



WILTSHIRE  
EST. FARM 1991  
FOODS

# Hold - Heat - Serve 2024 Product List

*Making a real difference*





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Scan to access the  
Warranty request form

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## > Williams LJ1-SA Upright Cabinet Freezer - Single Door

Product Code: 719700000



**Dimensions**  
727mm (w) x 824mm (d) x 1960mm (h)

**Capacity**  
620 litres

**No of shelves**  
3

Foodsafe stainless steel exterior & aluminium interior

Full length integral 'easy grab' door handle

Radiused, easy-clean, interior based corners

Self-closing door with barrel lock

Magnetic balloon door gaskets with 100% tight seal

Anti-tilt trayslides & removable racking system

## > Williams LJ2-SA Upright Cabinet Freezer - Double Doors

Product Code: 719700001



**Dimensions**  
1400mm (w) x 824mm (d) x 1960mm (h)

**Capacity**  
1295 litres

**No of shelves**  
6

Foodsafe stainless steel exterior & aluminium interior

Full length integral 'easy grab' door handles

Radiused, easy-clean, interior based corners

Self-closing doors with barrel locks

Magnetic balloon door gaskets with 100% tight seal

Anti-tilt trayslides & removable racking system

## > Hoshizaki Advance F 70-4 C DR U Single Door Upright Freezer

Product Code: 719700012



**Dimensions**  
654mm (w) x 830mm (d) x 1975mm (h)

**Capacity**  
420 litres

**No of shelves**  
4

Anti-corrosion stainless steel throughout

Double insulated & extra wide door gaskets keep cool air loss to a minimum

Reversible door for maximum flexibility

Anti-tilt mechanism

Removable gaskets for thorough cleaning

## > Hoshizaki Advance F 140-4 C U Double Door Upright Freezer

Product Code: 719700011



**Dimensions**  
1394mm (w) x 880mm (d) x 2150mm (h)

**Capacity**  
797 litres

**No of shelves**  
8

Anti-corrosion stainless steel throughout

Double insulated & extra wide door gaskets keep cool air loss to a minimum

Reversible doors for maximum flexibility

Anti-tilt mechanism

Removable gaskets for thorough cleaning

Upright Freezer Accessories
Additional shelf (Williams models)
Additional shelf (Hoshizaki models)
Shelf support for double-door cabinets - (Left)
Shelf support for double-door cabinets - (Right)



## > Williams GM300W Chest Freezer - 300 litres

Product Code: 719700002



### Dimensions

734mm (w) x 680mm (d) x 920m (h)

### Capacity

278 cubic litres

### No of baskets

2

Static cooling

Lock

4 basket capacity, 2 baskets supplied

Mains indicator light

On castors

## > Williams GM400W Chest Freezer - 400 litres

Product Code: 719700003



### Dimensions

1284mm (w) x 680mm (d) x 920m (h)

### Capacity

385 cubic litres

### No of baskets

2

Static cooling

Lock

5 basket capacity, 2 baskets supplied

Mains indicator light

On castors

## > Williams GM600W Chest Freezer - 600 litres

Product Code: 719700005



### Dimensions

1804mm (w) x 680mm (d) x 920m (h)

### Capacity

567 cubic litres

### No of baskets

2

Static cooling

Lock

7 basket capacity, 2 baskets supplied

Mains indicator light

On castors

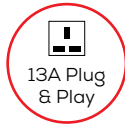
## > Walk in Freezer

Please contact our sales team for options and pricing



## > E711 Fan-Assisted Oven on Fixed Stand

Product Codes: 712950592 (unit) + 722950001 (stand)



**Dimensions**  
820mm (w) x 710mm (d) x 1470mm (h)

**Total electrical rating**  
2.65kW

**Electrical supply voltage**  
230V~

**Electrical supply**  
13A single phase

**Weight:** 60kg

**Phase loading:** L1: 11.5A

Supplied with 13A plug and cable - ready to plug in and use

Oven temperature range: 50 - 270°C

2 hour timer

1/1 gn compatible

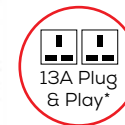
Six shelf positions, six shelves supplied

## > E711 Fan-Assisted Oven (no stand)

Product Code: 712950592

## > Two-tier E711/2 Fan-Assisted Ovens on Fixed Stand

Product Code: 712950522



**Dimensions**  
820mm (w) x 710mm (d) x 1630mm (h)

**Total electrical rating**  
2.65kW x 2

**Electrical supply voltage**  
230V~

**Electrical supply**  
13A single phase x 2

**Weight:** 105kg

**Phase loading:** L1: 11.5A

Supplied with 13A plug and cable (per oven) - ready to plug in and use

Oven temperature range: 50 - 270°C

2 hour timer

1/1 gn compatible

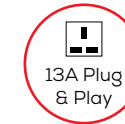
Six shelf positions, six shelves supplied per oven



