

Adande – Making Sense of Refrigeration



Be Sure With Adande Warranty

2 Years - Parts (including Seals) & Labour

Contact Us

Adande® Refrigeration
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Sales Enquiries

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Service & Parts Enquiries

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The Adande® technology is protected by GB Patent no. GB2354061 and is the subject of further Applications for national and international patents.

UK Warranty Policy

Every new Adande refrigerated drawer unit is warranted to be free of defects in manufacture and workmanship for a period of 2 years, The warranty will lapse on change of ownership unless Adande is advised in writing within 45 days of the transfer of ownership.

If you experience any difficulty during the warranty period you should consult the trouble-shooting section of your Operator's Manual. If that does not resolve the difficulty you should contact the Distributor from whom you purchased the unit, or contact Adande. Have the model number, serial number and approximate date of purchase ready when you call. The serial number appears on the unit itself.

Remedial work under warranty must only be carried out by an approved Service Engineer, at whose discretion defective parts will be replaced or repaired. Parts for which replacements are made become the property of Adande. Any part replaced or repaired under warranty is warranted to be free of manufacturing defects until the expiry of the original warranty.

Extended warranties can be purchased from Adande, for periods of up to 5 years. Please contact Adande for further details.

The warranty is subject to the following conditions and exclusions.

1. The unit must be used, serviced and maintained in accordance with the recommendations in the Operators Manual. Further copies of the Operator's Manual are available from Adande.
2. The unit must not be serviced, modified or repaired by anyone other than an approved Service Engineer. A list of approved service engineers can be provided by Adande. Only Adande approved parts may be used.
3. Warranty claims must be notified to Adande within 10 days of being discovered.

4. Warranty work will only be carried out between the hours of 8:30am to 5:0pm Mondays to Friday, excluding public holidays. Where requested by the customer, additional costs from out of hours working will be charged.

5 Replacement parts must be authorised by Adande. Unauthorised parts may interfere with the operation of the unit and will invalidate this warranty. Adande can confirm which parts are approved, upon request.

6. The warranty does not extend to consumable parts, normal wear and tear, failure due to physical damage (accidental or otherwise) or misuse. This includes fuses and where the electrical supply is not properly connected or does not meet normal EU electrical mains supply specifications including power surges, dips and spikes.

7. Gaskets (seals) are included in the warranty providing they are clean and have not been subject to misuse.

8. Service call outs that do not comply with this warranty policy will be charged to the customer.

9. ADANDE IS NOT RESPONSIBLE FOR ANY CONSEQUENTIAL, ECONOMICAL OR FINANCIAL LOSS ARISING AS A RESULT OF ANY FAILURE OF THE UNIT NOR FOR ANY LOST FOOD, CONTENTS OR LOST BUSINESS. Following notification of a claim to an Adande Distributor the Distributor will endeavour to resolve the problem as quickly as possible, with the minimum disruption to your business. If you have purchased a unit as a consumer (not as part of a business run by you) your statutory rights are not affected. The exclusions in this clause do not apply to personal injury or death caused by Adande's negligence. Neither Adande nor an Adande Distributor can be responsible for circumstances arising beyond their control. OTHERWISE THIS WARRANTY IS GIVEN IN LIEU OF ANY GENERAL LEGAL RIGHTS THAT YOU MIGHT OTHERWISE HAVE AGAINST ADANDE.

10. The warranty expires on the second anniversary of the date on which Adande first delivered the unit to the customer/dealer, or from the date of installation where this has been specifically agreed in writing with Adande.