

WARRANTY

TERMS & CONDITIONS

If your purchase is not performing as expected and you have carried out the trouble shooting recommendations in your manual, contact FPG for assistance

WARRANTY PROCEDURE

- To report a problem with your cabinet, email support@fpgworld.com, or Phone FPG on NZ 0800 367 374 or AU 1800 813 744 or Global +64 6 843 0853
- Please ensure you have the serial number of the cabinet available, address where the cabinet is, contact name and phone number for technicians to call for further information, and a brief explanation of the fault. If applicable, photos are beneficial for fault evaluation, and maybe called upon by FPG technical services.
- Future Products Group Limited warrants, to the original purchaser of an FPG manufactured food display cabinet, from the date of purchase to as per Warranty Coverage listed, any defect in workmanship or material resulting in the product malfunctioning while under correct use will be rectified. Liability under this warranty is limited to replacing or repairing a

LIABILITY EXCEPTIONS

- Liability under this warranty does not include:
 - Any loss, or damage or expenses directly or indirectly arising from use or inability to use the product or from any other cause.
 - Any part of the cabinet which has been subject to misuse, neglect, alteration, incorrect installation, accident, or damage caused by transportation, use of abrasive or caustic chemicals, flooding, fire or acts of God.
 - Damage, resulting from failure to have the refrigerated cabinet regularly serviced every 3 months by a refrigeration engineer. **NB: Proof of Three Monthly Servicing by a Qualified Refrigeration Technician must be provided, for the Condenser to be covered under warranty.**



Caution: No warranty claim will be accepted unless authorised by FPG prior to commencement of service.

- Any damage or malfunction resulting from the use of non-FPG approved spare parts.
- Improper electrical connections, FPG is not responsible for the repair or replacement of failed or damaged components resulting from electrical power failure, the use of extension cords, low voltage, or voltage drops to the unit.

SPECIFIC EXCLUSIONS

The following are specifically excluded from warranty:

- Traveling distance in excess of 160kms return trip from authorised service agent.
- Service outside of normal business hours: This service is available if required but an "out of hours" surcharge will apply.
- Replacement of glass, lighting, diffusers, end caps and door seals.
- Maladjustment of the electronic refrigeration controller & system, by an unqualified person.
- Where the cabinets has been installed without an adequate power supply. Or with inadequate ventilation, or if the airflow within the cabinet has been adversely affected due to product blocking the airflow.
- Failure resulting from a lack of routine compressor / radiator cleaning.
- Failure to re-assemble the cabinet correctly after cleaning.
- Fair wear and tear.
- Repairs or maintenance must not be carried out by anyone other than an authorised FPG dealer or service agent.
- Inadequate control of environmental temperature that result in cabinet operation failure and or causing food product deterioration, loss or other public liability that may result from third party complaints.

ASSESSMENT

The liability under this warranty is dependent on an assessment by FPG, to determine the defect in workmanship or materials.

TIME LIMIT

FPG does not guarantee that any service to be performed under this warranty will be carried out within any particular time limit.



refrigerated



controlled ambient



ambient



heated



bain marie