

FESTIVÉ WARRANTY COVER

Warranty Cover

Festivé warrants to the original purchaser of a Festivé manufactured food display cabinet any defect in workmanship or material resulting in the malfunctioning of the cabinet while under correct use. Liability under this warranty is limited to replacing or repairing (at the Company's discretion) a part without charge. The warranty period extends for:

Refrigerated Cabinets:

- Parts and Labour for first year: up to twelve (12) months from date of sale
- Parts and Labour for Refrigeration Unit for two years: up to twenty-four (24) months from date of sale, subject to evidence of six (6) monthly servicing by a qualified refrigeration technician
- Parts Only (other than Refrigeration parts) for second year: twelve (12) to twenty-four (24) months from date of sale

Heated, Bain Marie & Ambient Cabinets:

- Parts and Labour for first year: up to twelve (12) months from date of sale
- Parts Only for second year: twelve (12) to twenty-four (24) months from date of sale

Warranty Conditions

Liability under this warranty does not cover:

- Loss, damage or expense 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, incorrect installation, alteration, accident or damage caused during transportation, use of abrasive chemicals, flooding, fire or acts of God.
- Poor or inadequate cleaning of the cabinet that may lead to damage, wear or corrosion of any part.
- Damage resulting from failure to have six (6) monthly servicing of refrigerated cabinets carried out by a qualified refrigeration technician, supported by service records.
- Refrigeration failure as a result of inadequate ventilation to the refrigeration unit.
- Installation of remote condenser units.
- Breakage of glass or plastic components or the replacement of lights or door seals.
- Improper electrical connections
- Improper adjustment of controlling equipment.
- Fair wear and tear
- Any damage directly or indirectly arising from the non-use of Festivé supplied parts.
- Any loss, damage or expense directly or indirectly arising from failure to follow product operating and maintenance instructions.
- Repairs or maintenance carried out by a service agent un-authorized by Festive
- Travelling distance in excess of 160kms return trip from an authorised service agent
- Service outside of normal business hours. If this is required an "out of hours" surcharge will apply.

Warranty Procedure

All warranty repairs must be pre-authorized by a Festive representative. Direct authorisation to enable a warranty repair can be made through contact with:

In New Zealand:

Ph: +64 3 349 3380 - Festive NZ Limited
E: support@festive.co.nz

In Australia:

Ph: +64 3 349 3380 - Festive NZ Limited
E: support@festive.co.nz

Cabinet serial number, model, site address, contact details and fault description will need to be provided.