



# Warranty Policy – Commercial Products

All products supplied by Falcon Foodservice are subject to the terms of this warranty policy. They are guaranteed against defective material and workmanship for a period between twelve and twenty four months, dependent upon the contract of sale along with appliance purchased, and operates from the date of installation, providing the appliance is installed within 30 days of its despatch.

Warranty services shall be rendered, at the option of Falcon Foodservice, by way of repair, replacement of defective parts or replacement of the appliance. Where an appliance is replaced it may be done so with a similar aged appliance. Any goods which have been replaced will belong to the Falcon. Any repaired or replacement goods will be covered for the unexpired portion of the original warranty.

**Location** – This Warranty Policy applies only to appliances that have been installed in the UK mainland, excluding Highlands and Islands of Scotland, Isle of Wight, Isle of Man and Northern Ireland.

Any equipment being supplied for installation in a mobile catering unit, non mainland UK or offshore application e.g. marine will be covered by a parts only warranty.

Export sales (outside of the UK) is 12 months parts only warranty unless otherwise stated but end users must in the first instance refer to their dealer or the importer for details of the warranty terms operating in their country.

**Installation** – The appliance must be installed by an authorised dealer or a suitably qualified contractor in accordance with current legislation and the appliance instructions.

This Warranty Policy does not cover the installation of the appliance.

Any issues with an appliance which is linked to the incorrect installation of a product will not be covered by warranty and any time spent on site relating to this will be charged to the

customer, they will in turn be responsible to take this issue up with their installer.

**Authorised Service** – Only a Falcon appointed sub contractor has the authority to carry out warranty work on our products. Work carried out on equipment by others will not be covered by this policy nor will any resultant damage caused.

**Access – Warranty calls are made between 8:30 a.m. and 5:00 p.m. on weekdays.**

It is the responsibility of the End User or those responsible on site to ensure that the service engineer can access the appliance to effect repairs within the timeframe given above. Abortive calls and/or additional time spent waiting on site will be charged to the customer.

It is the responsibility of the end user to highlight any failures of an appliance within a timely manner. Failure to do so, coupled with continued use of the appliance may result in the warranty for the appliance being invalidated.

**Services** – All products must be supplied with the correct services, electric, gas, water, drainage, and chemicals. Work required due to incorrect installation which results in equipment failure or damage will be charged to the customer. If unit is not connected to services then costs for aborted call will be charged to the customer.

**Maintenance** – Users are required to regularly clean equipment and ensure servicing is carried out when required. Equipment should be serviced at least annually by a suitably qualified contractor in line with maintenance schedule set out in SFG20.

All work carried out as a result of incorrect maintenance or cleaning methods, including the use of non approved spare parts by others will be charged to the customer. The use of non approved parts will automatically void any outstanding warranty period.

Any modification to the equipment will invalidate the warranty.



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## Services

- Gas** Appliances are supplied for either LPG or Natural Gas use and must not be connected to other types of gas.
- All installations must conform to current gas regulations.
- Gas supplies must comply with the gas data tables in the relevant manuals with any gas regulators set to the correct required pressure
- Electric** All products are supplied with the correct UK voltage and phasing and must be connected to the correct supplies by a qualified electrician complying with current IEE and other relevant regulations.
- Water** All products must be installed in line with current legislation and fitted with an approved break tank system or double check valve depending on site requirements.
- Water supplied to appliances should be in accordance with the information supplied in the installation instructions. Any issue identified as a result of the water supply, e.g. water pressure or water quality is not covered by the warranty.
- The water characteristics must be within any limit values detailed in appliance instructions in order to prevent any issues with lime scale or mineral build up and also to prevent any issues with corrosions due to overly aggressive water. Failure to adhere to this could be extremely damaging to the equipment and also affect the performance and longevity of the appliance.
- Only an Ion exchange type softener should be used. The use of Sodium ion exchangers (as used with Dishwashers) is not permitted.
- Chemicals** only an approved Falcon Combi cleaner should be used on all combination ovens with a self cleaning system, any issues as a result of use of non approved chemicals will not be covered under warranty
- Drainage** An air break must exist where required between the appliance and the drain. Drainage pipe work provided for the installation must conform to local water authority regulations.