**Do not plug both supplies into an adaptor, extension lead or a standard 13 amp double socket. Ensure both supplies are separate.**

## > E711 Fan-Assisted Oven on Mobile Stand

Product Codes: 712950592 (unit) + 722950002 (stand)



**Dimensions**  
820mm (w) x 710mm (d) x 1470mm (h)

**Total electrical rating**  
2.65kW

**Electrical supply voltage**  
230V~

**Electrical supply**  
13A single phase

**Weight:** 62kg

**Phase loading:** L1: 11.5A

Supplied with 13A plug and cable - ready to plug in and use

Oven temperature range: 50 - 270°C

2 hour timer

1/1 gn compatible

Six shelf positions, six shelves supplied

## > Two-tier Stacked E711/2 Fan-Assisted Ovens on Mobile Stand

Product Code: 712950582



**Dimensions**  
820mm (w) x 710mm (d) x 1630mm (h)

**Total electrical rating**  
2.65kW x 2

**Electrical supply voltage**  
230V~

**Electrical supply**  
13A single phase x2

**Weight:** 107kg

**Phase loading:** L1: 11.5A

Supplied with 13A plug and cable (per oven) - ready to plug in and use

Oven temperature range: 50 - 270°C

2 hour timer

1/1 gn compatible

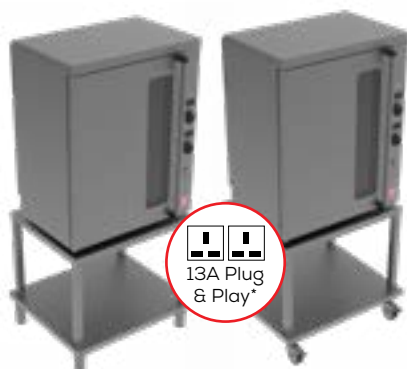
Six shelf positions, six shelves supplied per oven



**Do not plug both supplies into an adaptor, extension lead or a standard 13 amp double socket. Ensure both supplies are separate.**

## > E1011 Regeneration Fan-Assisted Oven on Stand

Product Code: 710980512



### Dimensions (mm)

820 (w) x 715 (d) x 1740 (h)

**Total electrical rating:** 5.4kW (Nett)

**Weight:** 117kg

Designed for bulk production

Full 10 x 1/1 GN compatible

Twin fan for even heat distribution

Digital timer and thermostat

Glass panelled door to view cooking progress

Nickel-plated steel interior with 10 shelves supplied

2 x 13A plugs supplied - other power options also available

Shipped on stand so ready to go as soon as unpacked



**Do not plug both supplies into an adaptor, extension lead or a standard 13 amp double socket. Ensure both supplies are separate.**



## > E1011 Regeneration Fan-Assisted Oven on Fixed Stand

Product Code: 710980512

## > E1011 Regeneration Fan-Assisted Oven on Mobile Stand

Product Code: 710980582

## > E2011 Regen Oven

Product Code: 710990622



### Dimensions (mm)

770 (w) x 670 (d) x 1855 (h)

**Total electrical rating:** 9.83kW (Nett)

**Weight:** 165kg

- Two individually-controlled 10 x 1/1 GN ovens
- Designed for bulk production
- Triple fans per oven for even heat distribution

- Digital timer and thermostat
- Nickel-plated steel interior with 10 shelves supplied per oven
- Stainless steel door with full height glass panel per oven

Oven Accessories
Additional oven shelf (Product Code: 722950003)
*Single Phase 16A / 32A model (E1011 only)
*Three Phase 16A / 32A model (E1011 only)

\*These models are not supplied with cables or plugs and will need to be hard wired.

## > ISM-1800S ScanHeat Microwave

Product Code: 710637612



### Dimensions (mm):

420 (w) x 565 (d) x 340 (h)

**Total electrical rating:** 1.8kW

**Capacity:** 17 litres

**Weight:** 32kg

Contactless cooking

Simply Scan, Heat then Eat

Option for the growing Grab & Go Market

Easy to programme

Up to 3-stage cooking

Share programmes via USB

Supplied with 13A plug

Easily stackable for twice the capacity

Microwave Accessories
Oven cavity liner



# Meal Delivery System

Packed full of great features, delivering uncompromising cooking and refrigeration performance and so easy to use, the Falcon Meal Delivery System makes catering in care homes simpler and more efficient than ever before.

