



<b>Falcon Foodservice Equipment Warranty Policy Commercial Products</b>	Doc Ref	8.5.5 A
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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.

**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) as a general rule attract 12 months parts only warranty 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.

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

**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 8:00 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

**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.

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**Maintenance** - 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

We strongly recommend that all our customers take out a service maintenance contract with an approved contractor.

### 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.
- 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 corrossions 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.
- Chemicals** only an approved Falcon Combi cleaner should be used on all combination ovens with a self cleaning system.
- 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.

**Calout** - is an automatic programme designed to prevent the build up of lime scale deposits within the steam generator of the Falcon Combination Oven

The operator is advised when the steam generator (elements or burners) has operated for 5 hours. Once advised by the display the operator must run the Calout programme by the end of that working day.

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Operating the Calout cleaning programme will ensure there is no build up of lime scale deposits within the steam generator. Where the water hardness is above 14<sup>o</sup>dH separate treatment will be required.

For any combination oven which does not have the Calout feature it is the responsibility of the purchaser to ensure that the incoming water supply is compliant with the water requirement specifications detailed in the instructions through adequate treatment.

Only an Ion exchange type softener should be used. The use of Sodium ion exchangers (as used with Dishwashers) is not permitted.

Failure to do so will invalidate the warranty for the full appliance.

### 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.

Servicing requirements such as the lubrication of components, adjustment of thermostats and re-installing of kettle vacuums

Natural wear and tear such as discolouration of components and replacement of consumable items such as light bulbs, door seals and gaskets.

Failure by the customer to undertake basic cleaning and care of the product such as failure to operate the cal out cleaning system on Combination ovens, blocked filter systems on fryers and broken ceramic bricks on grills.

Failure by the customer to activate the Calout cleaning programme when requested to do so, leading to the appliance switching off or the eventual build up of scale within the steam generator.

Where an engineer finds no fault with a product that has been reported faulty.

All aspects of remedial works or subsequent site visits arising from the incorrect connection of detergents/rinse aid dosing units and feed tubes to the appliance . Any remedial works or subsequent site visits required as a result of chemical dosing issues caused by third party chemicals and dosing equipment installed by others. This includes crystallisation of chemicals in feed tubes, split or damaged third party chemical feed tubing and corrosion to machine parts.

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Malfunction caused by operator misuse whether wilful or accidental. This includes enamel coated components which, if impacted sufficiently will crack or chip

Certain components such as panels, glass, shelves and other non-moving or non-operating parts will not automatically be replaced under warranty.

Accident, fire, floods or Acts of nature

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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