

# Capital Equipment Warranty Policy

The following outlines the terms of warranty for all capital equipment.

1. All warranty duration can be found within the product specifications and should be clarified on purchase.
2. Goods must be inspected, and any damages or shortages reported within 24 Hours of receipt, and reported to Alliance in writing.
3. The warranty is covered by the manufacturer, and is subject to their terms and conditions.
4. The standard call out is within 2-3 working days from the day following registration of warranty call, subject to the availability of the engineer.
5. The coverage provides for normal office working hours Monday to Friday.
6. Unless otherwise agreed, no provision is made for any weekend and bank holiday cover.
7. All warranty work is subject to the terms and conditions applied by the manufacturer/supplier.
8. Failure to follow manufacturer's requirements on maintenance could lead to warranty becoming void. In such events, the repair would be chargeable.
9. All service calls must be reported to the service department at Alliance on 0844 844 4300 or your Alliance Local office, with the make, model, serial number and nature of the problem.
10. Adequate provision must be made by the customer to ensure that a member of the maintenance team is available at the time of the engineer attending to ensure any service isolators etc can be accessed and are functioning properly.
11. The customer shall ensure that all the equipment is adequately cleaned and serviced in line with the manufacturers guidelines as detailed in the operating manual.
12. Any appliance relating to water must be regularly descaled; any call out where evidence of scale is present will be chargeable. Where water filters are fitted, these must be maintained in line with the manufactures guidelines.
13. The customer must take adequate measures to ensure that the services are verified as working (gas, electric, water) before placing the service call. In the event a service call relates to an issue not covered under the warranty, a call out charge and any repair costs with be chargeable.
14. Alliance cannot accept responsibility for consequential loss due to equipment failure e.g. loss of food.
15. Replacement or repair of equipment is entirely at the discretion of the manufacturer or their service agents.
16. No repair work by a 3rd party should be carried out to the equipment during the warranty period, as any such work may invalidate the warranty. No charges from 3rd parties will be entertained whatsoever. This does not include any preventable / periodic maintenance.
17. Additional copies of manufacturers warranties can be supplied on request, please contact Alliance on 0844 844 4300.