- » Core to all Bulk Meal Delivery Systems
- » Mobile unit with oven and / or refrigerated sections
- » Anti-microbial coating on handles for added hygiene
- » Hot top and gantry for heated serving
- » Operate Cook / Chill simultaneously
- » Integrated HACCP Data gathering via Falcon Connected Kitchen
- » 8 x 1/1 GN shelves per oven
- » 61mm space between shelves
- » 4 x 1/1 GN refrigeration shelves (where applicable)
- » Food probe
- » Lockable doors
- » Integrated door switch to reduce energy
- » RGB Coloured LED mode indicator
- » LED main light
- » Glass -thermal panel hot top
- » Off set castors -tight turn arc
- » Hinged hob-maintenance
- » Supplied with 13A plug as standard



## Gantry

### Sneeze screen glass

- » LED lighting
- » LED mode indicator
- » Extended serving surface
- » Optimum serving height





### F1H - One Heated Compartment

Product Code: 712210582

**Dimensions (mm)**  
790(w) x 735(d) x 1335(h)

**Total electrical rating**  
3kW

**Weight**  
115kg



13A Plug & Play

Factory-fitted optional extras (request at time of order)
Tray Slide
End Shelf
End Waste Bag Shelf
Single Phase 16A / 32A model
Three Phase 16A / 32A model



### F2HR - Two Compartments: One Heated, One Refrigerated

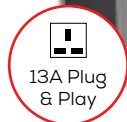
Product Code: 712230582



**Dimensions (mm)**  
1300(w) x 735(d) x 1335(h)

**Total electrical rating**  
3kW

**Weight**  
176kg



13A Plug & Play

### F2HH - Two Heated Compartments

Product Code: 712240582



**Dimensions (mm)**  
1300(w) x 735(d) x 1335(h)

**Total electrical rating:** 2 x 3kW

**Weight:** 176kg

Portrait loading



13A Plug & Play\*



*Do not plug both supplies into an adaptor, extension lead or a standard 13 amp double socket. Ensure both supplies are separate.*

### F2HRP - Two Compartments: One Heated, One Split Plate Warmer / Fridge

Product Code: 712250582

**Dimensions (mm)**  
1300(w) x 735(d) x 1335(h)

**Total electrical rating**  
3kW

**Weight**  
176kg



13A Plug & Play

Factory-fitted optional extras (request at time of order)
Tray Slide (Product Code: )
End Shelf (Product Code: )
End Waste Bag Shelf (Product Code: )
Single Phase 16A / 32A model
Three Phase 16A / 32A model





## > FC2 Servery with gantry on castors

Product Code: 710953582



13A Plug & Play

### Dimensions

830mm (w) x 680mm (d) x 1330mm (h)  
trayslide adds 300mm to depth

**Total electrical rating:** 2.27kW

**Electrical supply voltage:** 230V~

**Electrical supply:** 13A single phase

**Weight:** 106kg

Full height glass sneeze screen

1/1 gastronorm compatible two panel glass hot top

Thermostatically-controlled convection hotcupboard with removable doors and shelving for easy clean

Individual controls for gantry lights, hotcupboard and hot top

Supplied with 13A plug and 2.5m coiled cable

## > FC2-Full glass sneeze screen & trayslide on feet

## > FC2-T Servery with gantry & trayslide on castors

Product Code: 710950582



13A Plug & Play

### Dimensions

830mm (w) x 680mm (d) x 1330mm (h)  
trayslide adds 300mm to depth

**Total electrical rating:** 2.27kW

**Electrical supply voltage:** 230V~

**Electrical supply:** 13A single phase

**Weight:** 106kg

Full height glass sneeze screen

1/1 gastronorm compatible two panel glass hot top

Thermostatically-controlled convection hotcupboard with removable doors and shelving for easy clean

Individual controls for gantry lights, hotcupboard and hot top

Supplied with 13A plug and 2.5m coiled cable

## > FC2-T Full glass sneeze screen & trayslide on feet

## > FC2-N Plain top hotcupboard on castors



13A Plug & Play

### Dimensions

830mm (w) x 680mm (d) x 900mm (h)

**Total electrical rating:** 1.71kW

**Electrical supply voltage:** 230V~

**Electrical supply:** 13A single phase

**Weight:** 101kg

Hotcupboard

Thermostatically-controlled convection hotcupboard with removable doors and shelving for easy clean

Supplied with 13A plug and 2.5m coiled cable

## > FC2-N Plain top hotcupboard on feet

### Please note:

To ensure safe delivery glass sneeze screens for serveries are supplied separately and must be fitted on-site.

### > FC3 Servery with gantry on castors

Product Code: 710963582



**Dimensions**  
1160mm (w) x 680mm (d) x 1330mm (h)  
trayslide adds 300mm to depth

**Total electrical rating:** 2.65kW

**Electrical supply voltage:** 230V~

**Electrical supply:** 13A single phase

**Weight:** 114kg

Full height glass sneeze screen

1/1 gastronorm compatible three panel glass hot top

Thermostatically-controlled convection hotcupboard with removable doors and shelving for easy clean

