



Blastcool 5-Year Pan-European Warranty

Blastcool offers 5 years warranty on the cabinet and refrigeration system, subject to our standard terms and conditions of sale which include references to the following items:

Warranty valid on Blastcool products invoiced by Staycold Export Ltd. from 1st April 2025 onwards, noting the geographical restrictions mentioned in this document .

The appliance must be installed and maintained in full compliance with the latest version of the official Blastcool instruction manual. Note especially, ambient conditions, ventilation space, avoidance of direct sunlight, electrical supply, storage conditions during periods of non-use, and cleaning routines.

Wear components such as lighting (LED strip and driver), hinges, lock and door gasket are excluded.

Although every effort has been made to reduce the possibility of corrosion (such as the use of zinc galvanisation, special coatings to the refrigeration, and marine grade 316 stainless steel), we do not offer any guarantee against corrosive attack. For example, a refrigeration fault that is caused by corrosion will not be covered. Staining or disfigurement of the cabinet, door or fittings is also excluded.

Clarity and integrity of the plastic components may be affected by outdoor conditions and is excluded.

Any faults arising from mal-treatment, including but not limited to, denting, glass breakage, over-filling, use for any purpose other than that which the product was designed for are excluded. Any faults arising from modification, repair by an unauthorised person or the use of unofficial spare parts are excluded.

Any decision as to whether to repair or to replace belongs only to Staycold Export Ltd. / Blastcool and if replacing, we reserve the right to replace with a unit of similar age and condition.

Any costs relating to the removal or re-installation of the unit belong to the customer / owner of the refrigerator. Examples of excluded costs would be, if the kitchen needs to be partially disassembled to gain access to the refrigerator, if paving needs to be taken up or replaced, or if the power cable needs to be extended. The original supplier of the kitchen may need to be involved and the customer must make arrangements for this themselves. Staycold Export Ltd is not responsible for any damage or detriment to the original kitchen set up or surroundings whilst making the repair, replacement or exchange of the appliance. The customer must make the refrigerator available for service already removed from the kitchen or place of building-in and we are not responsible for re-installation after repair or exchange.

If a decision is made by Staycold Export Ltd to replace a Blastcool appliance, it is the responsibility of owner for safe disposal of the old unit in accordance with the regulations and law of the country in which the unit is located.

The warranty does not apply to cabinets being used in commercial situations such as a hotel outdoor bar. In such cases, the normal 2-year warranty will apply.

Geographical Coverage:

UK and European Union member countries only. Islands are excluded from labour warranty but spare parts will be provided on production of a professional service engineer's report.

How to Claim:

For a claim to be validated, simply contact Blastcool customer service at sales@blastcool.com or +44 1244 321320 with the following supporting information -

Original sales invoice from the dealer from whom the end-user purchased the product. This invoice must not be more than 3 months older than the related Blastcool invoice to the selling dealer.

A photo of the appliance in-situ such that the nature and context of the installation can be identified.

A photo of the serial number and rating plate (to be found on the right-hand side interior sidewall).

A description of the problem. We may ask for additional photos or video evidence to enable us to diagnose the problem and send the appropriate spare parts and the customer shall give us reasonable support including making the site accessible during normal business hours and communicating with our service team.