



PROVIDING FRIDGE EXCELLENCE

Product Support Redefined

Extended & No Quibble Warranty Terms & Conditions





- As per the Beijer Ref UK & Ireland standard warranty terms & conditions, the warranty only covers parts for the agreed term; it does not cover full units or systems, labour, travel time, initial call outs, subsequent visits, access equipment, additional materials, or service contract charges.
- Warranty is held by the customer that purchased the equipment and is not transferable.
- All claims must be submitted via the warranty process along with the warranty form, supporting information, and faulty parts being returned to obtain a warranty reference. No credit can be issued without a warranty reference.
- Extended or No Quibble warranty starts from the date that the customer receives confirmation of their partner status. (FridgeHub, FridgePro Optyma, FridgePro, and FridgePro +). Any equipment purchased before this date will be covered by the previous terms and conditions.
- Extended or No Quibble warranty only applies to refrigeration capital equipment.
- Extended and No Quibble warranty does not include the Danfoss ICO2 condensing units or any other product outside of the Fridgesplit ranges.
- All failures will be monitored and repeat failures may result in the customers partner status being reviewed or other options being offered i.e., vouchers, product training, discount on future purchases.
- All equipment must have a biannual service and maintenance. Beijer Ref UK & Ireland have the right to request service & maintenance records at any time. failure to provide records when requested may result in claims being rejected or the customers partner status being reviewed.
- Beijer Ref UK & Ireland may request additional information to support claims at any time. failure to support this request may result in rejected claims, HVACR attending site to check the installation, or customers partner status being reviewed.
- Beijer Ref UK & Ireland have the right to refuse any claim if the fault is not with the capital equipment, even for equipment covered by No Quibble warranty. i.e., system setup, user error, lack of service & maintenance or any other external factors.
- All other Beijer Ref UK & Ireland warranty terms and conditions still apply and can be found on the customer account contract.



PROVIDING FRIDGE EXCELLENCE

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