Individual controls for gantry lights, hotcupboard and hot top

Supplied with 13A plug and 2.5m coiled cable

### > FC3-T Servery with gantry on feet

### > FC3-T Servery with trayslide & gantry on castors

Product Code: 710960582



**Dimensions**  
1160mm (w) x 680mm (d) x 1330mm (h)  
trayslide adds 300mm to depth

**Total electrical rating:** 2.65kW

**Electrical supply voltage:** 230V~

**Electrical supply:** 13A single phase

**Weight:** 114kg

Full height glass sneeze screen

1/1 gastronorm compatible three panel glass hot top

Thermostatically-controlled convection hotcupboard with removable doors and shelving for easy clean

Individual controls for gantry lights, hotcupboard and hot top

Supplied with 13A plug and 2.5m coiled cable

### > FC3-T Servery with trayslide & gantry on feet

### > FC3-N Plain top hotcupboard on castors



**Dimensions**  
1160mm (w) x 680mm (d) x 900mm (h)

**Total electrical rating:** 1.71kW

**Electrical supply voltage:** 230V~

**Electrical supply:** 13A single phase

**Weight:** 128kg

Servery counter with hotcupboard

Thermostatically-controlled convection hotcupboard with removable doors and shelving for easy clean

Supplied with 13A plug and 2.5m coiled cable

### > FC3-N Plain top hotcupboard on feet

**Please note:**

To ensure safe delivery glass sneeze screens for serveries are supplied separately and must be fitted on-site.



## > **FC4 Servery with gantry on castors**

Product Code: 710973582



### **Dimensions**

1490mm (w) x 680mm (d) x 1330mm (h)  
trayslide adds 300mm to depth

**Total electrical rating:** 2.83kW

**Electrical supply voltage:** 230V~

**Electrical supply:** 13A single phase

**Weight:** 154kg

Full height glass sneeze screen

1/1 gastronorm compatible four panel glass hot top

Thermostatically-controlled convection hotcupboard with removable doors and shelving for easy clean

Individual controls for gantry lights, hotcupboard and hot top

Supplied with 13A plug and 2.5m coiled cable

## > **FC4-T Servery with trayslide & gantry on feet**

## > **FC4-T Servery with trayslide & gantry on castors**

Product Code: 710970582



### **Dimensions**

1490mm (w) x 680mm (d) x 1330mm (h)  
trayslide adds 300mm to depth

**Total electrical rating:** 2.83kW

**Electrical supply voltage:** 230V~

**Electrical supply:** 13A single phase

**Weight:** 154kg

Full height glass sneeze screen

1/1 gastronorm compatible four panel glass hot top

Thermostatically-controlled convection hotcupboard with removable doors and shelving for easy clean

Individual controls for gantry lights, hotcupboard and hot top

Supplied with 13A plug and 2.5m coiled cable

## > **FC4-T Servery with trayslide & gantry on feet**

## > **FC4-N Plain top hotcupboard on castors**



### **Dimensions**

1490mm (w) x 680mm (d) x 900mm (h)

**Total electrical rating:** 1.51kW

**Electrical supply voltage:** 230V~

**Electrical supply:** 13A single phase

**Weight:** 128kg

Thermostatically-controlled convection hotcupboard with removable doors and shelving for easy clean

Supplied with 13A plug and 2.5m coiled cable

## > **FC4-N Plain top hotcupboard on feet**

### **Please note:**

To ensure safe delivery glass sneeze screens for serveries are supplied separately and must be fitted on-site.

## Servery Model Variations

Model	No Hot Tops	Hotcupboard	Gantry	Full Glass	Half Glass	Tray Slide	Side Glass
FC2/3/4	2/3/4	✓	✓	✓	x	x	x
FC2/3/4-T	2/3/4	✓	✓	✓	x	✓	x
FC2/3/4-S	2/3/4	✓	✓	✓	x	x	✓
FC2/3/4-ST	2/3/4	✓	✓	✓	x	✓	✓
FC2/3/4-P	2/3/4	✓	✓	x	✓	x	x
FC2/3/4-PT	2/3/4	✓	✓	x	✓	✓	x
FC2/3/4-A	2/3/4	x	✓	✓	x	x	x
FC2/3/4-AT	2/3/4	x	✓	✓	x	✓	x
FC2/3/4-N	0	✓	x	x	x	x	x

### Heated Plate Dispensers

Mobile safe plate storage  
 Integrated 13A power cord  
 Adjustable temperature control  
 Single or double stack models

Holds up to 60 x 260mm plates per stack (minimum plate diameter is 180mm)

Supplied with lid to retain heat before service

Non marking corner bumpers protect unit and walls when being moved

#### PH1 Single Stack

Product Code: 710934582



**Dimensions (mm)**  
 485 (w) x 525 (d) x 900 (h)  
**Total electrical rating**  
 0.4kW  
**Weight**  
 35kg

#### PH2 Twin Stack

Product Code: 710944582



**Dimensions (mm)**  
 485 (w) x 800(d) x 900 (h)  
**Total electrical rating**  
 0.8kW  
**Weight**  
 50kg



13A Plug  
& Play



13A Plug  
& Play



Payment Agreement:

Apetito

Client

Site:

Address:

Postcode:

**Contact Details:** Name:

Job Title:

Phone:

Email:

Mobile:

### Site Information

Electricity Supply (Single or 3 Phase; 13A, 16A or 32A; Space on board if needed? Position of supply? etc)

*Please ensure that sufficient capacity is available at the electrical consumer unit in advance of connecting / plugging any additional appliances (If in doubt please check with a competent electrician).*

Accessibility:

Minimum Door Width

Lift Access / Restrictions

Minimum Door Height

Time Restrictions

Number of Stairs

Loading Restrictions

No of Bends in Stairs

Access restrictions, ie large vehicle access etc)

Any equipment to be removed from site?

