

Assistance | installation & general conditions



Contact

For new orders and sales enquiries please email sales@maidaid-halcyon.co.uk

For all machine warranty enquiries please email service@maidaid-halcyon.co.uk

Tel: 0345 130 8070

Installation charges

● Undercounter glass or dishwasher	£285
● Hood / pass through dishwasher	£405
● Ice machine / Free standing	£340
● Ice machine modular	£POA
● Utensil, rack & flight machines	£POA
● Site survey prior to installation	£150
● Commissioning	£135

The above installation prices are for positioning and connection to all services within 1 metre, during normal working hours and are based on a clear site with unhindered access on the ground floor. Any minor modifications required to enable installation will be charged at cost.

Should the above not be available a **full site survey would be recommended** prior to installation.

Please note: An aborted install charge will result if the installation site has inappropriate provision of suitable service conditions or is unable to accept installation for any other reason that is not notified to us at least 24 business hours prior to the scheduled installation.

Ancillary items if fitted at time of installation

● Fit manual water softener	£75
● Fit hot or cold automatic water softener	£130
● To fit new or re-fit existing tabling (excluding any alterations)	£130
● Fit Ice machine independent drain pump	£70

Retro drain pump kits available on selected models – Price on application.

Ancillary pricing

Ancillary prices are correct at the point of print, but may vary, please contact our sales team for up to date pricing.

General conditions

Delivery, collection & disposal

Machine prices in this guide include free next working day delivery to mainland UK, excluding Rack/Flight, Pot/Utensil Washers and Modular Icemakers. Deliveries to certain destinations may have extended delivery period.

Delivery prices are for deliveries within 3 months of order. Orders delivered after 3 months will be subject to any current prices at time of delivery.

Prices for special delivery times or other destinations and excluded items delivery cost on request.

Standard delivery is limited to door step delivery only.



A collection & disposal service is available for UK mainland only. The cost for this is £95 for Undercounter machines and £125 for Pass Through models, subject to the machine being boxed, on a pallet and left in an easy to access area – this excludes Rack/Flight, Pot/Utensil washers & Modular ice makers which are subject to quotation.

Water treatment

To achieve good warewashing results water treatment is essential. It will help prevent calcium scaling of internal components and reduce detergent consumption. If water hardness exceeds 7° Clark (100 ppm), a water softener is recommended on all dish and glass washers, unless already built into the machine. Icemakers also suffer from scaling in hard water areas and in these cases a suitable replaceable water filter system must be used.

Warranty conditions

Warranty terms vary from one to three years and are stated throughout this guide, if not specifically referred to they are for 12 months. For warranty to remain valid, installation, commissioning and end user training must be completed per instructions supplied and within the specification of equipment; to fit suitable water treatment equipment in areas of hard water; to use recommended chemicals; and to operate the equipment in accordance with user instructions, which includes thoroughly cleaning equipment after use. For full warranty details please visit www.maidaid.co.uk.

VAT

All prices are subject to VAT at the current rate applicable at date of dispatch.