



MAINTENANCE INSTRUCTIONS

Servicing:

This appliance should be routinely serviced to prolong its lifetime. Parry recommends that the appliance is serviced every 12 months by a Parry authorised engineer. Failure to service your product within the initial 12 month warranty period will cause the 24 month warranty to become void.

MAINTENANCE AND SERVICE MUST ONLY BE UNDERTAKEN BY A QUALIFIED ELECTRICIAN / ENGINEER.

IF THE SUPPLY CORD BECOMES DAMAGED, IT MUST BE REPLACED BY THE MANUFACTURER, ITS SERVICE AGENT OR SIMILARLY QUALIFIED PERSONS IN ORDER TO AVOID A HAZARD.

Dear Customer

Re: Warranty Policy

After introducing our extended warranty to 24 months earlier this year I just wanted to take this opportunity to remind you all of the Parry Warranty policy.

- The full warranty is only valid in the mainland GB.
- Northern Ireland, Western Isles, Inner Hebrides and Islands are parts only warranty.
- All Parry branded goods, including stainless steel fabricated products, carry a 24 month parts and labour warranty. All gas powered appliances must be installed by a registered gas safe engineer, and those that are **not** permanently installed in a static non-combustible structure incorporating concrete or brick foundations carry a parts only warranty.
- We accept no responsibility for delays in replacing or repairing the equipment due to circumstances beyond our control.
- Your warranty can be immediately withdrawn if the installation of the equipment has not been installed in accordance with the manufacturer's instructions (see installation details).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 the Companies discretion whether to repair or replace the equipment.
- The warranty only applies if the equipment has been used in a professional manner following the manufacturer's instructions and guidelines.
- 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 or any other type of consequential loss.
- Please be aware that the warranty period starts from the date of purchase from Parry and not the sale or installation date of the equipment.
- **The equipment must have been serviced by a Parry approved engineer in order to validate the second half of the warranty period.**
- All service calls will be carried out between the hours of 8.00am – 5.00pm Monday to Friday only.
- Please note the following are not covered by the manufacturer's warranty:
 - Fault due to poor maintenance or failure to have the product serviced during the warranty period.
 - Resetting of equipment or circuit breakers.
 - Abuse of the equipment.
 - Heat build-up due to foil being used on wire racks.
 - Blockages e.g. Drains, filters, condensers, pumps etc.
 - Lime scale related issues.
 - Incorrect installation.
 - Commissioning and setting up of equipment.
 - Excessive carbon build up due to poor hygiene routines.

- Over use of lava rock on chargrills.
 - Faulty site electrics e.g. Plugs, sockets, wiring, fuses etc.
 - Any damages caused by the customer.
 - Lamps, glass, door gaskets, Perspex, baskets, knobs plus all other perishable items.
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- Please ensure that you have referred to the manufacturer's instructions before placing a warranty call, or contact our warranty department on 01757 213909 for technical assistance, ensure that you have the model and serial number before calling.
 - It is vital that all warranty requests be submitted to Parry via email to warranty@parry.co.uk.
 - A service call will be charged if it is deemed that there was no fault found or the fault was not covered by this warranty policy.
 - 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 relating to such charges/complaints should be put in writing to our warranty department for further investigation.
 - It is at the discretion of Parry whether to honour a service call which is out of the warranty period.