

## WARRANTY PROCEDURE

ACES warrants that all goods will be free from defects (whether arising as a result of defects in the goods or a failure of ACES to perform the services with reasonable skill and care) for a period of 12 months from the date of delivery.

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### In the event of compressor failure

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An order number will be required to cover the replacement compressor.

The reason for failure must be provided at the point of order. Initially this replacement compressor will be supplied at ACES expense in accordance with the original purchase order. No invoice will be raised at this time, it will be suspended.

The failed compressor should be returned to us within 21 days; in instances where Lift & Shift is provided the failed compressor will be returned by our personnel.

The warranty will be stripped and examined by our factory personnel who will supply an itemised report of faults found, and wherever possible, indicate reasons for failure. The client may witness this procedure if necessary.

Previous failures from the same chain will be reviewed to see if there is a common issue to assist in diagnosing reoccurring faults on site.

### Fair Trade

Where our findings are inconclusive and we are unable to determine the reason for failure, the replacement will be supplied free of charge as Fair Trade.

### Remanufacturing Fault

If the compressor is found to have failed as a result of a remanufacturing defect, the replacement compressor and any carriage or lifting services will be supplied free of charge.

### External Causes

If the compressor is found to have failed as a result of any engineering error (such as having been wired incorrectly) or any system related defect (such as liquid slugging, improper voltage or a contaminated system) warranty will be rejected.

In instances where a machine is both mechanically and electrically damaged the invoice will reflect 100% of the compressor price.

In instances where the failed machine is either electrically damaged only or mechanically damaged only the invoice will reflect 50% of the compressor price.

Carriage or lifting services will be charged in full.