

STOP!

– Your warranty is not valid until-

1. You complete and **return** your warranty registration
2. Installation is carried out by Fagor approved technicians only
3. The commissioning check list is completed and returned to Fagor

FAX (02) 9984-7544 EMAIL info@fagor.com.au



Fagor Equipment Warranty Details

Fagor Australasia Pty Ltd
A.B.N. 78 091 861 406

***For all technical support please ring 1800 FAGOR1**

*service system under construction, available from April 2009

Matt Saunders – Product Support Manager – 0434 423 012



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Please read the following **BEFORE** using your appliance, calling a service technician or claiming warranty

Important – Customers Please note:

The customer's responsibility, the customer must:

- Read the instructions and be **fully aware** of your new appliance
- Return the completed warranty card to **OUR office immediately**
- **Keep a signed & dated copy** of this agreement in your possession (to verify all warranty claims)
- *Train **ALL staff** associated with the use of & cleaning of the appliance

**Initial basic training can be arranged directly with Fagor at no additional cost, all ongoing training becomes the responsibility of the owner.*

- Use **common sense** around kitchen appliances
- Be aware of the **risks associated** with electricity, gas, water and waste
- Be fully aware of **sensitive components** such as control boards, switches Thermo-couples, gas valves & thermostats and respect these as such
- Contact **Fagor directly** in the first instance of faults & failures
- Agree to working with Fagor to **resolve unclear issues** amicably
- Provide assistance and the necessary information required to **help validate warranty** claims AND where possible the cause of the fault



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Effective date January 2009

1. These conditions must be read in conjunction with Fagor Australasia Pty Ltd's Terms and Conditions of Sale.

2. Fagor Australasia Pty Ltd warrants that the equipment, as supplied by Fagor Australasia Pty Ltd to the original purchasers, is free from defects in materials and workmanship.

3. Should any part become defective as a result of normal use within the period and limits defined below, then at the discretion of Fagor Australasia Pty Ltd such parts will be repaired or replaced by Fagor Australasia Pty Ltd or its nominated Service Provider.

This warranty is subject to the following conditions:

4. Repairs under this warranty must be performed by a Fagor Australasia Pty Ltd nominated Service Provider. Fagor Australasia Pty Ltd will not be held responsible for charges incurred or service carried out by non-Fagor nominated Service Providers unless prior approval to the repair has been given by Fagor Australasia Pty Ltd. Where possible Fagor Australasia Pty Ltd should be informed of any faults likely to result in a warranty claim prior to any work being carried out.

5. Repairs in accordance with this warranty should be carried out between the **hours of 8.30 am and 5.00pm Monday to Friday**. Out of hours call-out rates and charges will not be accepted without prior agreement. Penalty rates for after hours service apply and, when charged, the difference between normal hourly rates and penalty rates will be the customer's responsibility.

6. All installations must be carried out in accordance with local Installation Code and Local Authority requirements covering electricity, gas, fire and health and in accordance with the appropriate **National Gas Installation Code NZS5261 / AS/NZ 3000 Wiring Rules**. Installation and commissioning procedures must be carried out in accordance with the instructions in the manuals supplied with all equipment.

7. A copy of a Gas fitting Certification / Certificate of compliance may be requested to validate a warranty claim.

8. Fagor Australasia Pty Ltd will not be held responsible for charges for any service work not deemed to be warranty work including exclusions.



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9. All equipment is covered by a **12 months parts and labour warranty** subject to our terms and conditions of sale.

10. The Parts and Labour warranty term is effective from date of installation however the term of warranty **shall not exceed 18 months** from date of dispatch from Fagor Australasia Pty Ltd.

EXCLUSIONS

11. The Equipment warranty specifically relates to component failure. Consumables, **component adjustments and the resetting of safety devices are covered under warranty only for the first 30 days** from date of installation with the exception of the items listed below.

