

**The following sets out the Powrmatic 3 year warranty policy**

**1.1 Thirty six month warranty provides**

- a. Thirty six (36) months from the date of delivery
- b.
  - i) Split Systems (matched pairs only)
  - ii) Multi-split systems (standard combinations only)
  - iii) VRF (all types, standard combinations only)
  - iv) Commercial split (standard combinations only)
  - v) Packaged equipment

**1.2 Within the thirty six (36) month warranty period, the products are guaranteed against manufacturing faults in materials and workmanship. The replacement parts will be supplied free of charge with a fixed labour allowance, as set out in the following schedule (5.1) provided the correct procedures are complied with.**

**2.1 Exclusions from the 3 year policy will have a twelve (12) month warranty based on:**

- a. Twelve (12) months from date of delivery applies to the following products;
- b.
  - i) Special products (not shown in brochure)
  - ii) Parts only
  - iii) Climapac unit

**2.2 Within the twelve (12) month warranty period the products are guaranteed against manufacturing faults in materials and workmanship. Replacements of the faulty parts will be supplied free of charge provided the correct procedures are complied with.**

**Please note:** The twelve (12) month policy does not include for any labour allowance.

**3.1 The twelve (12) and thirty six (36) month warranty policies are subject to the following conditions:**

- i) The equipment is installed and commissioned by a suitably qualified and certified refrigeration engineer, and in accordance with the manufacturer's recommendations.
- ii) The equipment is maintained by a suitably qualified and certified refrigeration engineer, and in accordance with the manufacturer's recommendations.
- iii) Repeat warranty replacements will be subject to investigation by the manufacturer.
- iv) Normal wear and tear is excluded
- v) Warranty procedures are complied with (see 4.1)

**4.1 Procedure**

- i) We receive a claim for warranty replacement: We will despatch parts, together with a warranty claim forms, returns documentation and invoice.
- ii) Faulty parts must be retained by the client and returned to the manufacturer as per returns paperwork.
- iii) We receive correctly completed claim form (and faulty parts) and then issue the appropriate credits.
- iv) Any claim submitted after thirty (30) days WILL NOT be considered for credit.
- v) Any claim not submitted in accordance with our procedures WILL NOT be considered for credit.
- vi) Payment for warranty claims will be made after agreement from the manufacturer and an order number is issued.

**5.1Warranty fixed labour allowances**

Description	Allowances
Replace electronic component	£ 45.00
Replace evaporator motor	£ 40.00
Replace condenser motor	£ 45.00
Replace compressor	£ 95.00
Replace expansion device	£ 65.00
Replace condensate drain pump	£ 40.00
Replace hard wired controller	£ 40.00