



CARING FOR YOUR GLASSWASHER

User maintenance, annual maintenance, warranty, terms & conditions and other important information

To get the best out of your new glasswasher, we recommend that:

- all users read this “caring for your glasswasher” sheet and the user manual in full before operating the unit
- you use qualified and experienced engineers to connect, test and commission the glasswasher
- you carry out regular user maintenance in accordance with the manuals and as summarised below
- you have the glass washer fully maintained /serviced annually by qualified and trained engineers

Set to work and training

If you have chosen to use Camlab engineers to commission your glasswasher, this will include powering the washer, running the test programs, priming the lines (where required) and providing basic user training.

Please note that others must connect the glasswasher to all your supplies including water, drain and power. This must be done before the Camlab engineer arrives at the site otherwise additional charges for a re-visit will be payable.

Cleaning and maintenance

User cleaning and maintenance	Annual service and maintenance																																																				
<p>In order to prolong the life of your glasswasher and maintain the initial or extended warranties offered (see below), please complete the following cleaning and maintenance activities:</p> <ol style="list-style-type: none"> 1. Maintain a good level of softening salt, detergent and neutralising agent in the cans 2. Regularly check and clean the water outlet holes on the spray arm 3. Regularly check and clean the sump filters 4. Regularly run a thermal disinfection program with an empty glasswasher 5. Clean the water solenoid valve intake filters by pouring hot water through them (remove filters first) 6. Clean the intake and outlet hoses of the detergent and neutralising agent pumps 7. Regularly check and clean the door seals and hinges 8. Regularly check the integrity of the water connection <p>Failure to complete these may invalidate any warranty.</p>	<p>Your glasswasher should be fully serviced by a qualified and trained engineer annually (for under 1000 cycles per year) and bi-annually (for usage above 1000 cycles per year). The service activity includes:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>Visual inspection of the equipment</td><td style="text-align: center;">✓</td></tr> <tr><td>Check door alignment and operation</td><td style="text-align: center;">✓</td></tr> <tr><td>Check and clean door gasket and bottom door seal</td><td style="text-align: center;">✓</td></tr> <tr><td>Run machine diagnostic mode</td><td style="text-align: center;">✓</td></tr> <tr><td>Inspect electronics</td><td style="text-align: center;">✓</td></tr> <tr><td>Clean chamber filters</td><td style="text-align: center;">✓</td></tr> <tr><td>Check and clean water valve filters</td><td style="text-align: center;">✓</td></tr> <tr><td>Check, clean and replace (if rqd) air filters (where fitted)</td><td style="text-align: center;">✓</td></tr> <tr><td>Check and replace (if rqd) quadrant plate</td><td style="text-align: center;">✓</td></tr> <tr><td>Check condition of microfilter assembly</td><td style="text-align: center;">✓</td></tr> <tr><td>Check and replace upper basket tray retainer (if rqd)</td><td style="text-align: center;">✓</td></tr> <tr><td>Check and tighten steam vent</td><td style="text-align: center;">✓</td></tr> <tr><td>Check and tighten upper mushroom</td><td style="text-align: center;">✓</td></tr> <tr><td>Check condition and operation of drain pump</td><td style="text-align: center;">✓</td></tr> <tr><td>Check condition and operation of wash pump</td><td style="text-align: center;">✓</td></tr> <tr><td>Check detergent and acid containers</td><td style="text-align: center;">✓</td></tr> <tr><td>Check, clean and refill salt pot</td><td style="text-align: center;">✓</td></tr> <tr><td>Check and peristaltic pump tubing</td><td style="text-align: center;">✓</td></tr> <tr><td>Check jet rack condition and wheels</td><td style="text-align: center;">✓</td></tr> <tr><td>Check jet spigot tips (where fitted)</td><td style="text-align: center;">✓</td></tr> <tr><td>Check all hose connections internal and external</td><td style="text-align: center;">✓</td></tr> <tr><td>Check spray arm bush</td><td style="text-align: center;">✓</td></tr> <tr><td>Remove debris from spray arm</td><td style="text-align: center;">✓</td></tr> <tr><td>Run test cycle</td><td style="text-align: center;">✓</td></tr> <tr><td>Check water temperature at 60 degrees</td><td style="text-align: center;">✓</td></tr> <tr><td>Clean inside and outside of machine</td><td style="text-align: center;">✓</td></tr> </tbody> </table> <p>Any warranty will be voided if the glasswasher is not serviced / maintained annually.</p>	Visual inspection of the equipment	✓	Check door alignment and operation	✓	Check and clean door gasket and bottom door seal	✓	Run machine diagnostic mode	✓	Inspect electronics	✓	Clean chamber filters	✓	Check and clean water valve filters	✓	Check, clean and replace (if rqd) air filters (where fitted)	✓	Check and replace (if rqd) quadrant plate	✓	Check condition of microfilter assembly	✓	Check and replace upper basket tray retainer (if rqd)	✓	Check and tighten steam vent	✓	Check and tighten upper mushroom	✓	Check condition and operation of drain pump	✓	Check condition and operation of wash pump	✓	Check detergent and acid containers	✓	Check, clean and refill salt pot	✓	Check and peristaltic pump tubing	✓	Check jet rack condition and wheels	✓	Check jet spigot tips (where fitted)	✓	Check all hose connections internal and external	✓	Check spray arm bush	✓	Remove debris from spray arm	✓	Run test cycle	✓	Check water temperature at 60 degrees	✓	Clean inside and outside of machine	✓
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Warranty

