

# Warranty Statement & Terms:



for 'Scotsman' Ice making Products:

HTG Trading Ltd guarantees that any & all products manufactured and marketed under the Scotsman brand name are free from defects in material and/or workmanship for a period of two years (for AC/EC/MXG - three years on materials) from the date of first supply or installation. Any scheduled repairs will be carried out during normal working hours Monday to Friday. (0830 – 1700hrs) The warranty covers material or manufacturing defects provided that:

- 1. *Installation & commissioning was carried out by either the Scotsman distributor or their nominated service partner or a competent person or company in accordance with the manufacturer's requirements and recommendations.*
- 2. *Products and/or components are not modified, altered or dismantled by unauthorised persons.*
- 3. *Products are maintained and cleaned in accordance with the manufacturer's requirements by the Scotsman distributor or their nominated service partner or a competent person or company.*
- 4. *Warranty service is performed by the Scotsman distributor or nominated service partner using genuine Scotsman replacement parts supplied by HTG Trading Ltd*
- 5. *A maintenance service has been carried out by either an authorised Scotsman distributor or their service partner or a deemed competent person or company within 12 months from purchase/installation and to a manufacturer recommended process. NB - This works is chargeable to the customer.*

## **Exclusions of Cover/Chargeable Costs:**

- 1. *Failure or damage caused by misuse, accidental or malicious damage.*
- 2. *Failure or damage caused by the loss of or fluctuations in electrical power supply.*
- 3. *Failure or damage caused by water supply or any other plumbing or drainage problem.  
(This includes any water treatment device connected to the product)*
- 4. *Labour & material costs associated with cleaning and preventative maintenance including cleaning of condenser. & air grills*
- 5. *Labour & material costs associated with cleaning the water circuit following a failure caused by mineral, lime scale or algae deposits.*
- 6. *Labour & material costs associated with replacing water filter cartridges or other water treatment device.*
- 7. *Labour & material costs associated with failure or operating problems caused by incorrect installation.*
- 8. *Any consequential loss, as a result of a product failure.*
- 9. *'No fault found' calls which will be then deemed chargeable to the client.*
- 10. *Costs associated with repairs requested out of hours (i.e. before 08.30 hours and after 17.00 hours Monday to Friday, all day Saturday, Sunday and Public Holidays – Chargeable to the client)*
- 11. *Costs associated with engineer access to equipment installed in a restricted location (Eg - Shopping centre, High rise building, Airport Airside, Rail Station Tracksides, Military type installation OR what could be deemed as a 'not easily accessible location')*
- 12. *Costs associated with the removal & transit of equipment to a third party environment considered necessary for inspection and/or safe working repair*

**For further information or clarification please call 01473 350000, email [service@htgtrading.co.uk](mailto:service@htgtrading.co.uk) or write to 'HTG Trading Ltd. Unit 106 Claydon Business Park, Great Blakenham. Ipswich. IP6 0NL.'**