



Foster Warranty Policy for Export

(Effective December 2016)

Thank you for purchasing your refrigeration product from Foster. The Foster brand is synonymous with quality and, if looked after, your Foster product will give you many years of trouble free service.

Details of Warranty Policy

Foster provides a parts only warranty on all new products & accessories supplied by Foster Refrigerator to the original purchaser for 12 months from the date of commissioning or 15 months from the date of shipment, whichever is earlier. The dealer is responsible for the warranty of the product to the end user. Should you want the warranty start date to be postponed written permission must be obtained from Foster at the time of the original delivery.

Foster warranty on coldrooms is limited to products supplied by Foster and installed by an authorised dealer or service partner. Refrigeration systems not supplied by Foster or installed by unauthorised refrigeration contractors will not be covered by the Foster warranty policy.

Foster warranty is limited to the repairing or replacing ex-works, of any part which under normal and proper use and maintenance proves to Fosters satisfaction to be defective in material or workmanship within 12 months of the original delivery date, provided notice of such defect is given within 14 days of the defect being discovered.

Products covered under this Warranty

This Foster warranty policy applies to all new and unused Foster products.

What is Not Covered by Foster?

The items below are not covered by Fosters warranty policy and any calls made under these provisions will be chargeable:

- Second-hand equipment.
- Spare parts.
- Products or parts subject to misuse, abuse, overloading, alteration, neglect or damage.
- Power surges, problems with electrical or water supply, fire, flood, Acts of God.
- Operation outside accepted normal conditions e.g. ambient extremes.
- Any product or part that has been attended by an un-authorised installation or service provider. Work by an unauthorised service provider will invalidate your warranty.
- Theft or attempted theft.
- Equipment or parts connected to the product but not supplied by Fosters.
- Any claim in excess of the original product price.
- Damage caused by the delay or failure by the end-user to notify Foster or the Dealer who supplied the equipment, of an existing defect.
- Consequential loss of any nature.
- Gaskets, refrigerant, liquid line driers, shelves, trayslides, ladder rack and fixings, castors and legs,



Gamko

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Division of ITW Ltd

Foster Refrigerator and Gamko are a trading division of ITW Ltd, Admiral House, 5t Leonards Road, Windsor, SL4 3BL. Company Registration Number 00559694

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By Appointment to
Her Majesty Queen Elizabeth II
Suppliers of Commercial Refrigeration
Foster Refrigerator, King's Lynn

electric bulbs, fuses, keys, glass, filters, mains plug and lead, hose connections, blocked drains and consumables e.g. batteries, printer cartridges, paper rolls.

- Claims arising from a failure to maintain, locate or install the equipment in accordance with Fosters guidelines provided within operating instructions and service manuals i.e. competent persons cleaning condensers regularly.
- Routine maintenance, servicing or cleaning.

Food Loss?

Food loss is not covered by the Foster product warranty.

How do I Place a Warranty Call or Claim?

All calls must be arranged through the authorised Foster dealer or through the local Foster Export representative, who supplied the equipment. Any costs for other engineers or calls not arranged or authorised by Foster will not be accepted. All warranty claims must be accompanied by the relevant product serial number.

To Avoid Unnecessary Costs

In order to avoid unnecessary costs and delays please check the following;

- A competent person checks that the electrical fuse has not blown.
- A competent person checks that the condenser is not blocked.
- That the door has not been left open (maybe for loading/deliveries).
- That the cabinet has sufficient air circulation.
- That the cabinet has not been moved to an unsuitable location.
- That hot food has not been put in the cabinet which has temporarily affected its temperature.
- That the cabinet is not overloaded and cannot maintain temperature.

We welcome your comments and views about the service we provide and what you think of us. We hope that you are satisfied with the products and services you receive from Foster and we can look forward to your custom in the future.

Please note: Foster standard Terms and Conditions of Sale apply to this warranty policy.

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