

Maidaid Distributor Warranty Terms

To log a warranty call, distributors must contact:

Email: service@maidaid-halcyon.co.uk

Service Desk: 01280 845 300 (option 3)

Required Information for Warranty Calls

To process a service visit request, the following details must be provided:

- Site Address
- Site Contact Details (including name, phone number, and email of the responsible person)
- Appliance Model and Serial Number
- Access Times
- Detailed Fault Description, including any error codes displayed
- Proof of Purchase and Installation Date

Failure to provide this information may result in delays or the rejection of the warranty request.

Service Visit Timing

Warranty service visits will be conducted during standard working hours: Monday to Friday, 08:30 – 17:00. Any service required outside these hours will incur additional charges at the prevailing out-of-hours rate, unless pre-authorised in writing by Maidaid.

Warranty Exclusions and Chargeable Services

Maidaid reserves the right to charge distributors for service visits where the fault falls under warranty exclusions. Any visit resulting in non-warranty work will be chargeable at full cost, with an upfront cost of up to £350.00. If repair costs exceed this, a written quotation will be provided before proceeding.

Non-Covered Issues Include (but are not limited to)

- Unauthorised Repairs or Parts – Any faults caused by non-genuine Maidaid Halcyon replacement parts, accessories, or service work carried out by unauthorised providers will void the warranty.
- Improper Use – Warranty is void if the appliance is used outside of its intended purpose or not maintained per manufacturer guidelines.
- Incorrect Installation – Any issue arising from installations not performed by an approved Maidaid Halcyon engineer, including:
 - o Poor drainage setup
 - o Incorrect electrical or water supply connections
 - o Inadequate water pressure or poor water quality
 - o Incorrect commissioning settings (e.g., incorrect water hardness settings causing scale build-up)

Maidaid Distributor Warranty Terms

- Blockages – The removal of blockages or replacement of parts due to obstructions caused by broken glass, food residue, or other debris is not covered.
- Lime Scale Damage – Cleaning or replacing parts damaged by lime scale due to inadequate water treatment or failure to follow maintenance guidelines is not covered.
- Chemical Issues – Performance issues due to improper or inferior dosing chemicals. Distributors must ensure appropriate chemical use; changes in brands or concentration require adjustments by an approved engineer, which are chargeable.
- Customer Neglect or Misuse – Any damage resulting from improper use, neglect, abuse, vermin infestation, or exposure to extreme conditions (e.g., outdoor weather, excessive heat, cold, or moisture) will not be covered.
- Excluded Parts – External hoses, electrical supply cables, scrap trays, wash arms, drain plugs, and similar non-core components are not covered by warranty.

Additional Conditions for Ice Machines

- Installation Location – Machines must be installed in a well-ventilated area, away from heat sources, and not exposed to outdoor elements or direct sunlight.
- Operating Temperature – The machine must operate within 10°C to 43°C, with an optimal range of 10°C to 35°C and a water temperature of 3°C to 25°C. Machines operating outside this range will not be covered.
- Thermostat Adjustments – Any adjustments required due to seasonal temperature changes are the responsibility of the user and are not covered under warranty.
- Ventilation Requirements – Machines must have sufficient clearance:
 - o Undercounter units: 50mm
 - o Modular units: 150mm
 - o Front clearance: Sufficient space to fully open the bin door
 - o Heat Dissipation: Ventilation grilles must remain unobstructed to ensure proper function and avoid damage.
- Cleaning & Maintenance – The regular cleaning of condensers and sanitisation of ice machines is the responsibility of the end user and will not be covered by warranty. Distributors must ensure customers are aware of required maintenance.

Maidaid Distributor Warranty Terms

- Off-Site Repairs

Maidaid Halcyon shall not be liable for any costs incurred as a result of a machine requiring removal from the premises for repair when on-site repairs are not feasible due to site restrictions. This includes, but is not limited to, cases where repairs involve procedures that cannot be conducted on-site, such as the replacement of a condenser requiring hot work in a restricted environment.

- Parts-Only Warranty Coverage

The parts-only warranty covers replacement of components deemed to have failed due to premature failure or manufacturer defect. This warranty does not extend to any additional costs associated with repairs, including but not limited to labour, consumables, or incidental expenses.

- Exclusions from Parts-Only Warranty

The parts-only warranty expressly excludes coverage for refrigeration gas, brazing, and any materials or consumables required for brazing. The warranty holder (distributor) shall bear full responsibility for all labour costs, replacement refrigeration gas, proper disposal of reclaimed refrigerant, and any other materials necessary to complete the repair.

- Geographical Limitations

The full warranty coverage applies only to machines located on the mainland of Great Britain. Machines supplied to Ireland or any smaller islands off the mainland Great Britain will be eligible only for a parts-only warranty.

- Installation Responsibility

Where Maidaid contracts an installation to a third-party service provider, the installer shall be fully responsible for rectifying any issues arising from improper or defective installation. The installer agrees to bear all associated costs required to correct any deficiencies in the installation work.

Distributor Responsibilities

Distributors are responsible for ensuring that all customers understand the warranty terms and exclusions. Maidaid will not be liable for any disputes arising between distributors and their customers due to a misunderstanding of these terms. Any warranty claim rejected due to non-compliance with these terms will be chargeable in full to the distributor.

For further clarification, please contact our service team before scheduling a visit.

For a full list of our warranty exclusions please refer to our Warranty exclusions document published on our website.