Additional information?

Please include any photos of potential access restrictions, stairways and power board if possible.



## Power Requirements

### Q - How do I know if my kitchen has sufficient power for the equipment I have ordered?

A - *apetito* will carry out a site survey to cover access and final positioning of equipment. A technical survey must be carried out separately by onsite maintenance or a qualified electrician.

Power ratings are stated beside each product in this brochure. Please note that any unit with two 13A plugs needs two separate sockets, do not plug both supplies into an adaptor, extension lead or a standard 13 amp double socket. Ensure both supplies are separate.

Socket suitability and your available power can be identified by a qualified electrician.

## Delivery & Installation

### Q - How long does delivery take?

A - *For stocked items delivery will be within 3 working days. For non-stocked items please contact our customer service team.*

### Q - How is my equipment delivered?

A - *If the order has specific delivery instructions or requirements, Falcon's Customer Service Team will tailor a solution in the most economical way to meet your needs. Our standard delivery is to kerbside although other arrangements may be made at the point of order. All cooking equipment is supplied on a pallet. Please note a two-man team would normally be required for delivery, unpacking, and positioning of freezers at a cost of £150. Examples of special delivery requests would be:*

- *Overnight delivery*
- *Out of Hours*
- *Timed deliveries*
- *Special security or Covid measures*
- *Multi-Man delivery*
- *Deliveries requiring specialist equipment.*
- *Deliveries to locations with entry/parking/loading or height restrictions*
- *Weekend Delivery*

*Special delivery requests will incur an additional cost of £75.00 for overnight and £95.00 for timed delivery.*

### Q - What is the installation process?

A - *Falcon Foodservice can engage the services of our vetted and approved installation partners to offer the installation (where relevant) of our equipment. In addition*

*to the installation the removal and disposal of superseded product from the end user's premises (in line with the WEEE directive) is also available. A quotation for either / both services can be provided on request.*

### Q - When should I install my new freezer?

A - *Your *apetito* Service Launch Team will guide you as part of the Launch agenda / timeline agreed with you.*

## Operation

### Q - Do I have to pre-heat my oven?

A - *Training and guidance in the use of your new equipment will be provided by your *apetito* launch team.*

## Returns / Warranty

### Q - What is the returns policy?

A - *Any goods agreed by the Company as acceptable for return, excluding faulty goods, will be subject to a 20% restocking charge of the invoiced price along with any further reimbursement of expenses incurred by the Company, including return carriage costs. Goods or parts damaged during transit shall be replaced free of charge providing: (a) that the Buyer notifies us within three days of receipt of any damages or shortages; and (b) that delivery notes have been clearly marked as damaged; and (c) that damaged goods are returned to us within 14 days. In the event of non-arrival or shortage of goods, no claim will be entertained unless we receive written confirmation of non-arrival within fourteen days of our dispatch date.*

### Q - How long is the warranty for my new appliance?

A - *2 years*

## Technical Queries / Help

### Q - Who should I contact for any technical assistance or if my equipment breaks down?

A - *Please contact the technical service department of the manufacturer of the appliance in question. These contacts can be found on page 3 of this brochure.*

## Payments

### Q - When do I need to pay for my new equipment?

A - *If you have an *apetito* account then your standard terms will apply. If ordering directly from Falcon then payment will be required at time of order.*



## Falcon – Apetito Warranty Agreement

1. Overview
2. Warranty Limitations
3. Warranty Exclusions
4. Contact details

### 1. Overview

Falcon will provide an enhanced warranty package for all equipment purchases that will provide critical cover for equipment purchased both by apetito's customers and apetito directly. The Critical cover package includes:

- Same day/ next day cover
- Seven-day cover
- Warranty calling in regular working hours 7 days.
- 24-month parts & labour warranty is included in the supply of the product with the exception of William's supplied chest freezers which, as detailed in the product pricing matrix, receive 12 months parts & labour.

Critical care for weekends (will only support product that has a detrimental effect on the business operation) for example, food cannot be cooked, or cold products cannot be held etc.

Falcon will employ the services of fully trained and approved subcontractors to perform the warranty on their products.

These engineers have access to Falcon's technical staff, a stock of common spare parts held in their vehicles and a replacement parts ordering system where spares are shipped overnight to a convenient location.

