

CATERING EQUIPMENT DIRECT

Servicing & Repairs

How we support you after your purchase

Catering Equipment Direct Ltd (trading as CED) · Company No. 16783369 · Registered Office: 61 Bradford Street, Walsall, England, WS1 3QD

VAT No. 504 2680 17

Our Commitment to Aftercare

At Catering Equipment Direct, we understand that equipment downtime can have a serious impact on your business. We work with a network of manufacturer-authorised service engineers across the UK to provide warranty repairs, planned maintenance, and breakdown support for the products we supply.

All service work on equipment supplied by Catering Equipment Direct must be carried out by qualified, manufacturer-authorised engineers. Catering Equipment Direct coordinates with the relevant Authorised Supplier's service network on your behalf.

Warranty Repairs

Where a fault falls within the scope of the manufacturer's warranty, we will arrange for an authorised engineer to attend your site at no cost to you (subject to the terms of the warranty cover applicable to your product). Please refer to our Warranty Information for full details of what is and is not covered.

To request a warranty repair, contact us with your order number, serial number, and a description of the fault. We will log your request and liaise with the relevant service team to arrange an engineer visit.

Engineer Response

Our Authorised Suppliers operate nationwide engineer networks covering the whole of the UK mainland, including England, Scotland, and Wales. Response times vary depending on your location, the nature of the fault, and the availability of replacement parts. We aim to progress all warranty repair requests as quickly as possible.

Parts Availability

Engineers carry a comprehensive range of commonly required spare parts to maximise the chance of resolving your fault on the first visit. Where a specific part is not carried, our Authorised Suppliers operate next-day parts delivery services to minimise downtime.

Out-of-Warranty Repairs

If your product is outside of its warranty period, or if the fault is not covered by warranty, a chargeable repair service may be available through our Authorised Supplier network. Charges will include the cost of the engineer's time, travel, and any replacement parts required.

To enquire about an out-of-warranty repair, please contact us with your unit details and a description of the fault. We will obtain a repair assessment and provide you with an estimate before any chargeable work is authorised.

Out-of-warranty repair services are offered subject to engineer availability and parts availability. Not all products can be repaired out of warranty, particularly older units where parts are no longer manufactured. In such cases, we will advise on replacement options.

Who Can Service Your Equipment

Only manufacturer-authorised engineers are permitted to service, repair, or carry out maintenance work on equipment supplied by Catering Equipment Direct. Any work carried out by an unauthorised person will immediately and permanently void the manufacturer's warranty.

Refrigeration Equipment

All refrigeration and freezer equipment must be serviced by engineers who are fully qualified and F-Gas trained in accordance with UK F-Gas Regulations (The Fluorinated Greenhouse Gas Regulations 2015). Any handling of refrigerant gases must be carried out by a person holding a valid F-Gas qualification. It is a legal requirement that F-Gas work is only carried out by certified individuals.

Gas Appliances

All gas appliances must be serviced, repaired, and maintained exclusively by a Gas Safe registered engineer. It is a criminal offence under the Gas Safety (Installation and Use) Regulations 1998 for any person who is not Gas Safe registered to carry out gas work on a commercial premises. The Company accepts no liability for any consequence arising from gas work carried out by an unregistered person.

Electrical Equipment

All electrical service work, including replacement of electrical components, rewiring, and modification of power connections, must be carried out by a Qualified Electrician holding the appropriate qualifications under the Electricity at Work Regulations 1989 and the IET Wiring Regulations (BS 7671).

Planned Preventive Maintenance

We strongly recommend that all commercial catering and refrigeration equipment is subject to a regular planned preventive maintenance (PPM) programme. Regular PPM reduces the risk of unexpected breakdowns, prolongs equipment life, maintains energy efficiency, and is required to keep warranty cover valid.

Recommended Maintenance Intervals

Refrigeration condensers: Clean at least once per month. More frequently in high-grease environments.

Door seals and gaskets: Inspect monthly. Replace immediately if worn, cracked, or not sealing correctly.

Ice maker water systems: Clean and flush every six months as a minimum.

Water filters (ice makers and dishwashers): Replace at manufacturer's recommended intervals.

Fryer oil: Filter regularly. Full oil change at manufacturer's recommended intervals.

Dishwasher descaling: Frequency depends on local water hardness. At least quarterly in hard water areas. A water softener is strongly recommended.

Gas appliances: Annual service by a Gas Safe registered engineer is strongly recommended and may be required by your insurance policy.

Full refrigeration service: Annual service by an F-Gas trained engineer is strongly recommended to check refrigerant charge, compressor condition, and all safety controls.

Maintenance Records

We strongly recommend maintaining a written maintenance log for each unit, recording the date, nature, and outcome of all servicing and maintenance activities. In the event of a warranty claim or insurance claim, maintenance records may be required as evidence. Failure to produce maintenance records may result in a warranty claim being refused.

Spare Parts

Spare parts for products supplied by Catering Equipment Direct are available through the relevant manufacturer's parts department. We can assist in identifying the correct part reference for your unit. Please contact us with your unit's serial number and model reference and we will direct you to the appropriate parts source.

Please do not attempt to source or fit spare parts without first confirming with us that the intended part is approved for your unit. Fitting non-approved parts will void your warranty.

What Happens If a Fault Is Not a Manufacturing Defect

Where an engineer attends your site under a warranty callout and determines that the reported fault is not a manufacturing defect — for example, where the fault is attributable to blocked condensers, pest damage, incorrect electrical installation, inadequate maintenance, physical damage, or misuse — the following will apply:

- The warranty claim will be declined.
- The full cost of the engineer callout, including travel, labour, and any diagnostic work, will be charged to the Customer.
- A report of the engineer's findings will be provided to you.
- Where a chargeable repair is required, we will provide an estimate before any further work is authorised.

This policy applies across all Authorised Suppliers and reflects the standard terms of all manufacturer service networks with which Catering Equipment Direct works.

Contact Us for Service and Repairs

To report a fault, request a warranty repair, or enquire about out-of-warranty servicing, please contact us:

Email: info@cedcateringequipment.co.uk

Website: cedcateringequipment.co.uk

All service and repair requests are handled in conjunction with the relevant Authorised Supplier's service team. Response times are subject to engineer availability and parts availability. This Servicing and Repairs page should be read alongside our Warranty Information and full Terms and Conditions of Sale.