



Thursday, April 09, 2020

WARRANTY DEFINITIONS

V3COLDCAB (Pty) Ltd: HEREIN AFTER REFERRED TO HERE AS THE COMPANY/COMPANIES.

Please note that these warranty definitions form part of the companies Policies and Procedures and its standard terms and conditions of supply.

1. Manufacturer's parts warranty policy.
 1. A) Manufacturers parts warranty procedure.
2. Workmanship warranty policy.
 2. A) Workmanship warranty procedure.
3. Electrical warranty policy.
 3. A) Electrical warranty procedure.
4. Refrigeration parts and components warranty policy.
 4. A) Refrigeration parts and components warranty procedure.
5. Gas leakage warranty policy.
 5. A) Gas leakage warranty procedure.
6. Glass warranty policy.
 6. A) Glass warranty procedure.
7. Labour and traveling.
8. Modifications to products supplied.
9. Malicious damage.
10. Damages caused by negligence.
11. Warranty void.
12. The Companies disclaimer

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DOCUMENT: D455



1. **Manufacturer's parts warranty policy.**

All manufactured parts are covered by the company's manufacturers parts warranty for a period of 12 (Twelve) months from date of invoice. The manufacturer's warranty does not stand where the manufacturer's nameplate which stipulates the serial and model numbers has been removed. Neither does this warranty stand good where any direct warning which has been advertised by means of stickers placed on the product or owner's manuals supplied are ignored.

1. A) **Manufacturers parts warranty procedure.**

In the unlikely event that a manufactured part has been identified as either faulty or defective, the company must be notified immediately in writing. A valid purchase order must accompany all requests for replacement parts required, parts supplied for claims on faulty or defective parts shall be invoiced and become due and payable as per the company terms and conditions of sale. Faulty or defective manufactured parts must be returned to the company for credit approval. The company Goods Received Voucher must be secured when this part is either collected by the company or delivered to the company. The company Goods Received Voucher must be produced when applying for refund of such defective parts.

2. **Workmanship warranty policy.**

All workmanship is covered by the company for a period of Twelve (12) months.

2. A) **Workmanship warranty procedure.**

All claims in terms of workmanship are to be submitted in writing to the company

3. **Electrical warranty policy.**

Electrical parts and components are not covered by the company warranty. This includes the following:

- i. Fluorescents
- ii. Ballasts
- iii. Timers
- iv. Switches
- v. Thermo gauges
- vi. Heaters and Elements

3. A) Electrical warranty procedure.

Electrical parts are to be returned to the company in an attempt for the company to obtain a warranty claim from the manufacturer concerned if and when possible.

4. Refrigeration parts and components warranty policy.

All refrigeration parts and components are covered by the company manufacturers parts warranty for a period of 12 (Twelve) months from date of invoice. The manufacturer's warranty does not stand where the manufacturers, nameplate which stipulates the serial and model numbers has been removed. Neither does this warranty stand good where any direct warning has been advertised by means of stickers or owner's manual instructions has been ignored. Poorly maintained refrigeration components that are not cleaned on a monthly basis will not be considered for any claim whatsoever. Please refer to the owner's manual. Warranty claims for damages caused to refrigeration parts and components as direct result of poor installation standards, power surges, insufficient power supplies and water damage shall not be considered. The manufacturer requires proof of service done by Client's Technician by means of a copy tax invoice for our warranty records.

4. A) Refrigeration parts and components warranty procedure

In the unlikely event that a Refrigeration part or component has been identified as either faulty or defective, the company must be notified immediately in writing. A valid purchase order must accompany all requests for replacement parts required, parts supplied for claims on faulty or defective parts shall be invoiced and become due and payable as per the company terms and conditions of sale. Faulty or defective manufactured parts must be returned to the company for credit approval. All faulty or defective refrigeration parts will be assessed for warranty approval. The outcome of such assessments shall determine the validity of all faulty or defective refrigeration parts.

The company Goods Returned Voucher must be issued when such parts are either collected by the company or delivered to the company. The company Goods Returned Voucher must be produced when applying for refund of such defective parts.

5. Gas leakage warranty policy.

Gas leaks are covered for a period of 30 days from date of dispatch from the company factory in Alrode on all self-contained units, evaporator coils supplied and fitted at the company factory. Gas leaks on remote installations are also covered for a period of 30 days from date of installation hand over where the company has done the complete

installation. No warranty will be passed on installations done by others. Please refer to remote installation specification sheet.

5. A) Gas leakage warranty procedure.

In the case where the company has carried out a remote installation and the unlikely event that refrigeration component fails the company must be notified in writing immediately. The company technician will attend such a breakdown. The attending the company technician will complete a job card report. All warranties covering call out to breakdowns shall be validated by the authenticity of the company technicians report.

6. Glass warranty policy.

Glass is not covered by the company warranty after delivery has been secured. Cracks and defects on glass will not be acknowledged by the company if such cracks, breakages or defects are not noted on the delivery note and acknowledged by the company at the time of delivery or collection.

6. A) Glass warranty procedure.

Glass supplied by the company is to be thoroughly checked at the time of delivery or collection.

7. Labour and travelling.

Labour, travel, accommodation and live out allowances are not covered by the company warranty. Unless in the following instances.

- Workmanship has been determined to be defective
- Gas leaks (Strictly in terms of clause (5) above), please note that where such leaks are caused by defective outsourced parts the labour and travel will not be waived.

8. Modifications to products supplied.

In the event that any Cabinet, part or refrigeration component supplied by the company that has been modified or tampered with by anyone not appointed by the company. The company reserves the right to revoke it's to this warranty and any other warranty or guarantee given.

9. Malicious damage.

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In the event that any Cabinet, part or refrigeration component supplied by the company has been maliciously damaged, including incorrect loading and transporting of product the company reserves the right to revoke its warranty and any other warranty or guarantee given.

10. Damages caused by negligence.

In the event that any Cabinet, part or refrigeration component supplied by the company has been negligently damaged, including incorrect loading and transporting of product. The company reserves the right to revoke its warranty and any other warranty or guarantee given.

11. Warranty void.

Should any part, label, warning label, manufacturers name plate be removed or maliciously damaged, or should any payment be withheld for any reason whatsoever the company reserves the full right to declare all its warranties void indefinitely.

12. The Companies disclaimer.

The company accepts no responsibility whatsoever for any loss or damage caused to property, stock, loss of production, loss of revenue or loss of life for any reason whatsoever, weather caused directly or indirectly even if so caused by its own negligence.

ACCEPTANCE OF V3COLDCAB® (PTY) LTD WARRANTY TERMS AND CONDITIONS

CUSTOMER NAME: _____

AUTHORISED SIGNATORY: _____

DESIGNATION: _____

DATE: _____

SIGNATURE: _____

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