BASTERFIELD

CUSTOMER PRODUCT DOCUMENT

Product Warranty Card

11 OCT 2026

PRODUCT IDENTIFICATION

Electric Oil-Jacketed Boiling Pan

E28300

Stationary electric oil-jacketed boiling pan for indirect cooking, with a Grade 304 stainless steel inner vessel and large radiused corners for easy cleaning. Eight capacities from 75L to 1000L; 6kW to 36kW. Heat transf…

WARRANTY PERIOD

12 months

Standard product warranty

Confidence, backed by Basterfield

This product is warranted against defects in materials and workmanship under normal use and service for the stated period from the date of supply.

Warranty at a glance

A practical summary of the principal warranty and return conditions.

- ✓ Covers defects in materials and workmanship under normal use and service for the stated period from the date of supply.
- ✓ Defects must be reported in writing within five working days of discovery.
- ✓ Warranty assessment requires an RMA, the requested documentation, and the goods to be returned for inspection and testing.
- ✓ Misuse, abuse, neglect, accidents, modification, improper installation, and unauthorised repair or alteration are excluded.
- ✓ Third-party goods and components remain subject to the original manufacturer's warranty; glass, consumables, surge damage, and lightning damage are excluded.
- ✓ Where a valid claim is confirmed, the remedy is repair, replacement, or refund of the purchase price at our option.

How to start a warranty claim

STEP 01

Report the defect

Contact us in writing within five working days of discovering the defect.

STEP 02

Obtain an RMA

Request a return merchandise authorisation and gather the required documents.

STEP 03

Return for assessment

Return the goods securely for inspection, testing, and a warranty decision.

Read the Standard Conditions of Sale

This card is a summary for convenient reference and does not replace the Standard Conditions of Sale. The full conditions contain the complete warranty, return, liability, territory, and dispute provisions and prevail if there is any inconsistency.

https://basterfield.co.za/standard-conditions-of-sale/