

## Exclusions to MEIKO Australia Pacific Limited Warranty

### Component failure due to the following conditions

- Water quality above 3<sup>rd</sup> German Hardness (54ppm)
- On site hot water incoming feed temperature above 60° C.
- On site water pressure under 60Kpa or above 500Kpa.
- On site steam pressure and volume not within MEIKO's specification.
- On site ducting not within MEIKO's specification.
- Contamination of the incoming water supply with foreign matter.
- Chlorine levels > 0.01mg/l for GIO machines and >50mg/l for all other machines

### Water, waste and transport blockages

- Integral drain pumps blocked with foreign matter.
- Any blockages what so ever within the drains and waste pipe work of the building.
- Foreign matter within the main wash jets or final rinse nozzles leading to poor washing results.
- Blocked pressure cups or float switches within the wash tank caused by grease and dirt contamination due to poor cleaning.
- Rack or flight transport machine drive motors jammed with cutlery items or other materials caused by negligence in loading by the operators.

### Site related issues

- Problems associated with inconsistent electrical phasing or loading from the customer's distribution board or at the localised isolator.
- Service calls as a result of an incorrect installation, diagnosis or adjustment by a Chemical Supplier.
- Service calls to chemical dosing pumps mounted externally to the machine that have been supplied and fitted by others, and which has prompted a call out for poor results.
- Service calls for poor wash results found to be caused by chemical dispensing pumps or the supply of chemicals that have been fitted by others.
- Where non-Meiko recommended parts or components have been fitted to the machine.
- Extra time on service calls where a machine has been installed in such a way as to hinder or block normal access to the machine and its components.

### Operator misuse or abuse

- Where there is visible evidence of misuse or abuse to the equipment e.g. twisted or damaged doors, broken or damaged knobs or switches, cuts to sensor touch keypads, operating the machine incorrectly or incorrect re-assembly of the machine after cleaning, wash jets and nozzles missing on the internal washing and rinsing system resulting in poor results, or where the fault has been caused by poor cleaning procedures.

### Re-calibration issues

- Service calls to re-adjust machine boiler filling times that have been interfered with or adjusted by a third party or from chemical suppliers.
- Service Calls to make adjustments to detergent and rinse aid dosing levels.

### Other

- Calls that are aborted without prior notice or after being agreed to, where we are unable to obtain access to the machine or where we are unable to gain access to site.
- Damage or failure of components caused by not properly servicing the equipment at regular intervals.
- Meiko will not reimburse the customer for calls, made directly to an authorised or non-authorised service agent.
- A travel charge will apply to all sites outside 40km of a CBD in Sydney, Melbourne, Brisbane, Adelaide, and Perth. All other states will incur a travel charge. Charged in 15minute increments.
- Where we find the machine in working order with no history of faults.
- Where the machine has been installed by a non Meiko trained installation engineer and has not been commissioned by **MEIKO Australia Pacific** or one of our authorised service partner engineers.
- Calls attended after normal working hours

### Components excluded

- Replacement detergent & rinse aid tubes.
- Replacement of curtains on rack and belt machines.
- Replacement of wearable parts.