



Falcon Foodservice Equipment

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This policy document applies only to equipment of our own manufacture, which bears a Falcon name plate and trademark. Any other equipment supplied by Falcon Foodservice Equipment will be covered by the warranty supplied by the OEM.

Warranty Period

All Falcon catering equipment is guaranteed against defective workmanship, faulty components and material for a period of twelve months from the point of installation, providing the appliance is installed within two months of its despatch.

Registration

When an appliance is installed beyond this two month period it is important that the Distributor/Installer returns the pre-paid warranty card provided to ensure computer registration, guaranteeing the full warranty period is granted.

Failure to register the appliance in such circumstances may result in a shorter period of warranty cover than that stipulated.

Location

This 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.

Installation

The product must be installed by Service Line, an authorised dealer or a suitably qualified contractor.

Product warranty does not cover installation or the costs of correcting incorrectly installed products. Service Line will charge the installer for any remedial work required to effect installation to the manufacturer's recommendations.

Authorised Service

Only Service Line, or a sub contractor of, have the authority to carry out warranty work on Falcon Foodservice products. Work carried out on equipment by others will not be covered under warranty nor will any resultant damage caused.

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Access

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

It is the customer's responsibility to ensure that Service Line can access the equipment to effect repairs. Waiting time and abortive calls 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 incorrectly installed or maintained connected services which result in equipment failure or damage will be charged to the customer.

Maintenance

Warranty does not cover routine maintenance or cleaning and users should refer to the product instructions for details. Work required due to the lack of routine maintenance or cleaning, or as a result of incorrect maintenance or cleaning methods will be charged to the customer.

We strongly recommend that all our customers take out a service maintenance contract with Service Line.

EXCLUSIONS

Work required to correct or repair equipment due to any of the following causes will be charged to the customer.

Services

Gas Product is supplied for either LPG or Natural Gas use and must not be connected to the wrong gas. All installations must conform to current gas regulations. Gas supplies must attain the minimum water gauge levels as indicated in the instructions at all times.

Electric All products are supplied with correct voltage and phasing and must be correctly connected to supplies by a qualified electrician complying with current IEE regulations.

Water 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 hardness is not covered by the warranty. De-scaling is chargeable to the customer. Water softeners and filter systems must be capable of maintaining correct levels of treated water, and users must ensure filters are changed regularly.

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Drainage Drainage for appliances should be in accordance with the information supplied in the installation instructions.

Blocked drains are not covered by warranty. Drainage pipe-work must conform to local water authority regulations.

Chemicals Where appliances need the use of chemicals e.g. Eloma Combi Oven Auto clean products, only OEM supplied chemicals should be used. Damage to any appliance as a result of non OEM chemicals being used is not covered under warranty.

General 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.

Discolouration of components due to heat.

Light bulbs are considered consumable items and will not be replaced under warranty.

Gas, water and electrical supply external to the unit.

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 un-blocking of fryer filter systems due to customer misuse.

Lubrication and adjustment of door catches.

Improper Use

Clear instructions are provided with every product. The warranty does not cover customer misuse or abuse resulting in broken components or damaged equipment. Some components such as panels, glass, shelves and other non-moving or non-operating parts will not automatically be replaced under warranty.

It should be noted that enamel coated components if impacted sufficiently will crack or chip, such damage is not covered by the terms of this warranty.

It is the customer's responsibility to ensure that people using the equipment are adequately trained. Warranty calls resulting from the equipment being used improperly will be charged to the customer.

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Cleaning & Maintenance

It is the responsibility of the customer to clean the unit as recommended within our user instructions on a regular basis.

The following items are excluded from warranty :

- Cleaning of burners 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 the appliance.
- Renewing of electric cable ends.
- Replacement of fuses
- Corrosion caused by the use of chemical cleaners.
- Replacement of combination oven door seals.

Issued by: Technical Services Manager

Approved by: Engineering Director

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