

Maidaid Service Partner Terms & Conditions

To carry out any warranty service on behalf of Maidaid, service partners must adhere to the following terms and conditions. Failure to comply may result in non-payment of invoices or removal from our approved service partner list.

Warranty Call Procedure

Service partners must obtain a job number before attending a site by contacting:

Email: service@maidaid-halcyon.co.uk

Service Desk: 01280 845 300 (option 3)

A job number must be included in all correspondence and on invoices. Calls attended without prior approval will not be reimbursed.

Response Time & Reporting Requirements

- Service partners must respond to warranty calls **within 48 hours**.
- A **detailed job sheet** must be submitted upon completion, including:
 - o Arrival and departure times
 - o Appliance model and serial number
 - o Electrical safety test results
 - o Engineer's findings
 - o At least one on-site image of the appliance
 - o Details of parts fitted (including part numbers)
 - o A signed confirmation from the site contact
- No invoices will be paid without a fully completed job sheet.

Chargeable Visits & Cost Limitations

If any of the following exclusions apply, service partners must inform the end user that the call is chargeable and obtain their authorisation before proceeding:

- If the estimated repair cost exceeds **£350.00**, a written quotation must be submitted to Maidaid for approval.
- Any non-approved work or parts used without authorisation will not be reimbursed.

Warranty Exclusions

The following faults are not covered under warranty, and any associated service visit will be chargeable:

- Unauthorised Repairs or Parts – Any defects caused by non-genuine Maidaid Halcyon parts or unauthorised service work.
- Improper Use – If the appliance has been used outside its intended purpose or not maintained per manufacturer guidelines.

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- Installation Issues – Any problems due to incorrect installation by a non-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 leading to scale build-up)
- Blockages – Removal of obstructions such as broken glass, food debris, or other foreign objects.
- Lime Scale Damage – Cleaning or replacing parts damaged by lime scale due to improper water treatment.
- Chemical Issues – Performance issues resulting from incorrect or inferior dosing chemicals.
- Customer Neglect or Misuse – Damage due to improper use, neglect, abuse, vermin infestation, or exposure to extreme conditions (e.g., outdoor weather, excessive heat, cold, or moisture).
- Excluded Parts – External hoses, electrical supply cables, scrap trays, wash arms, drain plugs, and similar non-core components.

Additional Conditions for Ice Machines

- Installation Location – Machines must be installed indoors in a well-ventilated area, away from heat sources, and not exposed to outdoor elements.
- Operating Temperature – Machines must operate within **10°C to 43°C**. Machines outside this range will not be covered.
- Thermostat Adjustments – Any seasonal adjustments required 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.
- Cleaning & Maintenance – Service partners are responsible for informing customers that regular condenser cleaning and sanitisation is required and **not covered under warranty**.

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- 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 Halcyon 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.

Service Partner Responsibilities

- Service partners are responsible for ensuring that all warranty exclusions and terms are clearly communicated to the end user before proceeding with repairs.

- Any claims rejected due to non-compliance with these terms will be chargeable to the service partner.

- Maidaid reserves the right to audit and review service partner work and withhold payment for non-compliant service calls.

For further clarification, contact our service desk before proceeding with any repairs.

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