

IQ IMPORT AND EXPORT (PTY) LTD

WARRANTY Terms and Conditions

(Valid from 2023 subject to change without notice)

The terms of our comprehensive Warranty for Commercial and Residential Air-conditioners are as follows:

1. This warranty replaces all common law and other rights or remedies which otherwise may be available to the purchaser.
2. Subject to the stated terms and conditions, the warranty is given to the purchaser in respect of the IQ Airconditioner Model and serial number as listed for 36 months on the unit parts and 60 Months limited warranty on the compressor from date of purchase. This warranty is subject to a maintenance agreement as set out in the schedule at the end of the policy. Should the equipment not be serviced as per the schedule, this warranty will become null and void.
3. This warranty covers factory defects as a result of incorrect assembly, defective workmanship or faulty material. It does not extend to repairs, replacement of spare parts. The warranty only covers the goods and not the installation, labor, transport, commissioning and or maintenance or any other costs incurred for the repair or assembly by the consumer or installer.
4. Any Repairs in relation to the warranty needs to be carried out by the Authorized installer or IQ Technician.
5. This Warranty is only valid if and when the faulty part has been returned and accessed by IQ. Faulty compressors need to be removed and returned to IQ who will in turn send it for assessment at a compressor specialist for analysis to determine if warranty should be honored or not, should you require the accessed compressor back a fee will be charged. The Warranty Will Laps if any unqualified installer works or unauthorized alterations have been made to the unit.
6. This Warranty is not transferable for any reason what so ever. It is valid for the original purchaser ONLY, from date of invoice/purchase from IQ, any repairs carried out under the warranty period will not extend the warranty in any way.
7. **PLEASE NOTE DUE TO THE INCREASED LOADSHEDDING WE AS IQ CANNOT HONOR WARRANTY CLAIMS ON PC BOARDS, MOTORS OR COMPRESSORS DUE TO LOADSHEDDING.** Should you wish to send in any parts for testing you are welcome to.
8. IQ will not be held liable or responsible for damage to goods as a result of Transportation, Floods, wild fires, lightning, accidents or any other causes beyond the control of the company.

The terms of our comprehensive Warranty above apply to the below items in their respective warranty period.

- * IQ8500CX Generator – 1Year
- * IQ ZB-Ice maker Range – 1 Year
- * Evaporative Cooler / Air Cooler – 1 Year
- * Pool/Geysler Heat Pumps – 1 Year
- * Air Sourced Hot Water Heat Pump – 5 Year
- * Humidifier – 1 Year
- * Air Curtains – 1 Year

This warranty is only valid if the unit is serviced as per the schedule below.

SERVICE SCHEDULE:

Clean filters	* Measure on and off coil temperatures (indoor and outdoor)
Clean indoor coil	* Check fan blades for damage or out of balance
Clean outdoor coil	*Check for oil spots on refrigerant piping
Clean unit cabinets	*Check heating operation (if applicable)
Check running current	*Check and clean condensate drains
Check cooling operation	*Check all electrical connections
Check refrigerant pressures	*Keep record in service passport



AIR CONDITIONERS

SERVICE PASSPORT

Unit Information

Product Type/Model Number:	
Indoor Unit Serial Number:	
Outdoor Unit Serial Number:	
Invoice No.:	DOP:

Owner

Name:	Contact No:
Email:	
Physical Address of Unit Installed:	

Selling Agent/Dealer

Company Name:	Tel No:
Address:	
Salesman:	Cell No:
Email :	

Installer

Company Name:	Tel No:
Address:	
Technician Name:	Cell No:
Email:	
Signature :	Date:

* Each unit has its own Service Passport which should be kept for a warranty purpose and not transferable. Warranty will be invalidated if this Service Passport cannot be provided at the time of a claim.

*The purchaser/owner is responsible for the compliant service and maintenance of the unit.

*The unit should be serviced by the qualified installer/technician every six months, should the unit be installed in corrosive environments, the necessary precautions need to be taken to protect the unit from corrosion. If unit is installed in a very dusty or dirty environment, service should be done every three months.

Service Record

1. Company Name:	Tel No:
Technicians Name:	Cell No:
Date: Invoice No.:	Signature:
2. Company Name:	Tel No:
Technicians Name:	Cell No:
Date: Invoice No.:	Signature:
3. Company Name:	Tel No:
Technicians Name:	Cell No:
Date: Invoice No.:	Signature:
4. Company Name:	Tel No:
Technicians Name:	Cell No:
Date: Invoice No.:	Signature:
5. Company Name:	Tel No:
Technicians Name:	Cell No:
Date: Invoice No.:	Signature:
6. Company Name:	Tel No:
Technicians Name:	Cell No:
Date: Invoice No.:	Signature:
7. Company Name:	Tel No:
Technicians Name:	Cell No:
Date: Invoice No.:	Signature:
8. Company Name:	Tel No:
Technicians Name:	Cell No:
Date: Invoice No.:	Signature:
9. Company Name:	Tel No:
Technicians Name:	Cell No:
Date: Invoice No.:	Signature:
10. Company Name:	Tel No:
Technicians Name:	Cell No:
Date: Invoice No.:	Signature:
11. Company Name:	Tel No:
Technicians Name:	Cell No:
Date: Invoice No.:	Signature:
12. Company Name:	Tel No:
Technicians Name:	Cell No:
Date: Invoice No.:	Signature:

The authorized technician acknowledges by signing this Service Passport that all information provided is authentic and service has been performed in accordance with the maintenance requirements and confirms that the unit is in satisfactory condition and to specification.

Purchaser/owner to contact your installer/technician if there is a problem with your unit.