



YOUR MAXSHELF WARRANTY

Every refrigeration unit we sell comes with a year of **parts cover**. Add **parts and labour** for **£150 + VAT per unit**, and we send the engineer too.

TWO COVERS, ONE CHOICE

MADE WHEN YOU ORDER

INCLUDED WITH EVERY UNIT	£0 INCLUDED	OPTIONAL UPGRADE	£150 + VAT PER UNIT
1 YEAR PARTS ONLY ✓ 12 months of replacement parts for a covered fault, from the day of delivery. ✓ On every unit we sell, at any UK address. – Labour is not included. If an engineer visit is needed, we quote for it before anything is booked. Nothing to do — the cover starts when your unit is delivered.		1 YEAR PARTS AND LABOUR ✓ Everything in the parts cover, plus engineer call-out and labour for a covered fault, for 12 months from delivery. ✓ For sites inside our engineer-covered postcode areas — we check your site postcode when you order. – Not available on remote (engineer-installed) units — see below. Ask for it when you order. It goes on your sales order as its own line, one per unit.	

Remote units. Remote multideck chillers — and any unit that runs off a remote condensing pack — are installed and commissioned by your refrigeration engineer, so on-site work is their responsibility rather than Maxshelf's. These units carry the 1 year parts cover; the parts and labour cover is not available for them.

WHAT IS NOT COVERED — under either cover

- ✗ Misuse, and accidental damage.
- ✗ Failure to clean condensers and filters.
- ✗ Sites without a suitable dedicated power supply.
- ✗ Delivery damage not raised while the driver was present.
- ✗ A unit that has not been maintained — the warranty is void. See page 2.
- ✗ Labour under the parts-only cover; engineer visits outside the covered areas, or to remote units.

IF SOMETHING GOES WRONG

HAVE THIS READY

- Your **order (SO) number** — on your order confirmation and invoice.
- The **serial number** from the rating plate on the unit.
- The product, the **delivery date**, and the site address and postcode.
- A name and phone number for the site.
- What is happening, in your own words — and since when.
- **Photos or a short video** of the fault and of the serial plate.

WHAT HAPPENS NEXT

1. Contact your Maxshelf representative and tell us what is happening.
2. We run through a short checklist with you on the phone — own socket? condenser clean? doors sealing? iced up? Many faults are set-up issues that are fixed there and then.
3. We text you a link to send photos or video of the fault and the serial plate straight to your claim.
4. We file the claim and a supervisor reviews it.
5. Approved: we send the part — and under the parts and labour cover, book the engineer.
6. We confirm the fix with you and close the claim.

The wording on your warranty certificate is the wording that applies to your unit. This card is a guide to it. Terms effective 15 September 2026.

Parts only: Warranty is 1 year parts only — labour is not included. Any issues or damage must be flagged on delivery, while the driver is still present; claims raised after the driver has left (outside of warranty) will be rejected. Warranty does not cover misuse, failure to clean condensers/filters, or sites without a suitable dedicated power supply. Warranty is void if the unit is not maintained in line with the care guidance supplied.

Parts and labour: Warranty is 1 year parts and labour. Labour covers engineer visits to sites within Maxshelf's covered postcode areas only, and is not available on remote (engineer-installed) units. Any issues or damage must be flagged on delivery, while the driver is still present; claims raised after the driver has left (outside of warranty) will be rejected. Warranty does not cover misuse, failure to clean condensers/filters, or sites without a suitable dedicated power supply. Warranty is void if the unit is not maintained in line with the care guidance supplied.

LOOKING AFTER YOUR UNIT

A FEW MINUTES A MONTH KEEPS THE COVER VALID

! Your warranty is void if the unit is not maintained. Nearly every "not cooling" call we take turns out to be one of the twelve points below — none of them is a fault, and none of them is covered. Follow your unit's own manual where it says something different.



01

Keep the condenser clean

Switch the unit off, then brush or vacuum the condenser grille and any filter — at least monthly, more often in dusty, floury or greasy kitchens. A blocked condenser is the most common cause of a unit not cooling, and it is not covered.



02

Give it its own socket

Plug straight into a dedicated wall socket. No extension leads, adaptors or shared circuits — they overheat and trip. If the unit goes dead, check the breaker before you call.



03

Let it breathe

Keep the clearance behind, beside and above the unit that the manual asks for. Never block the vents or grilles, stack stock on top of them, or box the unit in with shelving or panels.



04

Don't overload it

Keep stock below the load line and clear of the air ducts so cold air can circulate. Never stack against the back wall or the fan outlet, and let hot food cool before it goes in.



05

Check the doors and seals

Doors must close fully on their own. Wipe the seals weekly with warm soapy water, check them for splits, never prop a door open, and keep the unit level so the doors swing shut.



06

Leave the set point alone

The controller is set for the product it holds. If staff keep adjusting it, temperatures drift and the compressor runs harder for nothing. Note the normal reading and check it each morning.



07

Keep it away from heat

Not beside ovens, fryers, grills or radiators, and out of direct sunlight. Keep the room ventilated — warm air around the unit makes it work harder and shortens the compressor's life.



08

Defrost on schedule

Follow the defrost routine in the manual. Switch freezers off to defrost fully when ice builds up on the walls or evaporator, and keep the drain hole clear. Solid ice is usage, not a fault.



09

Clean gently

Mild detergent, warm water and a soft cloth, inside and out. No hoses or pressure washers, no abrasive pads, and no bleach or chlorine-based cleaners on stainless steel — they pit and stain it.



10

Report faults straight away

If the unit is struggling — warmer than usual, running constantly, new noises, water on the floor — switch it off, move the stock and call us. Running a failing unit turns a small repair into a big one.



11

Check it on delivery

Inspect the unit with the driver — panels, glass, doors, feet or castors — before signing. Any damage or issue must be raised while the driver is still there; damage reported after the driver has left is not covered.



12

Keep your records

Your order (SO) number, the serial number from the rating plate, the delivery date, and when the unit was cleaned or serviced. A claim is checked against them — the log below is a start.

EVERY DAY

- Check the display reads its normal temperature.
- Doors closing on their own; nothing propping them.
- Vents and grilles clear, nothing stacked on top.
- Wipe spills before they dry.

EVERY WEEK

- Wipe the door seals; check for splits or gaps.
- Look for ice build-up; clear the drain hole.
- Clean shelves and the interior.
- Listen for new noises — fans, rattles.

EVERY MONTH

- **Switch off and clean the condenser and filter.**
- Check the plug, lead and socket for damage or heat marks.
- Check the unit is level and the feet or castors are secure.
- Clean the exterior and glass.

EVERY 6 MONTHS

- Fully defrost freezers — sooner if ice is thick.
- Deep-clean inside and out, condenser included.
- Check lighting, hinges and door closers.
- Ask us about a service visit before your busy season.

**CONDENSER
CLEANED —
date and initials,
each month**

JAN

FEB

MAR

APR

MAY

JUN

JUL

AUG

SEP

OCT

NOV

DEC