

IQ IMPORT AND EXPORT (PTY) LTD

AIR CONDITIONER WARRANTY POLICY

36 Month Limited Warranty on Unit Parts

60 Month Limited Warranty on Compressor

PLEASE READ CAREFULLY BEFORE FILLING IN AND STORING IN A SAFE PLACE

The terms of our comprehensive Warranty are as follows:

1. Subject to the stated terms and conditions, warranty is given to the purchaser in respect of the IQ Air Conditioner, Model Number and Serial Number as listed for 36 months on the unit parts and 60 months 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.
2. This warranty covers defects as a result of incorrect assembly, defective workmanship or faulty material. It does not extend to repairs, replacement of spare parts, maintenance or service necessitated directly or indirectly by wear and tear, maltreatment of the product, misuse, improper installation or operational neglect, connection to an incorrect voltage, damage caused by lightning, accidental damage or work affected by persons other than IQ agent. In case of dispute, repairs, replacement of spare parts, maintenance and services shall be deemed to be beyond the scope of this warranty unless purchaser is able to prove to the contrary.
3. During the warranty period, faults covered by the warranty will be repaired as per the schedule by the installer. Spare parts necessary will be supplied by IQ Air Conditioners.
4. IQ Air Conditioners shall not be responsible, without limitation, for any charges for dismantling and reassembling the air conditioners for repair, any transportation or storage expenses, injury to any person or property, work stoppage, impairment of other goods, breach of contract, negligence or other such action as may be deemed or alleged to be cause of a loss or damage to the buyer or his customers.
5. This warranty will lapse if any of the repairs are carried out by any person, but persons authorized by IQ Air Conditioners. It will also lapse if any unauthorized alteration is made to this warranty card.
6. This warranty is not transferable. It is valid for the original purchaser of the IQ Air Conditioners products.
7. Any repairs carried out under this warranty will not extend the period of the warranty in any way.
8. Neither IQ Air Conditioners nor authorized agents shall be responsible at any time during or after the period of this warranty for any loss or damage of any nature, whether general, special, or consequential which may be caused or sustained by the purchaser, whether arising from, connected with, or relating to any defect, fault, or lack in the product, whether such inability is complete or partial.
9. This warranty replaces all common law and other rights or remedies which may otherwise be available to the purchaser.
10. Should repairs become necessary DURING THE WARRANTY PERIOD, please phone the installer.
11. PLEASE NOTE DUE TO THE INCREASED LOADSHEDDING WE AS IQ CANNOT HONOR WARRANTY CLAIMS ON PC BOARDS DUE TO LOADSHEDDING, should you wish to send the pc board in for testing you are welcome to.

For any repairs after the warranty period is over, contact IQ Air Conditioners.

***This warranty is given to the installer only and not transferable. This warranty is only valid if the unit is serviced every six months as per the schedule below. Equipment should be serviced by the installer, should the equipment be installed in corrosive environments, the necessary precautions need to be taken to protect the equipment from corrosion. If equipment is installed in a very dusty or dirty environment, servicing should be done every three months.**

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

IQ AIR CONDITIONERS

Service Report

Unit Information

Product Type:	
Indoor Unit Model Number:	Date:
Outdoor Unit Model Number:	Date:

Owner

Name:	Tel No:
Where is the unit installed? (Street address)	Cell No:
	Email:

Selling Agent/Dealer

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

Installer

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

Service Record

1. Company Name:	Date:
Technicians Name:	Tel No:
Signature:	Cell No:
2. Company Name:	Date:
Technicians Name:	Tel No:
Signature:	Cell No:
3. Company Name:	Date:
Technicians Name:	Tel No:
Signature:	Cell No:

Warranty will be invalidated if this Service Report cannot be provided at the time of a claim.

Please contact your installer first if there is a problem with your air conditioner.

We also welcome you to contact us for further assistance should you not be able to reach your installer.



Address: Unit C, 82 Lechwe Street, Corporate Park South, Randjespark, Midrand, Johannesburg. South Africa
Tel No.: 010 493 8746
Email: iqadmin@iqairconditioners.co.za
iqaccounts@iqairconditioners.co.za
Website: www.iqairconditioners.co.za