

COMFEE AIRCONDITIONING WARRANTY CARD

**24 MONTH LIMITED WARRANTY ON UNIT PARTS
36 MONTH LIMITED WARRANTY ON COMPRESSOR**
(ON MACHINES UP TO 24 000 BTU ONLY)

**PLEASE READ CAREFULLY, COMPLETE AND STORE SAFELY WITH PROOF OF PURCHASE
TO REGISTER YOUR PRODUCT AND ACTIVATE THIS WARRANTY**

Terms of our comprehensive contractual warranty are as follows:

1. Subject to the stated terms and conditions, a warranty is given to the purchaser in respect of the Comfee Airconditioner, Model No. and Serial No. as listed on the back of this card ("product") for 24 months on the unit parts and 36 months on the compressor, from date of installation. This warranty is subject to servicing being maintained in line with the servicing standards as set out in the schedule on the back of this warranty card and in compliance with the corrosive environment requirements. **Should the product not be serviced as per the schedule, this warranty will become null and void.** Users need to register the unit within 6 months of purchasing the product.
2. To activate this warranty, you **must** register the product at www.acdirect.co.za.
3. This warranty covers defects caused by original manufacturing faults, defective manufacturing assembly, or faulty material. It does not cover defects as a result of incorrect installation or subsequent service, and is a **parts only warranty** that excludes labour costs. It also **does not extend** to repairs, replacement of parts, maintenance or service necessitated by normal wear and tear, incorrect operation, failure to properly maintain, use of improper cleaning methods, infestation by insects or vermin, maltreatment of the product, misuse or excessive use which will be use in excess of 70 (seventy) hours per week, connection to an incorrect voltage, power surges or load shedding, damage caused by lightning, accidents, flooding, fire, acts of God, public disturbances, accidental damage, rust and corrosion (due to the environment or otherwise), work carried out by persons other than an authorised Comfee dealer, or being incorrectly sized for the application/use required according to authorised dealer's or its representatives' recommendations. In cases of dispute, repairs, replacement of spare parts, maintenance and service shall be deemed to be beyond the scope of this warranty unless the purchaser is able to prove to the contrary.
4. During the period of the warranty, defects covered by the warranty will be repaired as per the schedule by the installing dealer (or other authorised AC Direct dealer), with only the cost of the parts covered. Spare parts necessary for any repairs covered by the warranty will be supplied by the relevant Comfee Service Centre.
5. AC Direct shall not be responsible, without limitation, for any charges for dismantling or reassembling the product for repair, any transportation or storage expenses, injury to persons 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 a buyer, its agents or a customer.
6. **This warranty will lapse if any repairs whatsoever are carried out by any dealer other than a dealer authorised by AC Direct. The warranty will also lapse in the event of any unauthorised alteration to this warranty card.**
7. The end user will be the person who owns the warranty once installation is completed.
8. Any repairs carried out under this warranty will not extend the period of the warranty in any way.
9. Neither AC Direct nor authorised Comfee service agents shall be responsible at any time during or after the period of this warranty for any loss or damage of whatsoever 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.
10. This warranty is in addition to any warranty that may apply in law.

Should repairs become necessary DURING THE WARRANTY PERIOD, please phone the installation dealer as noted on the back of this warranty card or Comfee. For any repairs after the warranty period is over, contact your nearest authorised Comfee Dealer.

Customer Name: _____

Customer Address: _____

Indoor Model No: _____ Indoor Serial No: _____

Outdoor Model No: _____ Outdoor Serial No: _____

Company Name of Installer: _____ Date: _____

Name of installer: _____ Tel. Number: _____

WARRANTY

Period:	Covered:
First 24 months	Unit Parts only
First 36 months	Compressor Part only

TERMS AND CONDITIONS OF WARRANTY:

1. This warranty is applicable only to the end user and provided the product has been serviced by an **authorised Comfee dealer**.
2. This warranty is only valid if the product is serviced at **least every 6 months, with one major service per year**, as per the schedule below (or more frequently, as advised by an authorised Comfee installer):
 - Where installed in a corrosive environment, service should occur **monthly**.
 - Where installed in a dusty or dirty environment, service should occur **every 3 months**.
3. The product must be serviced by an **authorised Comfee dealer** in order for the warranty to remain valid.
4. You are responsible to ensure that the product is properly serviced and maintained and to keep the necessary proof thereof.
5. **For export:** Warranty applicable on a parts basis only, for collection in South Africa.

Corrosive environment requirements (non-compliance will invalidate this warranty):

- Corrosive environments include, but are not limited to, sea, mining and manufacturing environments.
- The product must have no direct line of sight to the source of the corrosive exposure or corrosive elements and must be surrounded by an appropriate corrosion barrier with adequate ventilation.
- All products installed within 500 metres of the source of the corrosive exposure or elements must be treated by additional protective treatments.

SERVICE SCHEDULE:

<ul style="list-style-type: none"> • Clean indoor coil • Clean outdoor coil (High Pressure Washer) • Check indoor and outdoor fan motors • Check fan blades for damage / out of balance • Check all electrical connections • Check for oil spots on refrigerant piping • Check & clean condensate drains • Clean filters 	<ul style="list-style-type: none"> • Check cooling operation • Check heating operation (if applicable) • Check refrigerant pressures • Check running current • Measure on & off coil temperatures (outdoor & indoor) • Clean unit cabinets • Check corrosive barriers • Check corrosion protection treatments
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Service No	Date	Technician Name	Technician Sign
1			
2			
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4			
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By signing this service record the authorised Comfee dealer technician confirms that the service has been carried out and that the unit is in a satisfactory working condition and performing to specification.