

Warranty Activated By :-	Distributor		Customer
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Supplying Distributor			
Site Name			
Site Address			
Line 2			
Line 3			
Town			
County	Postcode	Telephone No	
Site Contact	Email		

Machine Type			
Model	Serial Number		
Fault details (problem with machine)			
Access Hours (earliest to latest)	From	To	
	AM PM	AM PM	
Days access times applicable	Mon	Tue	Wed
	Thu	Fri	Sat
	Sun		
Date equipment sold/purchased			
Equipment installed correctly by			
If gas, Installation Company's Gas Safe Registration No:			

Please confirm the following where applicable	Yes	No
Electricity / Gas / Water is connected correctly & switched on to the appliance		
Site drainage connected is clean		
Ambient room temperature is correct		
All filters are clean		
Appliance is correctly loaded		
Appliance is being used for purpose it was designed for		
Appliance is being used as per instruction manual		
Appliance is not damaged		
Water treatment unit fitted (combination ovens)		
Reset button has been tried where applicable		

Please note that a photograph of the machine will be required before an engineer's visit can be authorised.

I can confirm that the above information is correct, that I am authorized to request a warranty call & should the call turn out to be non warranty I accept the resulting charges.

Sign _____ Print _____ Position _____

Company _____ Date :

Failure to pay any warranty charges will result in the customer's warranty being put on hold until the bill has been settled. Any issues regarding the raised charges should be put in writing to our warranty department for further investigation.

Warranty Policy

- The manufacturer's warranty is only valid in the UK mainland. Northern Ireland, Western Isles, Inner Hebrides and Islands are parts only warranty.
- Gas appliances in mobile catering units are subject to parts only warranty.
- All service calls will be carried out between the hours of 8.00am – 5.00pm Monday to Friday only.
- We accept no responsibility for delays in replacing or repairing the equipment due to circumstances beyond our control.
- Your warranty can be immediately invalid if the installation of the equipment has not been carried out in accordance with the manufacturer's instructions. (See installation details). Also the misuse, alteration or unauthorised repairs of the equipment will invalidate the warranty.
- During the warranty period it is at Parry's discretion to repair or replace the equipment.
- Warranty only applies if the equipment has been used in a professional manner following the manufacturer's instructions and maintenance guide lines.
- The warranty covers defects in the material and component failure only. We are not liable for trading loss, loss of perishable items, water damage, loss due to injury or fire damage.
- Please be aware that the warranty starts from the date of purchase from Parry and not the sale or installation date of the equipment.

Warranty Request

- Please ensure you have referred to the manufacturers' instructions before placing a warranty call.
- Please ensure you have read the section "not covered under warranty" to avoid any unnecessary warranty charges.
- It is vital that all warranty requests be submitted to Parry via email to warranty@parry.co.uk
- It is at the discretion of PARRY whether to honour a service call which is out of the warranty period.

Not Covered Under Warranty

- Fault due to poor maintenance.
- Resetting of equipment or circuit breakers.
- Abuse of the equipment
- Foil should never be used on racks
- Blockages e.g., drains, condensers, pumps etc.
- Lime scale related issues
- Installed incorrectly
- Access arranged for service call and engineer refused access or customer not there.
- No faults found with the machine.
- Setting up of equipment e.g., dishwasher detergents, levelling and setting up of doors on a 6 burner cooker.
- Excessive carbon build up on griddle plates.
- Over use of lava rock on the chargrills. Parry recommends maximum of 2kg.
- Faulty electrics – e.g., customers plug socket, plug, wiring, junction box fault, wrong fuse.
- Any damages caused by the customer.
- Lamps, glass, door gaskets, Perspex, baskets, knobs all perishable items are not covered.

This appliance should be routinely serviced to prolong its lifetime. Parry recommends that all appliances are serviced every 12 months by a qualified commercial engineer. However, failure to service your gas products within the initial 12 month warranty period will cause the 24 month warranty to become void.

Please email back to: warranty@cateringhygiene.co.uk