

Electrolux Professional Warranty Policy

This policy document applies only to equipment manufactured by Electrolux Professional Limited (the company) and is to be read in conjunction with the Electrolux terms and conditions of sale.

Any equipment supplied by Electrolux Professional Limited not manufactured by Electrolux shall conform to the original manufacturer's warranty terms and conditions. These terms and conditions are available on request.

Works carried out under this warranty policy will be undertaken by the Company or its Authorised Service Partners only.

Interpretation

In this document the following terms shall have the following meanings:

'Company' means Electrolux Professional Limited.

'End user' means the dealer who purchases the equipment from the Company or the customer who purchases the equipment from the dealer.

'Services' means the electric, gas, water, steam and drainage.

'3rd Party' means equipment supplied by Electrolux Professional Limited but not manufactured by Electrolux Professional.

'Authorised Service Partners' means the service company appointed by Company to carry out service and warranty repairs on its behalf.

Warranty Period

All products are subject to the terms of this warranty policy, guaranteed against defective workmanship, faulty components and materials for a period of between 12 and 24 months, subject to the equipment specification. The warranty period starts at date of dispatch from the Company unless written confirmation of a deferred start is requested by the End user within 8 weeks of dispatch of goods and confirmed in writing by the Company.

All variations to the warranty period must be approved in writing by the Company.

Warranty Registration

In order to validate the warranty of appliances manufactured by the Company the appliance must be commissioned and the installed address of the appliance notified to the Company. The Company offers a free of charge commissioning service to the end user on specific products. The products covered by this service are available from the Company on request.

Locations covered by this warranty

This warranty policy applies only to appliances that have been installed in the UK Mainland, excluding Islands of Scotland, Isle of Man and Republic of Ireland.

Installation of Appliances

All appliances must be installed by a competent engineer, technician or an Electrolux authorised installer in accordance

with requirements detailed within the appliance handbook and to current legislation. This warranty policy does not cover the installation of the appliance or defects caused by the installation.

Any faults and costs incurred as a result of incorrect installation and requiring subsequent remedial works by the Company or its Approved Service Partners will be charged by the Company or its Approved Service Partners to the End users.

Site Access

Visits under the Warranty Policy will be made between 8.00 am and 5.00 pm. Monday to Sunday.

It is the responsibility of the End user or those responsible on site to ensure that the Company or its Authorised Service Partners 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 by the Company or its Approved Service Partners to the End user.

Services

All services relating to the specific requirements of the appliance must be sited, uninterrupted, and allow for the services to be isolated to facilitate repairs on the appliance. The services must be in good working order and comply with all current legislation and requirements set out in the 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 be charged by the Company or its Approved Service Partners to the End user.

Maintenance

Routine maintenance or cleaning of the appliance is not covered under the terms of this warranty policy. The end users should refer to the appliance instruction manual for details of cleaning and maintenance schedules. All work carried out due to the lack of routine maintenance or cleaning, will be charged by the Company or its Approved Service Partners to the End user.

All works carried out as a result of incorrect maintenance or cleaning methods, including the use of non genuine Electrolux spare parts will be charged by the company to the end user. In the event of non genuine Electrolux spare parts being used to repair unit the Company will void any outstanding warranty period on the appliances.

Exclusions

All aspects of works carried out as a result of the causes listed below which results in equipment failure, damage and/or damage to other appliances, will be charged by the Company or its Approved Service Partners to the End user.

Gas – Appliances are supplied suitable for connection to Natural gas unless stated on original purchase order from

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the End user. All costs to convert units to other types of gas are not covered under this warranty policy unless stated on original End user purchase order.

All installations must conform to current gas regulations. Gas supplies must be suitable to carry the amount of gas required by the appliance, details of which can be found within the appliance handbook.

Electric – All products are supplied with the correct UK voltage and phasing and must be connected to the correct supplies by a qualified and competent electrician complying with the IEE and other relevant regulations and accordance with instructions in the installation handbook.

Water – Combination and convection ovens manufactured by the Company are supplied to operate using water with a maximum hardness of 3.5 degrees Clarke (GB) and less than 20ppm chloride and with a pH of between 7.5 and 9.

Dishwashers and all other appliances without internal water treatment are manufactured by the Company are supplied to operate using water with a maximum hardness of 7 degrees Clarke (GB) and less than 20ppm chloride and with a pH of between 7.5 and 9.

Water supplies in excess of this will result in lime scale and mineral build up and affect the performance and longevity of the appliance.

All aspects of works carried out due to 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 appliance will be chargeable by the Company or its Approved Service Partners to the End user.

Detergents & Rinse aid chemicals & dosing equipment – detergent and rinse aid products used on warewashing appliances must be of a commercial type and be non foaming standard. Electrolux chemicals should be used on all combination ovens with cleaning systems.

