



WARRANTY POLICY – UK ONLY

Effective from March 1st 2010

Warranty applies to equipment manufactured by Williams Refrigeration and equipment bearing the Williams nameplate and serial number identification tag.

We undertake, in conjunction with the supplying agent, distributor or representative, to repair free of charge any such piece of equipment or part thereof used which is found to be faulty in either materials or workmanship.

Products Covered

A **24 months Warranty** from the original date of purchase is given to the following Williams equipment:

- Garnet / Sapphire / Zircon / Jade / Amber (stainless) / Mobile Heated / Mobile Refrigerated.
- Reach-in Blast Chillers / Reach-in Blast Chiller Freezers.
- Opal / Emerald / Onyx / Aztra / Salad Counters.
- Crystal Bakery Cabinets and Counters.

A **12 months Warranty** from the original date of purchase is given to all other Williams equipment including:

- All Modular Products (including coldrooms).
- Remote Systems (including glycol).
- Bottle Coolers.
- Multidecks.
- GEM product range.
- Bottle Well / Meat Freezer Well.
- Thermowell.
- White Goods.
- Non standard products.

Warranty Terms

The equipment has been installed correctly and has not been subject to misuse or abuse but is functioning incorrectly.

The equipment was purchased by the authorised supplying distributor direct from Williams Refrigeration and not through a wholesaler or other supplier whose warranty may be different.

The Warranty Policy shall be non-transferable.

Replacement of defective equipment can only be made with the approval of Williams Refrigeration.



Any repair under warranty will only be carried out in its position of operation or in a suitable location on the customer's premises. If the product has to be removed for security or any other reason, this will be subject to additional charge (may include hydrocarbon charged equipment).

Warranty work will be covered by Williams Refrigeration or by one of its appointed agents between the hours of 8.00am and 5.30pm Monday to Friday.

Exceptions to Standard Warranties

- Second hand equipment.
- The Standard warranty is for Mainland GB only (does not cover Marine equipment).
- Any third party item(s) connected to the equipment that may affect performance.
- Components including gaskets, doors / drawers, handles, shelves, trayslides, all internal fixings, plug and lead, connectors, the outer shell, castors / legs, food probes, refrigerant and blockages as well as consumable items such as (but not limited to) batteries, fuses, light bulbs, printer cartridges, keys, glass and paper roll.
- Any fault not reported within 10 working days of being discovered.
- No claim shall exceed the original selling price.
- Where equipment is manufactured to the customers' own design, Williams Refrigeration will not be liable for any non performance or operation of the equipment as a result of a design fault.
- The customer permits persons other than those authorised by Williams Refrigeration to perform or effect repairs or adjustments to the equipment.
- Repairs are made using spare parts or replacements not of the same make as those supplied originally as components of the equipment unless authorised by Williams Refrigeration.
- If authorised representatives of Williams Refrigeration are denied full and free rights of access to the equipment for inspection during normal business hours as previously stated.
- The customer has not properly maintained the equipment or carried out annual servicing, including cleaning of the condenser, in accordance with instructions, literature or directions issued by Williams Refrigeration. (Operating Instructions are supplied with all equipment but also available at www.williams-refrigeration.com).
- The customer fails to observe commonly accepted operating practices.
- The customer uses or installs the equipment in such a way that it exceeds its design envelope.
- Call out and repair costs if no fault found or access denied.
- The initial supply date shall apply to a replacement.
- Equipment fails through misuse, abuse, accidental damage, power surges or spikes, fire, flooding or acts of God.
- Food and / or contents of the product (including pharmaceutical).



Claim Procedure

If a customer wishes to make a claim under the terms of this warranty, the following procedure should be observed:

- Contact the supplying agent, representative or distributor.
- Quote the model, date of installation and serial number of the cabinet. The serial number is located on the cabinet identification plate inside the cabinet. It should also be recorded on the operating instruction booklet supplied with the cabinet.
- Note: contents risk and insurance responsibility remains at all times with the customer.

A current list of main distributors is available on request.

Extended Warranty

Extended Warranty offers the opportunity to protect your equipment (subject to conditions outlined) for an additional period of up to 5 years inclusive of original warranty periods.

Should you require Extended Warranty, state on your order or notify the Dealer or Williams Sales Manager at the time of purchase and they will be able to arrange it for you.

To ensure your Extended Warranty Policy remains valid, at least one maintenance / service visit per year must take place in years 2, 3, 4 and 5.

All – inclusive Parts & Labour Warranty

An all inclusive 2 year Parts & Labour Warranty, subject to the Warrant Policy terms, is available from your Williams Dealer. Contact your dealer for further details.