To ensure the validity of Falcon's warranty it is important that apetito and the customer follow Falcon's guidelines on use, cleaning and maintenance.

For warranty calls and any additional work where limitations and exclusions apply, Falcon or their service representative will be entitled to raise a charge to cover call out costs and subsequent work performed.

### 2. Warranty Limitations

The following is excluded from all warranty cover and any calls attended will always be chargeable to the customer:

- Failure caused by accidental damage, misuse or neglect.
- Any modification or repairs carried out by a non-Falcon engineer will invalidate the warranty
- Incorrect installation

- Calls attended but no fault found or product unavailable
- Environmental damage such as fire or water
- Damage due to fault with external power supply
- Refrigeration components (compressors or re-gassing)
- Failed access to site or product - unsuitable or unsafe locations of equipment
- Failure to observe correct use and care of equipment
- Failure to observe correct capacity limitations
- Re-programming
- Food probes

The above list indicates the most common limitations but is not exhaustive.

Please make sure that you refer to the operation manual before placing a service call as we reserve the right to charge for any calls that could have been resolved by reading this manual. Where an engineer finds no fault with a product that has been reported faulty a charge will be raised. A credit card may be requested at point of contact to secure payment if no warranty fault is found.

Prior to placing any service call the power supply should be checked to the internal fuse holders of the machine; this should only be carried out by qualified personnel.

### 3. Warranty Exclusions

The contract covers failure due to manufacturing or material defects of all the original components only.

Natural wear and tear such as discolouration of components and replacement of consumable items such as light bulbs, door seals, plugs, sockets, mains cable and gaskets etc are excluded. Please refer to our Warranty Policy on our website for more information.

### 4. Contact details

Falcon: 01786 455200

Williams Refrigeration: 01553 817150

Hoshizaki: 01322 616900

Parry: 01332 875665

Further details on warranty and user manuals can be found on the following websites:

Category	Product	Supplier	Website
Hold	Freezers	Williams	<a href="http://www.williams-refrigeration.co.uk">www.williams-refrigeration.co.uk</a>
Hold	Freezers	Hoshizaki	<a href="http://www.hoshizaki-europe.com">www.hoshizaki-europe.com</a>
Heat	Ovens	Falcon	<a href="http://www.falconfoodservice.com">www.falconfoodservice.com</a>
Serve	Trolleys / Serveries	Falcon	<a href="http://www.falconfoodservice.com">www.falconfoodservice.com</a>



Model	Description	Packed Dimensions (mm)			On Pallet?
		w	d	h	
LJ1-SA	Upright single door freezer	741	838	1967	No
LJ2-SA	Upright double door freezer	1414	838	1967	No
SUF-65DG	Single door upright freezer	704	880	2150	Yes
SUF-135DG	Double door upright freezer	1394	880	2150	Yes
GM300W	300 litre chest freezer	780	710	970	No
GM400W	400 litre chest freezer	1320	710	970	No
GM600W	600 litre chest freezer	1880	710	970	No
E711 on stand	Convection oven on stand	900	800	1650	Yes
E711	Convection oven	900	800	750	Yes
E711/2	Double tier convection oven	900	800	1850	Yes
E1011	Regen oven on stand	900	800	1900	Yes
ISM-1800S	Scanheat microwave	500	600	500	Yes
F1H / F1V	Trolley - single compartment	900	800	1600	Yes
F2HH / F2HR / F2VR / F2HRP	Trolley - double compartments	1500	800	1600	Yes
FC2	Servery with gantry	900	800	1600	Yes
FC2-N	Plain top hotcupboard	900	800	1100	Yes
FC3	Servery with gantry	1200	800	1600	Yes
FC3-N	Plain top hotcupboard	1200	800	1100	Yes
FC4	Servery with gantry	1600	800	1600	Yes
FC4-N	Plain top hotcupboard	1600	800	1100	Yes
PH1	Single stack plate warmer	600	600	1100	Yes
PH2	Twin stack plate warmer	600	900	1100	Yes



## Definitions and General

The Company – Falcon Foodservice Equipment

The Buyer – the person or company contracting with “The Company”.

The Contract – any contract between “The Company” and “The Buyer” for the sale and purchase of goods upon these terms and conditions.

All orders are accepted subject to these Conditions of Sale. No variation, waiver or addition to these conditions shall have effect unless agreed in writing by the Company.

### 1. Description

Although every effort has been made to ensure that the descriptions and illustrations in our catalogues, brochures and website are correct, they will not form part of the contract and therefore any important details to the buyer should be verified before placing an order. We reserve the right to modify or vary the design, specification, or finish of any of our products without notice.

### 2. Prices

The price of the Goods shall be the price listed in the published price list current at the date of order less any agreed discount or as per the detail contained within issued quotations or tender documents. Prices are exclusive of VAT, which will be charged at the applicable rate at the date of invoice.