## General Exclusions

All aspects of works carried out as a result of the causes listed below which result in equipment failure, damage and/or damage to other appliances and building fabric, will be charged to the customer:

- All aspects of works carried out due to the failure to install or ensure the correct operation of, the requisite water treatment equipment, which results in equipment failure or malfunction, damage and/or damage to other appliances and building fabric.
- Gas and water hoses, pipe-work external to the machine, gas valves, drains, standpipes and tundishes, mains cabling, isolators and fuse boards are not covered by the product warranty.
- Damage to control knobs and buttons due to misuse or accidental damage.
- Discolouration of components due to heat.



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- Resolving drainage problems where drainage does not meet requirements.
- Lubrication of moving parts.
- Corrosion caused by the use of chemical cleaners.
- Replacement of components due to internal contamination as a result of spillage or accumulation of grease/food debris due to a lack of cleaning.
- Cabinet, drawer and door seals, light bulbs and lens covers are considered consumable items and will not be replaced under warranty.
- Enamel coated components if heavily impacted will crack or chip, such damage is not covered by the terms of this warranty.
- Rectification where non- falcon specified parts have been used.
- Where user error is established.
- Where no fault is found with the appliance
- Accident, fire, floods or Acts of nature

## **Warranty policy exclusions – GAS**

- Poor combustion caused by lack of cleaning.
- Failure of components directly linked to poor cleaning and/or maintenance.
- Cleaning of burners jets.
- Cleaning/adjustment of pilots and thermocouples.
- Correction of gas pressure to the appliance.
- Lubrication of gas valves.
- Renewing of gas supply fittings external to the appliance.

## **Warranty Policy Exclusions – ELECTRIC**

- Resetting of safety devices including fuses where no other fault exists.
- Renewing of supply cable ends.

## **Warranty Policy Exclusions – Fryers**

- Cleaning and un-blocking of fryer filter systems due to customer misuse.
- Replacement of components damaged by cooking oils due to a lack of cleaning and care when replacing oil.
- Damage to thermostats.
- Resetting safety devices when no other fault exists

## **Warranty Policy Exclusion – Steamers / Combination Ovens**

- Damage resulting from lack of water flow, pressure or adverse water quality to the unit.
- Failure by the customer to activate the Calout cleaning programme when requested to do so and any work required to reset this.
- All aspects of remedial works or subsequent site visits arising from the incorrect connection of chemicals and feed tubes to the appliance. This includes crystallisation of chemicals in feed tubes
- Reprogramming of any controllers



## **Warranty Policy Exclusion - Induction**

- Chipped or damaged glass not reported at time of delivery.
- Damage due to blocked or missing air filters.
- Use of improper/poor quality induction pans on appliance.

## **Warranty policy exclusions Chargrills and Salamanders**

- Impact damage caused by the user.
- Chargrill Radiant bars are considered consumable items and may corrode if not regularly cleaned due to prolonged contact with salt and fats and will not be replaced under warranty.
- Damage to heaters due to failure to replace radiant covers is not covered by the warranty.

## **Warranty Policy Exclusions – Heated and Chilled Food Trolleys and Serveries**

- Chipped or damaged glass not reported at time of delivery.
- Damage to components resulting from end user caused impact damage, restricted airflow to inlets and outlet, accumulation of airborne particles.
- Condensation on cold surfaces if units are installed in environments beyond specification.
- Reprogramming of any controllers
- Lost or broken keys

## **Warranty Policy Exclusions – Accelerated Cooking Appliances**

- Operating an empty oven.
- Grease or other material build up due to improper cleaning and maintenance.
- Use of improper pans, containers or accessories that cause damage to the product.
- Lost or broken air filters or antenna shields.
- Replacement of oven liners.
- Broken ceramic trays or stirrer covers.
- Failure by the customer to undertake basic cleaning and care of the product.