



AIR CONDITIONERS

Choose your atmosphere

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GREE POWER KZN WARRANTY POLICY

STANDARD WARRANTY PERIOD

Gree Power KZN/ air conditioning products hereby warrants the FIRST USER that the equipment sold is free from defects in Material or Workmanship under normal use and service, for a period of (3) Three Years with an extended (5) Five Years for the compressor only from date of Invoice/ Purchase if:-

- a) The First User enters into a written Service/Maintenance agreement with an Authorized Gree Power KZN/ Air Conditioning Contractor within (3) Three Months from date of invoice/ purchase.
- b) The Service/Maintenance agreement is retained for the period of (5) Five years as above.
- c) Should NO such Service/Maintenance Agreement be entered into, the warranty period shall be reduced to 12 (twelve) Months.
- d) In order to qualify for the Extended (5) Five Year Warranty on the Compressor, written proof of the existence of a Service/Maintenance Agreement must be provided.
- e) The FIRST USER may elect to change from one Authorized Gree Power KZN/ Airconditioning Contractor to another by written application to Gree Power KZN for approval, which approval shall not be unreasonably withheld.
- f) Gree Power KZN warranty and extended warranty is NON TRANSFERABLE unless approved in writing by Gree Power KZN.
- g) All Components and Spare Parts and any material or part(s) found to be defective during the First Year will be replaced free of charge, subject to the following terms and conditions being complied with as set out hereunder:

WARRANTY POLICY

1. The unit was supplied by Gree Power KZN, and installed within 3 (three) months of date of invoice.
2. Gree Power KZN will, at its sole option, either repair the goods supplied, or replace free of charge parts recognized by Gree Power KZN, as defective in material and/or workmanship under normal use.
3. Gree Power KZN will invoice the Contractor for the components or parts supplied under warranty and only after receipt of the faulty component/ part and acceptance by Gree Power KZN that the claim is valid, pass a Credit to the same Value supplied under the Warranty claim.
4. Faulty components/ parts not returned and received by Gree Power KZN within (30) Thirty days of the replacement parts being shipped to The Contractor, will result in the claim being rejected and the Contractor will be held liable for the component/ part, delivery and shipping costs.
 - a) In the event of a claim being rejected by Gree Power KZN, all claim costs including the cost of shipping the replacement part will be for the Contractors Account.
 - b) Defective parts or Components replaced by Gree Power KZN will become the property of Gree Power KZN once the Contractor has taken delivery of the new components/ parts.
5. The terms and conditions of the warranty policy and procedures as set out in this document supersedes all other previous warranty policies and procedures, either written, implied or warranted under common law.
6. This agreement constitutes the whole agreement and no variation on this agreement will have legal effect unless reduced to writing and signed by both parties.
7. Gree Power KZN will evaluate each claim within 30 days of receiving the components and credit notes will be issued no later than 30 days following the acceptance date of the claim. Where a claim has been rejected by Gree Power KZN, the Contractor will make payment as per Account agreement with Gree Power KZN.
8. The 'Installation Registration Form' (copy attached) was completed and submitted within 30 calendar days of installation, to Head Office. If you are a Gree approved contractor or account holder, this paragraph shall not apply. Your signed off "Job Card" will act as your "Registration Form".
9. The installation was performed according to;
 - a. The manufacturer's instructions manual as supplied with the unit,
 - b. Any special instructions or guidelines supplied by Gree Power KZN Product Support Section,
10. Product application was within design criteria and operated normally by the user.
11. Gree Power KZN 'warranty claim procedure' was adhered to.

GREE Warranty Policy cont/....

LIMITATIONS, INCLUSIONS AND EXCLUSIONS

Gree Power KZN will not be held liable for resultant

1. damage caused to the air conditioning systems or the building due to: -
 - a. Damages resulting from incorrect installation, incorrect wiring or handling.
 - b. Damages resulting from an external source such as fire, lightning strikes, under-over voltage fluctuation, insufficient power supply or any act out of our control.
 - c. Damages resulting from unauthorized tampering on the air conditioning systems.
 - d. Units installed in limited ventilated areas or as per the manufactures recommended specification.
2. Claims will not be recognized in respect of any unit, which has not been serviced/maintained according to a standard air conditioning service/maintenance procedure
3. Claims will not be recognized in respect or any equipment, which has been subjected to modification without Gree Power KZN written approval.
4. Units received damaged in transit and installed will not be replaced or claimed unless authorization has been obtained from Gree Power KZN/Air conditioning Technical division.
5. The Extended Warranty on Compressor will not be applicable to units installed or operating in or under the following conditions:
 - a. Within 5 kilometres from the shore line, unless additional corrosion protection has been applied.
 - b. High corrosive or chemical manufacturing facilities or areas e.g. hydrochloric acid, chlorine or any such like corrosive chemicals.
 - c. Units installed or operating in dusty or highly polluted areas.
 - d. Units relocated from the original installation or building.
6. Any parts damaged through accident, faulty or incorrect installation and handling or used in any manner outside of the purpose which it was designed for will not be accepted as a warranty claim.
7. The installation was carried out or commissioned by a person's not trained and certified in the Air Conditioning Trade.
8. A written service/ maintenance agreement must exist between the user and the Authorized Gree Power KZN/ Air Conditioning Contractor, and has been complied with in terms of service intervals and scope of work, do give effect to the terms and conditions of this Warranty policy.
9. All cosmetic and plastic parts are excluded under the warranty policy.
10. All replacement components and parts will be **pro rata** to the remaining warranty period.
11. Only major parts and components will carry the warranty as set out below: -
 - i. Compressor.
 - ii. Fan motors.
 - iii. Air swing motors.
 - iv. PC Boards not damaged by the following: - water, lighting strikes, voltage surges, incorrect wiring or acts of God.

WARRANTY COSTS

1. Gree Power KZN **is** responsible for:
 - a) Providing a replacement component in lieu of the faulty one.
 - b) The cost of transporting the failed component within the first year.
2. Gree Power KZN **is not** responsible for:
 - a) Labour or travel costs to remove or replace failed components,
 - c) Consequential damage or loss, whatever kind, due to the product's failure.

CLAIM PROCEDURE

1. Claiming for a failed component or part under warranty must supply the following information, failing which the claim will not be accepted.
 - a. Copy of the original invoice upon which the unit(s) were purchased.
 - b. Model and serial number in full.
 - c. Warranty claim form completed in full by the contractor.
 - d. Details of fault and possible causes.
 - e. Service or maintenance record after the First Warranty Year has expired.
2. Following the repair, the parts to be credited must be returned within 30 days to Gree Power KZN. Should the parts not returned in the specified period, the parts will become due for immediate payment.
3. Overdue payments or servicing the account held with Gree Power KZN in a correct manner will delay all warranty claims and requests for warranty claims.
4. Payments on accounts are not permitted to be with held due to warranty claims issues.

CUSTOMER SATISFACTION

As part of the Customer Satisfaction Program, Gree Power KZN may elect to make a Follow-up or Courtesy Call directly to the First-User following a Warranty Claim. First-User particulars are therefore essential on the Claim Form. It is important to note that no claim will be honoured on the air-conditioning product in question, if there is no maintenance agreement between one of Gree Power KZN approved contractors for the maintenance of the unit in question.

Charlotte Pillay – Managing Director

Kumaren Pillay – Technical Manager