Prices do not include the cost of carriage and/or installation / site access unless specifically stated. All installation work whether included as part of the price quoted or as a separate quotation, will be undertaken only at the risk of the Buyer.

### 3. Orders

The buyer will be responsible for the accuracy of any order placed on the Company. Order acknowledgements will be sent to the email address nominated by the Buyer.

The Buyer is responsible for ensuring that the correct email address is provided and maintained.

### 4. Payment

The buyer shall pay the price of the goods (Inc VAT) without any deductions within 30 days of the end of the month in which the goods were invoiced or within the time agreed in writing. This may include a proforma basis.

If payment is not made to terms, we shall be entitled at our option to rescind the contract and repossess the goods or to take such other steps as we think fit including but not limited to the suspension of future deliveries. All costs involved in the recovery of overdue payment including solicitor’s fees and costs shall be covered by the buyer.

### 5. Delivery

Delivery of goods shall be made by the Company delivering the goods to an agreed address. On delivery of your goods, your goods will be off loaded and moved to a location at the kerbside. We are not under any obligation to move the goods further than the kerbside and shall not be required to enter any premises or carry your goods up any stairs (unless prior agreement has been reached). Delivery of goods will be subject to a delivery charge as per our order acknowledgement.

Whilst every effort is made to meet the quoted delivery date(s), should the Company be unable for

any reason not to fulfil a delivery on the specified date, the Company will not be deemed to be in breach of Contract, nor will the Company have any liability to the Buyer for direct, indirect, or consequential loss. Any costs incurred due to inadequate site access shall be charged to the Buyer. Falcon Foodservice Equipment strongly advise that you should not book fitters or installers to begin work until after the goods have been delivered and inspected by you. Falcon Foodservice Equipment will give no warranty or refund in respect of any damaged or incorrectly supplied goods which are used or installed by you.

In the event of deferment of delivery after an item has been made ready against Buyer’s requirements, we reserve the right to charge expenses incurred in storing said goods. There will be additional charges payable for each attempted repeated delivery.

It is the Buyer’s responsibility to inspect the goods at the time of the delivery. The Company accepts no responsibility for alleged non-delivery, shortfall of goods, damage on delivery or other discrepancies unless notification in writing is received 72 hours from date of delivery. In the absence of such notification, the Buyer will be deemed to have accepted the goods.

All proof of delivery documentation should be signed noting the condition the goods were delivered. Any assistance given by the carrier beyond the stated delivery address shall be at the sole risk of the Buyer who will keep the carrier indemnified against all claims or demands which may arise notwithstanding that property in the goods may not yet have passed to the Buyer.

### 6. Risk and Property

The property of the goods shall not pass to the Buyer until the full purchase price has been paid to the Company together with any sums owing; and the Buyer expressly agrees:

(a) not to resell, hire, lend, gift, pledge or otherwise dispose of the goods until the full purchase price has been paid; and (b) until the full price is paid, to store the goods in such a way that they are clearly identifiable as our property; and (c) until the full price is paid, to act as our agent in respect of the goods. Until property is passed, we may enter upon any premises where such goods are stored or where they may be reasonably be thought to be stored for the purpose of re-possessing said goods and recovering same.

Risk of damage, loss or destruction of the goods shall pass to the Buyer upon delivery of the goods to the designated delivery point. Notwithstanding that property in the goods has not yet passed to the Buyer; and the Buyer shall insure accordingly. Until such time as the property in the goods passes to the Buyer, the Company shall be entitled at any time to require the Buyer to deliver up the goods to the Company and if the Buyer fails to do so forthwith to enter upon the premises of the Buyer or any third party where the goods are stored and repossess the goods. The Buyer hereby grants an irrevocable license to the Company for this purpose.

The designated delivery point shall be as follows:

(a) EX WORKS – as soon as the goods are loaded on to the transport for transit to the Buyer.

(b) BY US TO A SPECIFIED PLACE – the place or destination specified; providing that we shall not be liable for damage caused during unloading.



(c) WHERE TENDER INCLUDES INSTALLATION OR OTHER WORK - the site specified for installation or other works; providing that we shall not be liable for damage caused during unloading.

#### 7. Returns

Any goods agreed by the Company as acceptable for return, excluding faulty goods, will be subject to a 20% restocking charge of the invoiced price along with any further reimbursement of expenses incurred by the Company, including return carriage costs. Goods or parts damaged during transit shall be replaced free of charge providing:

(a) that the Buyer notifies us within three days of receipt of any damages or shortages; and (b) that delivery notes have been clearly marked as damaged; and (c) that damaged goods are returned to us within 14 days. In the event of non-arrival or shortage of goods, no claim will be entertained unless we receive written confirmation of non-arrival within fourteen days of our dispatch date.