Delivered warranty	Extended warranty options
<p>Basic Parts Warranty</p> <p>Your glasswasher is supplied with a manufacturer's 24 months parts only warranty. Parts required for the fixing of any qualifying failure will be supplied free of charge.</p> <p>Basic labour warranty</p> <p>In addition to the manufacturers 24 month parts only warranty, Camlab will repair any qualifying failure free of charge during the first 12 months of delivery.</p>	<p>Warranty Plus (extended Warranty)</p> <p>For a period of up to 6 months after delivery of the glasswasher you can extend your warranty to 5 years by taking out one of our Warranty Plus packages. These have been specially designed to provide our customers with great peace of mind and excellent value. Under these Warranty Plus packages, Camlab will repair any qualifying fault at no cost to you for the first 5 years from delivery. This includes the cost of materials, travel and on site labour. Your options include:</p> <p>Warranty Plus standard use – which is perfect for those glasswashers being used under 1000 cycles per year</p> <p>Warranty Plus heavy use – which is perfect for those glasswashers being used over 1000 cycles per year</p>

	Parts only Standard use	Warranty plus Standard use	Warranty plus Heavy use
Camlab exclusive			
24 months replacement parts warranty	✓	✓	✓
5 year replacement parts warranty	✗	✓	✓
Replacement consumables (see below)	✗	✗	✗
Travel costs for repairs	12 months only	5 years	5 years
On site labour costs for repairs	12 months only	5 years	5 years
Number of washing cycles in each year	> 1000	>1000	< 1000
No of maintenance visits in 5 year period	0	5	10
Temperature check of water at 60 degrees	✗	✓	✓
Full system check during maintenance visit	✗	✓	✓
Discounts on future years cover	✗	✓	✓
Access to technical specialists	✗	✓	✓
Service agreement discount for 2nd units	✗	✓	✓

Faults and support

Should you have a fault with your glasswasher, in the first instance please check and follow the user manuals instructions as this often solves many of the minor issues seen. If you are unable to solve the fault, you should contact the Camlab customer service or service team via e-mail on servicedept@camlab.co.uk or 01954 233110.

If you would like a quotation for an extended warranty, service / maintenance contract or any other call out, please contact us on mail on sales@camlab.co.uk or 01954 233110.

Key terms and conditions of warranty, extended warranty, maintenance, service, field repairs or ad-hoc visits

The following key terms and conditions apply to any warranty or extended warranty:

