



AWC KITCHENS LTD
DESIGN SUPPLY INSTALL SERVICE

WARRANTY STATEMENT

THREE YEARS PARTS AND LABOUR WARRANTY

On main equipment items providing they are serviced and maintained in accordance with the manufacturer's guidelines.

TWELVE MONTHS PARTS AND LABOUR WARRANTY

On extraction and air intake systems in accordance with the manufacturer's guidelines.

Small table top equipment such as water boilers, mixers, toasters and panini grills

PLEASE NOTE WARRANTY TERMS BELOW

Warranty will only be valid, subject to equipment being serviced and maintained in accordance with manufacturer's guidelines and by an AWC Kitchens Ltd approved engineer.

Extraction system to be cleaned a minimum of once a year.

Gas safety check minimum of once a year.

Service & Maintenance of all equipment and refrigeration supplied by AWC Kitchens.

NOTE: Listed services above are not included within the warranty provided and will be an additional charge.

To obtain a copy of your quote, please contact service@awckitchens.co.uk

THE WARRANTY DOES NOT COVER

- Products or parts subject to misuse, abuse, over loading, power surges, alteration, neglect, damage, fire, flood, Acts of God, or operation outside accepted normal conditions.
- Any product or part that has been attended to by a non-authorized installation or service person, which in the company's opinion may have had an adverse effect of the product or its operation stability.
- Loss of food or contents of equipment due to failure for any reason.
- Any additional damage caused by the delay or failure by the user to notify the company of an existing defect.
- Consequential loss or damage; cost of repairing or replacing other property, which is damaged, loss of time, loss of profits, potential profits, loss of goodwill or any other incidental damage of any kind.
- Gaskets, cabinet doors, counter drawers, handles, refrigerant, liquid line driers, shelves, tray slides, ladder rack and fixings, unit cover, castors and legs, cabinet shells, electric bulbs, fuses, keys, glass, filters, main plug and lead, hose connections, blocked drains, and consumables.
- Equipment to which a company engineer is denied access to for inspections or servicing.
- Cleaning or general maintenance of the equipment.
- Products where the customer has not properly maintained or cleaned the equipment in accordance with instructions, literature or directions issued by the Company or the manufacturer, such as failing to clean the equipment on a regular basis.
- No fault found calls, fuse blown, repeat claims for the same fault. Any claims must be made in accordance with a signed service report from an AWC Kitchens engineer.

THE WARRANTY DOES NOT COVER

Warranty work covers equipment component failure and manufacturing defects in materials only and therefore excludes: -

- Accessories
- Tools
- Removable Panels
- Glass
- Halogen Lamps
- Fuses
- Plugs
- Sockets
- Links
- Rubber Seals
- Door Hinges
- Connecting Cables

Consumable items such as calibration, cleaning, blockages and customer/operator misuse, poor washing results due to incorrectly commissioned chemical dosing quantities (where commissioning was not carried out by the Seller) and/or poor-quality chemical products.

In addition, AWC Kitchens Ltd will not bear the costs for repair where appliance breakdown is due to the following:

- Non-compliance with safety regulations and warnings given in the operating instructions.
- Faults caused by the user through operating errors and a lack of care and or maintenance.
- Intentional damage by the owner or third parties
- Incorrect installation when carried out by any party other than an authorized engineer by AWC Kitchens Ltd
- Faulty repairs or repairs carried out by parties other than authorized engineer by AWC Kitchens Ltd.
- External influences (e.g., weather, transit damage)
- Replacement parts subjected to wear and tear (e.g., peristaltic pipes, filters)
- Visual blemishes, marks, and dents
- The use of non-approved accessories, care products or chemicals and accident damage.