



Food service equipment

**Independent Purchasing Company (Australasia) Ltd.**

Attention: Mr. Hemant Garg,

RE: **Warranty Terms of Aster**

Please find attached warranty details on our letter head, as desired.

**1. WARRANTY TERMS**

- a) Aster warrants its equipment sold to be free from defects in materials and workmanship. Aster's obligation under this warranty shall be limited to replacing, for one year from date of supply, any part found to be defective. The warranty does not cover labour.
- b) There will be no warranty extended for the replacement of electric bulbs, fuses, gaskets, O-rings, glass and rubber parts and interior and exterior finishes.
- c) Freight, duty and taxes to replace parts are not included.
- d) Electrical parts like motors, pumps, compressors, temperature controller, and switches will be covered directly by OEM's warranties.

**2. HOW TO GET SERVICE**

In order to obtain warranty service, contact Ken-Fixit as explained in para 5.

**3. LIMITATION OF COMPANY'S LIABILITY**

This warranty does not cover any defect due to, or resulting from, mishandling, improper installation, abuse, misuse, or harsh chemical action, nor shall it extend to any unit from which the serial number has been removed or altered, or modifications made by unauthorized service personnel damage by flood, fire or other acts of God.

Adjustments such as calibrations, levelling, tightening of fasteners or plumbing or electrical connections normally associated with original installation are the responsibility of the dealer, the owner /user, or the installer and not of the Company.

The company shall not be liable, directly or indirectly, under any circumstances for consequential or individual damage including, but not limited to : (1) any loss of business or profits ; and (2) labour, material or other changes, claims, losses or damages incurred or suffered from, in connection with or in consequence of a claimed defective product or parts or the working upon. Alterations or repair of any such claimed defective product or parts by persons or firms other than the Company.



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**4. LIMITATIONS OF ACTIONS**

Any action for any loss or damage with respect to the goods or services covered hereunder must be commenced by Buyer within one (1) year after Buyer's cause of action has occurred.

**5. THIS WARRANTY APPLIES TO ORIGINAL BUYER ONLY AND IS NOT TRANSFERABLE**

**6. INFORMATION ON WARRANTY PROCEDURES**

**For further information on warranty procedures, please contact KEN-FIXIT.**

Mail id : [callcentre@kenfixit.com](mailto:callcentre@kenfixit.com)

Contact Numbers : +91-8800209922 or 011- 43157348

**7. No charges are payable by the Franchisee to Aster for warranty complaints of any nature.**

**8. Preventive maintenance for front counters includes quarterly servicing.**

**9. Stainless steel is warranted for life against rusting or welding failure.**

Aster will rectify the defects, if any, at no cost to the Franchisee. However, if rusting is caused by hard water, cleaning chemicals or inadequate cleaning, Aster will charge for removal of rust and train Franchisee's staff for proper care of stainless steel. Franchisees are advised to strictly follow cleaning instructions attached as Annex 1.

**10. All spare parts are readily available with Aster.**

11. Resolution time for call is 1 to 2 days depending upon nature of complaint. Longer time is required for calls involving gas charging. However, the same will be completed within a maximum of 72 hours. In case of delays beyond guaranteed time, Aster will reimburse to the franchisee the cost incurred by him on account of ice used for chilling of cold pan to ensure un-interrupted operation.

**Note : All warranty services, replacements and claims must be performed by the factory Authorised Service Centres unless otherwise sanctioned by Aster Technologies Pvt. Ltd.**

**INSTRUCTION FOR CLEANING OF STAINLESS STEEL**

Cleaning Of Stainless Steel		
PROBLEM	CLEANING AGENT	COMMENTS
Routine Cleaning - All finishes	Soap or mild detergent and water. (Preferably warm)	Use daily Sponge, rinse with clean water, wipe dry if necessary. Follow polish lines.
Fingerprints - All finishes	Soap and warm water or organic solvent (e.g. acetone, alcohol, methylated spirits)	Rinse with clean water and wipe dry. Follow polish lines.
Stubborn Stains and Discolouration - All finishes.	Mild cleaning solutions, e.g. Jif, specialty stainless steel cleaners.	Use rag, sponge or fibre brush (soft nylon or natural bristle. An old toothbrush can be useful). Rinse well with clean water and wipe dry. Follow polish lines.
Lime and similar deposits from Hard Water.	Solution of one part vinegar to three parts water.	Soak in solution then brush to loosen. Rinse well with clean water.
Oil or Grease Marks - All finishes.	Organic solvents (e.g. acetone, alcohol, methylated spirits, proprietary "safety solvents"). Baked-on grease can be softened beforehand with ammonia.	Clean after with soap and water, rinse with clean water and dry. Follow polish lines.
Rust and other Corrosion Products. Embedded or Adhering "Free Iron".	Rust stains can be removed by special, mild acid solutions followed by extensive wash off.	Note: This should only be attempted by those skilled in the manufacture and finishing of Stainless Steel. Please seek advice from your Stainless Steel fabricator.
Scratches on Polished (Satin) Finish.	Slight scratches - use impregnated nylon pads. Polish with scuffs dressed with iron-free abrasives for deeper scratches. Follow polish lines. Then clean with soap or detergent as for routine cleaning.	Do not use ordinary steel wool. Iron particles can become embedded in stainless steel and cause further surface problems. Special stainless steel and "Scotch-Brite" scouring pads are satisfactory.

**A FEW DONT'S FOR STAINLESS STEEL CARE...**

**Don't let soap cleansers dry on Stainless Steel surfaces. Rinse regularly to keep the chlorides found in most cleansers from affecting the surface.**

**Steer clear of steel wool pads. The iron particles that are left behind can lead to rust and corrosion. For hard-to-clean projects, try a Scotch-Brite scouring pad, always in the direction of the grain.**

**Avoid leaving steel and cast iron cookware on stainless steel surfaces for extended periods of time. Iron plus moisture on top of stainless can lead to surface rust and staining**

**Rubber dish mats, prep boards, wet sponges and cleaning pads are a no-no for a lengthy stay. Since they trap water, discoloration and staining can result.**

**Don't use your prep counter surface as a cutting board. Knives and other sharp kitchen instruments will naturally damage the surface of the stainless steel.**

**Strong acid solutions are sometimes used in cleaning but they should never be permitted to come into contact with metals, including stainless steel. If this should happen the acid solution must be removed immediately by copious water flushing.**