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 are not covered by the warranty and will be charged by the Company or its Approved Service Partners to the End user. The warranty does not also cover the alteration of detergent pump setting after commissioning of appliances.

Any remedial works or subsequent site visits required as a result of chemical dosing issues caused by third party chemical and dosing equipment installed by others are not covered by the warranty policy and will be charged by the Company or its Authorised Service Partners to the End user. This includes the crystallisation of chemicals in feed tubes, split or damaged third party chemical feed tubing and corrosion to appliances components.

Drainage – An air break must exist between the appliance and the drain where required in the installation instructions of the appliance and/or relevant legislation.

Product failures or visits caused by blocked drains or related drainage issues are not covered under the warranty policy. Drainage pipework provided for the installation must conform to the local water authority regulations and the requirements of the appliances installation instructions.

Steam – Live steam supplies must be at a constant pressure and fully softened and installed to relevant British standards.

General – All gas and water hoses, external pipework, gas valves, drains, standpipes, tundishes, mains cabling, isolators and fuse boards are **not** covered by the warranty policy.

All water to be used within jackets of appliances which do not include automatic jacket filling functionality must be filled with demineralised water. Any remedial works or subsequent site visits arising from not using demineralised water are not covered by the warranty policy and will be charged by Company or its Authorised Service Partners to the End user. Discolouration of components due to heat is not covered by warranty policy.

The following parts are classified as consumables and are not covered under the warranty policy.

- All parts made wholly or partly of glass, plastic rubberised materials such as door glasses or door seals.
- All blades, grinding wheels, Perspex guards, door gaskets and curtains.
- Fuses and bulbs.
- Cavity food probes damaged by misuse.

Improper Use

The warranty does not cover equipment failure or malfunction caused by operator misuse whether wilful or accidental. This includes enamel coated components which, if impacted sufficiently will crack or chip.

Clear instructions are provided with every product. It is the end user's responsibility to ensure those using the equipment are adequately trained with regard to its correct operation and cleaning of the appliance.

Cleaning and Maintenance

It is the responsibility of the end user to clean the unit as recommended within the user instructions supplied with the appliance.

The following items are not covered by the warranty policy and all the tasks listed below fall outside of this policy and are chargeable.

- Cleaning of burner jets
- Poor combustion caused by lack of cleaning
- Lubrication of moving parts
- Cleaning / adjustment of pilot lights
- Correction of gas pressures to appliances.
- Renewing of electric cable ends

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- Replacement of fuses
- Corrosion caused by the use of chemical cleaners
- Cleaning/regeneration/replacement of filters
- Cleaning of condensers.
- Cleaning of rinse aid and detergent injectors
- Adjustment of door switches
- Adjustment of friction drive pads
- De-scaling of equipment due to poor water quality.
- Adjustments and alterations to detergent pump setting.

The warranty does not apply to wear and tear, or if a machine has been damaged or misused. Machines cited for repair under warranty found to have been abused or not used in accordance with the Company's instructions will not be covered under warranty. This also applies to machines that have not been properly maintained, cleaned or de-scaled where necessary.

Charges and payments

In consideration of the provision of the services by the Company, the End user shall pay such charges payable in accordance with the company's standard rates, as amended from time to time. The Company or its Authorised Service Partners shall invoice the End user on the completion of a completed service call. The End user shall pay each invoice in full and in cleared funds without any right to set off, within 30 days, within 30 days of invoice date.

Force Majeure

The Company reserves the right to withhold warranty provisions for equipment not paid for in full. The Company reserves the right to defer the date of performance under this warranty policy or to cancel the warranty policy if it is prevented from or delayed in the carrying on of its business due to circumstances beyond the control of the Company, including without limitation, acts of god, governmental actions, war or national emergency, acts of terrorism, protects, riot, civil commotion, fire, explosion, flood, epidemic, lock-outs, strikes or other labour disputes (whether or not relating to either party's workforce), or restraints or delays affecting carriers or inability or delay in obtaining supplies of adequate carriers or inability or delay in obtaining supplies of adequate or suitable materials.

Liability

The Company 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.

General

Assignment - The warranty policy is capable of assignment in the event the end user sells the appliance which has the benefit of this warranty policy within the warranty period. The

End user shall inform Electrolux Professional Limited in writing of such sale within 14 days failing which the warranty shall become void.

Rights of 3rd Parties – No term of this agreement shall be enforceable under the Contracts (Rights of Third Parties) Act 1999 by a person who is not an end user, but this does not affect any right or remedy of a third party which exists or is available apart from under that act.

Law – This warranty period is governed by the laws of England and Wales and the parties shall submit to the exclusive jurisdiction of the English courts.