

## **Terms and Conditions of AFS T/A Synergy Grill Product**

### **Warranty** **(Electrical and Gas)**

Synergy Grill technology offers customers the security of a 1-year parts and labour repair service subject to the following terms and conditions as standard.

The warranty includes all parts of the grills except ignitors, grill bars, burner caps, ceramic stones, ceramic rings and decal (also known as consumables) which are not covered within the warranty except for documented and reported manufacturing defects.

During the period of the warranty, we will, at our discretion, repair or replace the Synergy Grill/griddle free of charge where it suffers mechanical or electrical failure because of defective components, mechanical assembly or materials, subject to the following conditions and exclusions.

1. The Synergy Grill must have been installed and commissioned within 90 days of delivery by a registered Gas Safe installer or electrician (subject to product type) that is Synergy Grill accredited in accordance with the guidelines in the installation and servicing information provided with the grill and on our website. If site/client are not ready for their grill, please inform us and we may be able to hold the unit until the site/client is ready for delivery of the grill/griddle.

2. Genuine Synergy parts are only to be used, failure to use genuine warranty parts will deem warranty void. Parts can be sourced via Parts Town UK:

**Parts Town UK Limited**  
**Blakeney Way**  
**Kingswood Lakeside**  
**Cannock**  
**WS11 8LD**  
**United Kingdom**

**Open: Mon-Fri 8.30am to 5.30pm, Sat 8.30am to 12.30pm**

**Telephone: +44 (0) 1543 577 778**

**[www.partstown.co.uk](http://www.partstown.co.uk)**

3. The commissioning document must be completed online by the correct product type by the installer on completion of the installation to activate the full 1-year warranty.

To register a synergy product please register at:

**<https://synergygrill.com/registeryoursynergy/>**

Failure to register within 90 days with an accredited Synergy Engineer details will lead to an inactivate warranty thus deeming it void.

4. The warranty will commence from the date of installation/registration. Without proof of purchase i.e. an invoice and completed commissioning document, the warranty will commence from the date of delivery as detailed on the invoice and will only be valid for 90 days pending completion and receipt of the commissioning document.

5. Synergy Grill reserves the right to invalidate the warranty, if it is apparent that the correct cleaning maintenance procedures have not been adhered to, in accordance with the manufacturer's instructions supplied with the product or evidence of misuse.

6. At the end of the 1-year warranty period, Synergy Grill reserves the right to approach any end user and offers the Synergy Grill extended Maintenance Agreement.

7. Please contact your dealer/point of sale directly during the active period of the warranty for any warranty associated actions or enquiries.

8. Parts and labor under this warranty are guaranteed in the UK only unless otherwise stated by Synergy in writing at the time of purchase.

a. Non-UK Mainland and remote locations warranty covers parts only.

b. Mobile catering vehicles or locations of a non-fixed abode warranty covers parts only

9. The warranties in this Clause do not apply to any defect in the Goods caused by the fault, negligence, or failure of the Customer to use the goods for their normal intended purposes or failure to adhere to manufacturer instructions (including storage, use in incorrect environment, maintenance, and cleaning).

The warranty is only valid when the unit has been installed by a Synergy accredited engineer.

10. Authorized warranty Labor covers Monday through to Friday -9am to 5pm.

No premiums will be paid by Synergy for service outside these hours unless approved by Synergy in writing.

11. Useful links; <https://synergygrill.com> <https://synergygrill.com/maintenance>

Please note:

a. It is the registered engineer or the manufacturer's discretion to determine a warranty call out. If it is found that the manufacturer's instructions have not been adhered to, Synergy Grill reserve the right to charge the full amount for any repair work needed.

b. Registered Synergy Grill Engineers will only attend where it is considered by the engineer the installation does not pose a risk to health and safety.

12. Warranty does not apply:

a. If the Synergy Grill is removed from its place of installation without our prior consent.

b. To any defect, damage or breakdown caused by inadequate servicing of the Synergy Grill

- or by deliberate action, accident, misuse or third-party interference including modification or an attempted repair which does not fully comply with industry standards.
- c. To any defect, damage or breakdown caused by defective installation, and/or maintenance of the Synergy Grill.
  - d. Any gas leak detected external to the Synergy Grill; This includes the 3/4-inch flexi hose. If a gas leak is detected, turn off all gas appliances and all types of ignitions and contact your local Gas Safe Engineer.
  - e. Damaged electrical cables.
  - f. To any other costs or expenses caused by or arising because of the breakdown of a Synergy Grill.
  - g. To any defect resulting from the incorrect installation of the Synergy Grill.
  - h. To any costs incurred during delays in fixing reported faults.

13. We reserve the right to charge a call-out fee where:

- a. There is no completed 'Synergy Grill' commissioning sheet or equivalent control document present.
- b. A fault cannot be found, or an inaccurate report has been submitted.
- c. The breakdown or fault has been caused by an event which is excluded from the warranty.
- d. Failure to commit to an agreed appointment or refuse entry prior to our engineers visit.
- e. The grill is not COLD at the agreed time of engineer attendance and therefore unable to conduct repairs.
- f. The Synergy Grill is outside the period of warranty, or the conditions of the warranty have not been met.

14. If we fit the replacement parts or replace a Synergy Grill it will not extend the period of the warranty.

15. For accreditation terms please contact your dealer or Synergy Grill for further details.

**Note:**

Cast iron grill bars and mild steel plates are lightly coated in food grade oil to prevent rusting which is normal for these metals.

Some light rusting may still occur due to transport and storage conditions. This rust will be removed easily when grill bars and heat plate are first heated and seasoned.

Initial and ongoing seasoning of grill bars is the responsibility of the user.