

CATERING EQUIPMENT DIRECT

Warranty Information

Your warranty rights, what is covered, and how to make a claim

Catering Equipment Direct Ltd (trading as CED) · Company No. 16783369 · Registered Office: 61 Bradford Street, Walsall, England, WS1 3QD
VAT No. 504 2680 17

Your Warranty Cover

Every product sold by Catering Equipment Direct comes with a manufacturer-backed warranty as standard. Warranty terms are clearly stated on each product listing and in your order confirmation. This page explains how your warranty works, what it covers, and what it does not cover.

Catering Equipment Direct acts as an authorised reseller and distributor. Warranty cover is provided by the manufacturer or Authorised Supplier of the relevant product. We will always assist you in making a warranty claim and liaise with the relevant manufacturer or supplier on your behalf.

Catering Equipment Direct supplies business customers only. All products are commercial-grade equipment intended for commercial use. Use of the equipment in a domestic (non-commercial) environment is outside its designated purpose and is not covered by warranty.

Standard Warranty Cover by Supplier

Warranty terms vary by brand and product. The following provides a summary of standard cover for our main suppliers. Specific terms for any product are confirmed at the point of sale:

Tefcold

- New integral products purchased from 1 July 2025 onwards: 2 Years Parts + 1 Year Labour as standard, at no additional cost.
- Products purchased before 1 July 2025: 2 Years Parts only as standard.
- Remote and non-integral units may carry different terms — confirmed at the point of sale.
- Extended warranty plans providing 2 Years Parts + 2 Years Labour are available for purchase at the time of ordering.

Blizzard Refrigeration (via Pentland Wholesale)

- 3 Years warranty as standard on the full Blizzard range.
- Choice of parts-only or parts and labour cover available depending on location.

Pentland Wholesale (other brands)

- 1 to 3 Years warranty depending on the specific product and brand.
- Parts-only and parts and labour options available.
- Parts-only warranty applies to Isle of Man, Isle of Wight, and Channel Islands.

Combisteel

- 1 Year Parts warranty as standard on all products.
- Labour cover available on selected models — confirmed at point of sale.

Blue Badger Wholesale

- Warranty terms are product-specific and confirmed at the point of sale.
- Some products carry the maker's warranty; others are covered directly by Blue Badger.
- Unless stated otherwise on the product listing, cover is parts-only and the supplier's liability is limited to the value of the defective part.

Future and Additional Suppliers

- As our product range grows, warranty terms for all additional suppliers will be clearly stated on the relevant product listing and confirmed in your order documentation.

What Is Covered

Parts Warranty

A parts warranty covers the cost of replacement electromechanical components that fail due to a manufacturing defect within the warranty period. Replacement parts will be like-for-like or compatible components at the manufacturer's discretion.

Labour Warranty

Where labour warranty cover is included or purchased, this covers the cost of a qualified, manufacturer-authorized engineer attending your site and fitting warranted replacement parts. Labour warranty is available on UK mainland only. Engineers aim to carry a comprehensive range of spare parts to maximise the chance of a first-visit repair.

Extended Warranty

Extended warranty plans beyond the standard cover are available on selected products. Please enquire at the time of ordering. Extended warranty must be purchased before the standard warranty expires.

What Is Not Covered

Please read this section carefully. The following items and circumstances are excluded from all warranty cover. These exclusions apply across all of our Authorised Suppliers and will apply to any future supplier partnerships.

Excluded Parts and Accessories

- Shelves, baskets, trays, pans, and internal organiser components
- Door seals, gaskets, and rubber trims (unless damaged on delivery and reported within 24 hours)
- Light bulbs, fluorescent tubes, LED strips, and their housings (unless damaged on delivery and reported within 24 hours)
- Glass panels, glass doors, and glass shelving (unless damaged on delivery and reported within 24 hours)
- Handles, hinges, and all other external fittings (unless damaged on delivery and reported within 24 hours)
- All consumable items and items subject to normal wear and tear

Excluded Circumstances

- Any fault arising from failure to follow the manufacturer's installation, commissioning, use, or maintenance instructions
- Any fault arising from failure to carry out regular maintenance as required — including but not limited to condenser cleaning, defrosting, and water system cleaning
- Any fault arising from use of the equipment other than for its designated purpose, including use in a domestic environment
- Any damage caused by Unauthorised Modification of the Goods by any person
- Any damage caused by Unauthorised Modification of the electrical or gas installation serving the Goods
- Any damage caused by the use of extension leads, multi-socket adaptors, or non-permanent power connections
- Any damage caused by connection to an incorrect, inadequate, or non-compliant electrical supply

- Any damage caused by rodents, insects, or other pests, including cable damage by gnawing
- Any damage caused by flooding, fire, physical impact, or other environmental or fortuitous events
- Any fault arising from the relocation or movement of the unit after installation
- Blocked condensers — expressly excluded across all suppliers
- Refrigerant leakage unless discovered prior to charging the system
- Limescale build-up due to inadequate water treatment
- Stock losses, food losses, or any consequential or indirect losses resulting from equipment failure
- Cosmetic damage not reported within 24 hours of delivery

Warranty Invalidation

Warranty will be cancelled immediately and permanently if: the Goods have been modified without authorisation; if non-approved spare parts or refrigerants have been used; if the Goods have been worked on by an unauthorised engineer; or if the Customer fails to comply with the maintenance obligations set out in our Terms and Conditions.

How to Make a Warranty Claim

To submit a warranty claim, please contact us with the following information:

- Your order number or proof of purchase
- The date of purchase and date of delivery
- The make, model, and serial number of the affected unit
- A clear description of the fault and when it first occurred
- Where available, evidence of regular maintenance (maintenance log recommended)

We will assess your claim and liaise with the relevant manufacturer or Authorised Supplier. Where an engineer visit is required, this will be arranged through the manufacturer's authorised service network.

Before You Submit a Claim — Please Check

Many apparent faults can be resolved without an engineer visit. Before contacting us, please check the following:

- Refrigeration not cooling: Check condenser is not blocked. Check unit is not near a heat source. Check temperature controller setting. Check door seal is not damaged.
- Product not switching on: Check power supply is connected and switched on. Check circuit breaker has not tripped. Check the correct circuit breaker type is installed.
- Circuit breaker tripping: This is almost always an electrical installation issue. Have a Qualified Electrician inspect the supply before submitting a claim.
- Ice build-up: Routine defrosting required. Not a warranty fault.

Where an engineer attends and finds no manufacturing defect, or where the fault is attributable to an electrical, installation, pest, or maintenance issue, the full cost of the callout will be charged to the Customer.

Warranty Claim Contact

Email: info@cedcateringequipment.co.uk

Website: cedcateringequipment.co.uk

Warranty is non-transferable and applies to the original purchaser only. Warranty terms apply in conjunction with our full Terms and Conditions of Sale. All warranty terms are subject to the terms of the relevant manufacturer or Authorised Supplier.