12. The warranty does not extend to nor will Fagor Australasia Pty Ltd be liable for the following:

a. **Installation problems** (where not installed by Fagor Australasia Pty Ltd) i.e. adjusting and correcting installation issues, including but not limited to:

- Adjustments associated with the commissioning of the machine or requirements specified in the product's user manual e.g. checking operation of door switches, setting switches in correct position, checking drive chains etc.
- Failure to install units in accordance with the instruction manuals supplied with all equipment.

b. **Connecting services i.e. any connecting service that does not meet the equipment specification, including but not limited to:**

- Water supply (hot or cold) pipe work and/or connections made by others
- Water quality – **limitations apply**, refer to your product manual (article 1.5 for combi ovens & article 1.3 for dishwashers)
- Water temperature outside equipment specification.
- Electrical supply cabling and/or mains connections made by other parties.
- Electrical connecting plugs made by others and/or wall socket outlets.
- Gas supply pipe work and/or connections made by other parties.
- Gas flow or pressure issues.
- Drains and/or connections made by others and/or pipe work not specifically part of the equipment supplied.



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c. Abuse associated with willful and/or deliberate damage i.e. any part of the unit which has been subject to:

- Misuse and/or willful damage.
- Neglect.
- Incorrect operation.
- Accidental damage.
- Damage caused by movement or transportation by other parties.
- Freight damage (where freight is not arranged by Fagor)
- Use of abrasive or incorrectly specified cleaning chemicals.
- Water ingress and/or damage due to incorrect cleaning procedures.
- Unfiltered / untreated / hard water
- Local environmental issues (unless previously agreed in written form)

d. Loss of profits or damage to other equipment.

- Under no circumstances shall Fagor Australasia Pty Ltd or any associated company or agent be liable for loss of profits or damage to other equipment.

e. Glass including but not limited to the following:

- Door glass panels.
- Globes/bulbs and fuses when blown due to globe/bulb failure.
- Lens covers.
- Gauge glasses.
- Lamps.

f. Seals i.e. rubber/silicon products including but not limited to:

- Door seals.
- O-rings.
- Light seals.
- Drive belts.
- Cabinet sealants.



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g. Hoses

h. Cleaning and maintenance including but not limited to:

- Costs associated with cleaning the equipment in order to access necessary fixtures and components.
- All lubricants and any cleaning materials used.
- Rusting and/or corrosion.
- De-scaling.
- Blocked gas pilots and/or injectors.
- Blocked solenoid bodies.
- Blocked drains, drain pipes and/or failure of components due to a blockage.
- Failure of the equipment's components where directly due to the lack of cleaning and/or maintenance.
- Costs associated with performing general equipment servicing.
- Where equipment is older than 30 days i.e. including:
Tightening and/or adjusting tension of drive chain or v-belts.
Tightening, adjusting tension and/or tracking of conveyor belts.

i. Missing items including but not limited to:

- Lost components, fittings and/or attachments.

j. Resetting of tripped safety devices where equipment is older than 30 days and where no other fault exists including but not limited to:

- Tripped over temperature devices.
- Tripped overload devices.
- Tripped circuit breakers.



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k. General exclusions including but not limited to:

- Supply hoses and/or drainage lines not supplied by Fagor Australasia Pty Ltd.
- Fitting of any non-genuine Fagor Australasia Pty Ltd component will void warranty.
- Any modifications or alteration to equipment not approved by Fagor Australasia Pty Ltd.
- Additional labour costs associated with restricted access.
- No-fault found calls.
- Where operator error is evidenced.

l. General exclusions for remote sites including but not limited to:

- On site warranty service work will be provided in capital city metropolitan areas only. In other locations the customer is responsible for all traveling time and service call costs – the labour cost to actually repair the fault at normal hourly rates only will be met by this company.
- Travel charges outside 200km travel distance or 2 hours travel time, **round trip** from nearest service centre.
- Additional costs incurred (without prior approval) for any:
 - Accommodation.
 - Ferry/barge charges.
 - Associated waiting time relating to attending remote sites.
 - Access charges.
 - Car hire.
 - Personal allowances.
 - Flights.

I have read and understood these terms & conditions

SignedPosition.....Date.....



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