# Customer FAQs

## Are the Companies continuing to trade?

As of the 6th November 2026, Tom Crookham, Mark (Toby) Banfield and Ross Connock of PwC have been appointed as Joint Administrators of Molson Group Limited ("MGL")

Tom Crookham, Ross Connock and Vesela Romagnoli have been appointed as Joint Administrators of Molson Equipment Services Limited ("MES"), Capital Equipment Finance Limited ("CEF"), Molson Scotland Limited ("MSL") and Aggregate Processing Solutions Limited ("APS") – together ("the Companies").

The companies have now ceased to trade and no further trading activities will be taking place. A number of employees have been retained to support the Joint Administrators with wind down activities.

If you are a customer of the above entities please read through the following FAQs to understand how the administration may impact you.

The US businesses are not in administration and continue to trade as normal.

## I would like to purchase equipment or parts, can I still do this?

Equipment and parts are available to be purchased from the Joint Administrators. Please contact the relevant companies via your usual contacts or alternatively please email uk_molson_customers@pwc.com setting out the equipment and parts which you would like to purchase.

## I have paid a deposit or the full amount for an order that not been delivered or sent equipment for part-exchange. What do I need to do?

If you have paid a deposit or paid for the full value of a vehicle which is yet to be delivered, please contact uk_molson_customers@pwc.com including the details of the purchase, equipment and supporting evidence, such as receipts.

## What will happen to my finance agreement? Do I still need to make payments?

If you financed your equipment through a finance provider (including where this was arranged for you by one of the Companies), your agreement is with that finance provider, and not with the Companies. The administration is unlikely to affect your agreement, and you should continue to make your payments as normal.

Please note that any servicing or maintenance due to be provided by one of the Companies, will no longer be provided.

If you have any queries with regards to your finance agreements these should be directed to your finance provider.

## Is my manufacturer's warranty still valid?

The validity of a manufacturer warranty is a matter for the manufacturers to consider. Please contact the manufacturer directly for further details or to make a warranty claim.

## Can I still book servicing or repairs?

The Companies have ceased trading and are unable to arrange servicing or repairs as part of the ordinary trading business.

If you require the purchase of parts please contact the relevant companies via your normal method of contact. Alternatively, please email uk_molson_customers@pwc.com setting out which parts you would require to purchase.

**What happens if I already have equipment currently in for repair?**

If you have machinery or equipment that is in for repair or held at one of the Companies' sites. Please contact uk_molson_customers@pwc.com with the details of the equipment, location and repair required.

**What happens if I am using a loan vehicle while mine is in for repair?**

If you are using loan items whilst yours was in for repair unfortunately this will no longer be available for use and will be collected in due course.

Please contact uk_molson_customers@pwc.com with the details of the loan equipment and the details of your equipment in for repair.

**I have a repairs and maintenance plan with one of the Companies, can I still use this?**

Any agreements in relation to ongoing repairs and maintenance services will be terminated. Please contact uk_molson_customers@pwc.com as part of the administration. Please contact the manufacturer directly if your product is covered by a manufacturer's warranty.

**I have machinery or equipment on hire / demo from the Companies can I continue to use this?**

If you have machinery or equipment on hire / demo you will be contacted by a member of the retained employees of the companies to arrange its return. This equipment remains an asset of the companies.

Please contact uk_molson_customers@pwc.com with the details of the equipment you have on hire. There will be the opportunity to purchase this equipment and any interest should be set out in the email.

**I have a hire-purchase or hire-to-buy agreement.**

Any hire-purchase, hire-to-buy or lease agreement entered into with the Companies directly should be sent to uk_molson_customers@pwc.com. All payments due should continue to be made as normal. This equipment remains an asset of the companies.

If your agreement is with a finance provider, even if one of the Companies arranged it or supplied the equipment, your finance provider remains your main point of contact. Please contact them with any queries. The finance provider may also contact you directly about the equipment.**Who can I contact if I have any other queries?**

Please email the below contact emails with details of your query:

uk_molson_customers@pwc.com