

WARRANTY POLICY

Products supplied by E&R Moffat Ltd are subject to the terms of this warranty policy. All products are guaranteed against defective materials and workmanship for a period between 12 and 24 months, dependent upon the contract of sale.

Warranty period starts from the date of installation, providing the unit is installed within 30 days of its despatch. Warranty services shall be dealt with through E&R Moffat Ltd service department by repairing or replacement defective parts. If deemed necessary, faulty units may be replaced, replaced faulty units will belong to E&R Moffat Ltd. Any repaired or replacement parts will be covered for the unexpired portion of the original warranty.

This warranty policy applies only to appliances that have been installed in the UK mainland, excluding the following post code areas: HS 1 through to HS 9, IV 17 through to IV 28, IV 40 through to IV 56, KA 27 through to KA 28, KW 1 through to KW 17, PA 20 through to PA 38, PA 41 through to PA 49, PA 60 through to PA 78, PA 80, PH 36 through to PH 44, ZE 1 through to ZE 3.

Note: only parts are covered on equipment supplied for installation out with the UK mainland, and offshore. Export sales are only covered by a 12-month parts only warranty, unless otherwise stated. End users must refer to the dealer or importer for details of the warranty terms operating in their country.

Installation - The appliance must be installed by E&R Moffat Ltd, an authorised dealer or a suitably qualified contractor in accordance with current legislation and the appliance instructions.

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

All products must be connected to supplies with the correct voltage and phasing by a qualified person and comply to current regulations.

Any issues with an appliance which is linked to the incorrect installation of a product will not be covered by this warranty and any time spent on site relating to this will be charged to the customer.

Only E&R Moffat Ltd engineers or an appointed sub-contractor has the authority to carry out warranty work on Moffat products. Work carried out on equipment by others will not be covered by this policy nor will any resultant damage caused.

Warranty calls must be made between 8:00 am and 4.15 pm on weekdays.

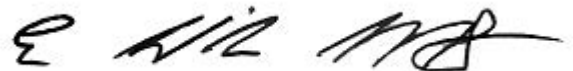
Engineers visits are normally made between 8.00 am. and 4.30 pm.

The end user or those responsible on site must ensure that service engineers can access the appliance to effect repairs within the time-frame given above. Abortive calls and additional time spent waiting on site will be charged to the customer.

All work carried out because of incorrect maintenance or cleaning methods, including the use of non-approved spare parts by others will be charged to the customer. non-approved parts will automatically void any outstanding warranty period.

Any unauthorised modification to Moffat equipment will automatically invalidate the warranty.

SIGNED:



E. William Moffat
MANAGING DIRECTOR:

WARRANTY POLICY

GENERAL EXCLUSIONS

- Incorrect installation.
- Discolouration of components due to heat under normal use.
- Damage to control knobs and buttons due to misuse or accidental damage.
- Corrosion caused using chemical cleaners.
- Drainage issues where drainage does not meet requirements.
- Where user error is established.
- Where no fault is found with the appliance.
- Accident, fire, floods or acts of nature.
- Resetting of safety devices including fuses where no other fault exists.
- Renewing of damaged power supply cables, plugs and sockets.
- Chipped or damaged glass not reported at time of delivery.
- Damage due to blocked refrigeration compressors by airborne particles.
- Lubrication of moving parts.
- Reprogramming of digital controllers.
- Damage to components resulting from restricted airflow vents.
- Lost or broken keys.
- Damage to glass hot plates resulting from end user caused impact damage.
- Failure by the customer to undertake basic cleaning and care of the product.
- Replacement of parts due to contamination and spillage due to lack of cleaning.
- Accumulation of grease and food debris due to lack of cleaning.
- Issues caused by water hardness is not cover by the warranty.
- De-scaling is chargeable to the customer.
- Condensation on surfaces when units are installed in environments out with specification.
- Drawer runners are considered consumable and not be replaced under warranty.
- Door seals are considered consumable and not be replaced under warranty.
- Light bulbs are considered consumable and not be replaced under warranty.
- Castors and wheels are considered consumable and not be replaced under warranty.