is required to adhere to any usage and maintenance guidance as set out in the relevant equipment User Manual and/or other written guidance provided by Electrolux Professional from time to time.