



Falcon Foodservice Equipment Warranty Policy Shortlist	Doc Ref	8.5.5.D
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The warranty policy applies only to appliances that have been installed in mainland UK.

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

Only a Falcon appointed sub contractor has the authority to carry out warranty work on Falcon Foodservice products.

Warranty calls are made between 08:00 and 17:00 on weekdays.

Warranty Does Not cover :

- Correcting faults caused by incorrect installation of a product.
- Where an engineer cannot gain access to a site or a product.
- Commissioning of appliances
- Replacement of any parts where damage has been caused by misuse.
- Engineer waiting time will be chargeable.
- Routine maintenance and cleaning.
- Gas conversions i.e. Natural to propane Gas.
- De-scaling of water products and cleaning of water sensors where softeners / conditioners are not fitted, or are fitted and not maintained.
- Blocked drains.
- Gas, water and electrical supply external to the unit.
- Light bulbs
- Re-installing vacuum in kettle jackets.
- Grill burner ceramics replacement when damage has been clearly caused by misuse.
- Where an engineer finds no fault with a product that has been reported faulty.
- Re-setting or adjustment of thermostats when unit is operating to specification.
- Cleaning and unblocking of fryer filter systems due to customer misuse.
- Lubrication and adjustment of door catches.
- Failure of equipment due to use of incorrect chemicals or failure to use chemicals.
- Failure of equipment as a result of water quality supplied to water based equipment which does not meet the water quality requirements as detailed for the products

Cleaning and Maintenance

- Cleaning of burner jets
- Poor combustion caused by lack of cleaning
- Lubrication of moving parts
- Lubrication of gas cocks
- Cleaning / adjustment of pilots correction of gas pressure to appliance
- Renewing of electric cable ends.
- Replacement of fuses.
- Corrosion caused by the use of chemical cleaners
- Replacement of oven door seals.

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In relation to accelerated cooking products the following items are also not covered

- 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

Issued by: Technical Services Manager

Approved by: Engineering Director

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Date :	Jan 17	Jan 2020	Sep 20						