#### 8. Cancellation

If a Buyer cancels an order for standard items of equipment after that order has been dispatched, we reserve the right to hold the Buyer liable to pay 20% of the invoice price to cover administrative and other costs. For an item of equipment which has been made or purchased to the Buyers specific requirements this will be deemed to be neither returnable nor refundable unless the equipment is faulty. The item will be delivered as initially agreed.

#### 9. Warranty

This section applies only to equipment of our own manufacture which bears our nameplate and/or trademark. We undertake to replace, free of charge or to rectify any piece of equipment which is found to be faulty in material or workmanship within twelve calendar months from the date of dispatch from our works (or by special agreement from the date of installation) providing that it has been used under normal conditions. This guarantee covers breakdowns experienced during normal working conditions inclusive of fair wear and tear. However, equipment failure as a result of neglect and/or misuse and failure to maintain the equipment as directed in the product instruction manuals will not be covered by the guarantee. A copy of our most up to date warranty policy is available on our website.

Equipment which is the subject of a guaranteed claim should be returned to us for inspection. We regret that we cannot accept liability for any item which has been repaired before we have been able to inspect it or given authority for repair work to be carried out or in cases where other than genuine Falcon components have been used. We undertake to replace free of charge or to rectify any part which is found to be faulty in material or workmanship within three calendar months from the date of dispatch, providing that it has been used under normal conditions. This guarantee excludes breakdowns from fair wear and tear, misuse or damage and faulty installation by other contractors. Where parts or equipment is not of our manufacture, our liability is confined to the guarantee given to us by the maker. We do not undertake to pay for the cost of disconnecting or reconnecting any equipment or the carriage charges involved in returning it to us.

#### 10. Liability and Indemnity

10.1 - Nothing in these Conditions shall limit or exclude either Party's liability for death or personal injury caused by its negligence, or the negligence of its employees, agents, or subcontractors (as applicable); fraud or fraudulent misrepresentation; or in respect of any matter where it would be unlawful to exclude or restrict liability.

10.2 - Subject to clause 10.1, we shall under no circumstances whatever be liable to you, whether in contract, tort (including without limitation negligence), breach of statutory duty, or otherwise, for any loss of profit, loss of business, loss of goodwill, loss of revenue, or loss of anticipated savings (whether direct or indirect in each case) or for any indirect or consequential loss arising under or in connection with the Contract.

Subject to Clause 10.1, the Company's total aggregate liability arising under or in connection with the Contract, whether in contract, tort (including without limitation negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed a sum equivalent to the price of the Goods purchased under the Contract.

The Buyer shall indemnify the Supplier in respect of all damage, injury or loss occurring to any person or property and against all actions, suits, claims, demands, charges or expense in connection therewith arising from the condition or use of the goods in the event that the damage, injury or loss shall have been occasioned partly or wholly by the carelessness of the Buyer or his servants, invitees or agents or by any breach by the Buyer of its obligations to the Company hereunder.

#### 11. Force Majeure

The Company shall not be liable in respect of any breach of contract due to any cause beyond its reasonable control including Act of God, inclement weather, flood, lightning or fire, industrial action or lock outs, epidemics or pandemics, actions of government department, war, riot, or terrorism or the action of any party for whom the Company is not directly responsible.

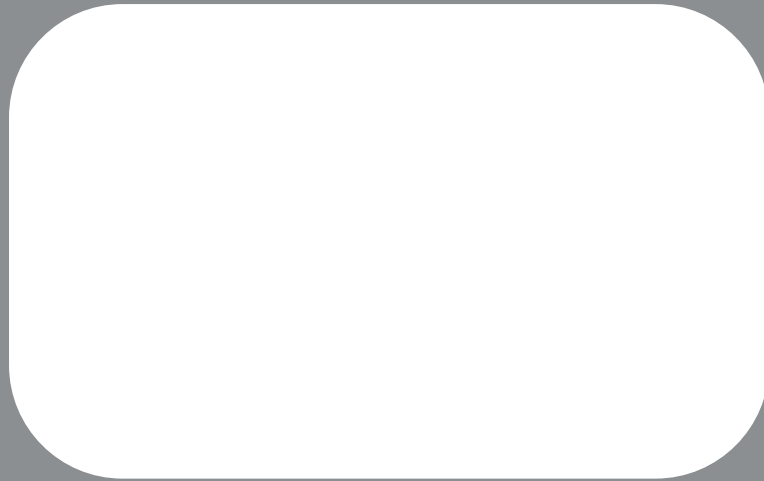
#### 12. Severability

If any condition or part of the Contract is found by any court, tribunal, administrative body or authority of competent jurisdiction to be illegal, invalid or unenforceable then that provision will, to the extent required, be severed from the Contract and will be ineffective without, as far as possible, modifying any other provision or part of the Contract and this will not affect any other provisions of the Contract which will remain in full force and effect.

The company reserves the right to amend its policy without notice.

Please refer to our website for the most recent copy of these terms and conditions.

[www.falconfoodservice.com](http://www.falconfoodservice.com)



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