

Fixed Price Repairs

Terms and Conditions

1. The Fixed Price Repair offer applies to a select list of HOBART, Bonnet and Ecomax catering equipment. Please find the full list below:
 - a. HOBART GLASSWASHERS
 - i. GX
 - ii. GC
 - iii. GP
 - b. HOBART UNDERCOUNTER DISHWASHERS
 - i. FX
 - ii. FP
 - c. HOBART HOOD TYPE DISHWASHERS
 - i. AM
 - ii. AMX
 - iii. AMXX
 - iv. AUP
 - v. AMXT
 - vi. AUPT
 - d. HOBART UTENSIL WASHER
 - i. UX
 - ii. UP
 - e. HOBART COMBI OVENS
 - i. CM
 - ii. CY
 - f. ECOMAX GLASSWASHERS
 - i. G4
 - ii. G5
 - g. ECOMAX UNDERCOUNTER DISHWASHERS
 - i. F5
 - h. BONNET COMBI OVENS
 - i. PP
 - ii. EJ
2. A machine serial number must be provided at point of booking.
3. The Fixed Price Repair offer cannot be backdated and must be paid for at time of booking. HOBART customers have the option to pay via Purchase Order, all other customers are required to pay over the phone using a credit or debit card.
4. This offer only applies to machines up to the age of 8 years old.
5. The Fixed Price Repair offer is available Monday-Friday 8am-5pm (excluding public holidays).
6. The repair on your machine will be guaranteed for 6 months from date of repair.

7. The Fixed Price Repair offer has an SLA of 24 Hours. This is our target timeframe and cannot be guaranteed.
8. The Fixed Price Repair offer includes:
 - a. Call out
 - b. Labour
 - c. All OEM parts
 - d. Any extra charges such, including but not limited to: parking, congestion charge, toll charges
9. On the Fixed Price Repair offer, we will repair your machine – or your money back. If HOBART Service cannot repair the machine or the machine is deemed beyond repair by the Service Technician, we will refund the full charge.
10. This offer applies to Mainland UK only (excluding Northern Ireland).
11. Certain locations will require a 20% surcharge due to access restrictions. Including, but not limited to:
 - a. Airside at airports
 - b. Train stations
 - c. Military sites
 - d. Prisons
 - e. Sites governed by national security restrictions (nuclear sites etc.)