WARRANTY POLICY

The manufacturer's warranty is only valid in the UK Mainland and Northern Ireland. The Western Isles, Inner Hebrides and Islands are subject to parts only warranty.

Please be aware that the warranty starts from the date of purchase from Parry and not the sale or installation date (Please note that should a unit be replaced through warranty; the warranty start date would remain unchanged).

All fabricated products are covered by a 1-year warranty only – this includes canopies and fan packs.

To qualify for the 2-year warranty, your product must be serviced within one month after the first year of purchase.

All service calls will be carried out Monday to Friday between the access times provided by the customer.

Warranty is invalid if your equipment has not been installed in accordance with the manufacturer's instructions. Misuse, alteration, or unauthorised repairs of the equipment will also invalidate the warranty. During the warranty period it is Parry's 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 maintenance 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 or loss due to injury or fire damage. Please have your model number ready before placing a warranty call.

All warranty requests must be submitted to warranty@parry.co.uk.

Non -warranty and aborted calls are chargeable with a minimum charge of £150. Invoices for chargeable warranty calls must be settled within 10 working days of receipt. Any subsequent warranty calls for Parry catering equipment will be subject to the settlement of chargeable calls before they can be actioned.

Failure to pay warranty charges will result in your warranty being placed on hold until any outstanding invoices are settled. Any issues regarding the raised charges should be put in writing to our warranty department for further investigation. We reserve the right to charge for replacement products where the original is proven to be non-faulty.

Not covered under Warranty

Fault due to incorrect installation, poor maintenance or equipment abuse.

Equipment not maintained, clean and fit for use, or covered in food debris.

Resetting of equipment or circuit breakers.

Faulty electrics – e.g. a customer's plug socket, plug wiring, junction box fault, wrong fuse.

Products must be serviced after first 12 months to be eligible for the 2-year warranty.

Foil used on racks, blockages and lime scale issues.

Consumable items such as lamp fittings, bulbs and door seals.

Accidental damage (including glass and ceramic tops).

Excessive carbon build-up on griddle plates or overuse of lava rock on chargrills (recommended use by Parry is no more than 2kg).

Appliances that have been installed in mobile trailers are covered by parts only warranty for 24 months.

Extraction canopies are sold with parts only warranty on the fans and speed controllers for 12 months. If parts are found to be faulty through lack of cleaning of the extraction canopy, they will be chargeable. The equipment should be installed by a competent person who is aware of the design, performance, and the capacity of the ventilation system so they can ensure adequate ventilation.

All of the above points are not covered by warranty and any costs incurred, because of the above, will be forwarded to the parties responsible for placing the call.