- During the warranty period, Camlab will repair any “qualifying” failures free of charge. Qualifying failures do not include:
 - o The replacement of consumables (eg user replaceable consumables including door seal, door gasket, large washing filter, jet spigots). Any consumables used will be charged at the normal Camlab rate.
 - o Lost or user damaged items, (eg jet spigots, filters, trays, tray runners)
 - o User abuse, misuse, deliberate damage, accidental damage, external casing cracks/dents, glass cracks, paint damage
 - o Failures caused by the user not carrying out their regular cleaning and maintenance as detailed in the user manuals and as summarised on this document
 - o Incorrect use or lack of use of water softening salt
 - o Use of poor quality detergents
 - o Poor plumbing of the unit
 - o Electrical supply issues from main customer supply
 - o Damage caused by fire, floods, explosions, rain damage (if left outside) or vandalism
 - o Failures caused through the modification, adjustment, tampering or attempted fixes by others
 - o Glasswashers not purchased through Camlab unless otherwise agreed in writing
 - o Failures caused by extensive use of the glasswasher which is outside the usage agreed in the contract
- Any re-visits required to replace / repair any item not considered a qualifying failure will be charged at the normal Camlab charging rates
- If our engineers attend site and can find no fault “no fault found”, the labour and travel will be chargeable at the normal Camlab charging rates
- If we attend site (having gained agreement on time and date in writing) and are not allowed/able to carry out our works (for any reason caused by the customer), the labour and travel will be chargeable at the normal Camlab charging rates
- The warranty does not cover the cost of visits to site for training but our telephone service can often provide guidance
- The Warranty Plus standard use package assumes a maximum of 1000 cleaning cycles per year
- The Warranty Plus heavy use package should be used where the usage is over 1000 cleaning cycles per year
- Visits to site are during normal office hours Monday to Friday excluding bank holidays
- If you have benefited from a combined “multi unit” price, then the maintenance / servicing works on those must be carried out on the same day
- Our engineers will require uninterrupted access to the machines when on site
- All payments for extended warranty are payable in full in advance

The following key terms and conditions apply to customers with an annual service / maintenance contract:

- Unless otherwise stated on the quotation, Camlab will provide 1 maintenance / service visit during the period
- The maintenance / service visits can be carried out at any time between 4 weeks before and 4 weeks after the annual maintenance / service visit is due
- Unless otherwise stated on our quotation, all parts and consumables used during the visit will be chargeable
- If a second visit is required to fit parts (including consumables) that are not available during the maintenance / service visit (unless they were identified as required in advance in writing by the customer) the cost of travel and labour for the re-visit will be chargeable at the normal Camlab rates less 25%
- If we attend site (having gained agreement on time and date in writing) and are not allowed/able to carry out our works (for any reason caused by the customer), the labour and travel will be chargeable at the normal Camlab charging rates
- Visits to site are during normal office hours Monday to Friday excluding bank holidays
- If you have benefited from a combined “multi unit” price, then the maintenance / servicing works on those must be carried out on the same day
- Our engineers will require uninterrupted access to the machines when on site
- All payments for maintenance / service contracts are payable in full in advance
- Unless otherwise stated on our quotation, all parts used will be chargeable

The following key terms and conditions apply to field repairs / ad-hoc visits:

- Whilst we will make reasonable endeavours to do so, no guarantee of any kind is made/provided that we will be able to fix any fault during the first visit. A first visit may only be able to establish the fault/faults with the unit and determine what parts may be required.
- If a second visit is required to fit parts (including consumables) that are not available during the visit (unless they were identified as required in advance in writing by the customer) the cost of travel and labour for the re-visit will be chargeable at the normal Camlab rates less 25%
- If we attend site (having gained agreement on time and date in writing) and are not allowed/able to carry out our works (for any reason caused by the customer), the labour and travel will be chargeable at the normal Camlab charging rates
- If our engineers attend site and can find no fault “no fault found”, the labour and travel will be chargeable at the normal Camlab charging rates
- Visits to site are during normal office hours Monday to Friday excluding bank holidays
- Our engineers will require uninterrupted access to the machines when on site
- Unless otherwise stated on our quotation, all parts and consumables used during the visit will be chargeable

Items beyond economical repair (BER)

- Camlab will use all reasonable endeavours to find a way to fix your item but there are circumstances where the item cannot be repaired (due to obsolescence etc) and these items will be deemed BER. In these instances a minimum inspection fee of £350 will be chargeable.
- If your item is deemed BER, Camlab will liaise with you to discuss the next steps. This might include offering you a trade in for a new unit, offering you a used second hand unit (where available) or scrapping and disposing of the unit on your behalf.
- Where you purchase a new or used unit from Camlab, the costs for the inspection will be waived.

Warranty on repairs

- Camlab provide a 3 month workmanship warranty on all repairs. Should the same fault occur within 3 months of the repair being carried out, Camlab will repair the item free of charge.

Safe working conditions (customer responsibilities)

- It is the responsibility of the customer to ensure that all items being worked on by Camlab engineers are fully decontaminated and safe to use
- It is the responsibility of the customer to ensure that the environment and area in which the Camlab engineer will be working is safe and fully compliant with all current Health, Safety and other legislation