
Scotsman Ice Systems (Pty) Ltd

V.A.T Reg. 4890179734

Tel: 010 590 0609

Co.Reg.1998/024506/07

Tel: 011 053 5000

Customs code: 01650121

Fax: 086 634 0803

Email: jennifer@scotsmansa.co.za

Unit 4, Lakeview Business Park, 8-10 Yaldwyn Road, Jetpark / P.O.Box 30072, Jetpark, 1467

SCOTSMAN SOUTH AFRICA
DISTRIBUTOR'S PARTS / COMPONENTS AND LABOUR
WARRANTY POLICY

(Revised 11.01.21)

GENERAL:

All products manufactured and marketed under the Scotsman brand are guaranteed to be free from defects in material and / or factory workmanship, provided that they are properly installed, maintained, used, operated under specified conditions and in accordance with the installation instructions set forth in the Service Manual supplied along with each unit. The warranty terms apply to goods sold and installed in South Africa.

SCOPE OF THE WARRANTY:

The warranty covers manufacturing defects in products / components only, provided that the conditions set forth in the above clause are met.

The Scotsman SA warranty will not apply if:

1. The product is damaged during transport;
2. Packaging and transport materials are not removed during installation and commissioning.
3. The product has been abused or misused;
4. The product has been modified, altered or dismantled;
5. Repair or installation work is carried out by an unauthorized person;
6. The serial number on machine or parts in the machine has been removed;
7. The sensors are dirty or the condenser is blocked;
8. Failure to ensure the use of water filters as some areas in South Africa are subject to poor water quality;

The Scotsman SA warranty excludes defects due to external reasons as per below:

1. Exposure to chemicals, chemical vapours or any other agents;
2. Electrical supply power failure or incorrect wiring or power surges;
3. Water supply failure or plumbing problems for any reason;
4. External drain line malfunctions;
5. Failure to clean and maintain as set forth in the Service Manual including sensors and condensers;
6. Installation of ice machine not in accordance with the Service Manual;
7. Failure to replace water filter cartridges timeously if installed;

WARRANTY EXCLUSIONS:

- Travelling / transport costs to and from location, consumables and non-Scotsman parts are not covered;
- Moving the ice machine to and from locations is not covered;
- Labour and / or hire of cranes or forklifts to enable access to the ice machine is not covered;
- Rentals / leases are not covered by this warranty policy – Please deal direct with the supplier of the equipment;
- Scotsman SA will not accept any claim for reimbursement for work carried out on behalf of a Third party;
- Scotsman SA will not be responsible for any costs involved in gaining access to ice machines for the purpose of repairs, checks or modifications;
- Ice machines in remote locations /locations that require specific transport such as 4 x 4 or boat in order to get to the machine / or across the South African Borders will need to be taken to the nearest Scotsman SA approved Dealer at the Purchaser's expense;
- In the event of a gas leak occurring as an original fault only, the replacement gas for the first fill and labour will be covered. Gas leaks resulting from technicians working on the refrigerant system will not be covered by the Policy. Gas used to test the system is not covered by the Policy.
- Special access such as permits / access passes to work on units installed on mines or in airports is not covered under warranty.

WARRANTY PERIOD:

Scotsman SA warrants their products for the following period from date of sale to the end user as follow;

- Scotsman ice cubers – **12 months on parts and labour**
- Scotsman flakers, nuggets / dispensers – **12 months on parts and 6 months labour only.**
- Spare parts / components replaced under the warranty Policy are guaranteed for **6 months** from date of invoice.

Proof of date of purchase in the form of a **TAX** invoice is required.

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EXTENDED 12 MONTH WARRANTY:

- Is, available on **parts only** (No labour incl.) if, the unit is serviced by an accredited Supplier / Dealer, before the end of the first 12 months.
- This service charge is for the end user's account.
- Proof of such a service in the form of an **Invoice** and **proof of payment** to an accredited Supplier / Dealer will be required by Scotsman SA to validate the extended warranty claim.
- All other costs, including, but not limited to, are not covered under Warranty and will be charged to the end user.

CLAIM PROCEDURE:

- Dead on arrivals or damaged goods must be advised within **7 days** of receipt of goods to the Supplier / Dealer you purchased from.
- Any claims against defects of the equipment must be made through the Supplier / Dealer of your equipment.
- All warranties are **administered by Scotsman Ice Systems SA (Pty) Ltd.**

Replacement of faulty parts on warranty units via a Dealer

- Complete claim form and send together with copy of the proof of purchase in the form of a TAX invoice to:- warranty@scotsmansa.co.za or Fax: 011 826-4123.
- Parts will be issued, ex-stock Boksburg to the Dealer to attend to the repair work.
- An invoice will be raised for the replacement spares and once the faulty spares are returned to Scotsman SA, a credit will be passed.
- In the event of the faulty parts not being returned to Scotsman SA the Dealer / Supplier / Purchaser will be liable for the cost of the parts.
- Dealers attending to the repair must send an original **TAX invoice** made out to Scotsman Ice Systems together with a **Job sheet with full report, signed off by the end user**, within 30 days in order to process your labour claim. (Please refer to compensation rates schedule)
- All charges for parts to be couriered across the South African Borders will be for the Supplier / Dealer / Purchaser account.

Labour supplied by Dealer

- Work is to be carried out by the Dealer or a sub- contractor appointed by the Dealer.
- A **Job sheet with full report** and breakdown of charges, **signed off by the end user** must accompany your original **Tax invoice**.
- Payments made by Scotsman SA will be processed as part of the normal creditors function and be available 30 days from date of statement.
- The Dealer is liable to pay any sub-contractor appointed directly, as claims received from sub-contractors will not be entertained by Scotsman SA.

Labour or parts supplied by Scotsman SA

- In the event of the Dealer not being able to attend to a Warranty, Scotsman SA will send a sub-contractor.
- All labour and parts will be covered by Scotsman SA.
- All travel / transport costs charged by the sub-contractor will be charged to the Dealer who supplied the ice machine to the end user.

DEALER RESPONSIBILITY:

- Ensuring the correct installation of the ice machines and after sales service is offered to your customers.
- Warranty call out / repair which is found to be the result of poor or incorrect installation will be for the account of the Supplier / Dealer / Purchaser responsible for that installation.
- Installation of the machines by a fully qualified refrigeration technician is a pre-requisite for Scotsman SA to accept a warranty claim against any model of ice machine.
- Permission must be granted from Scotsman SA to supply a locally procured part in place of the original. (proof of purchase is required)
- All paper work relating to re-imburement of claims must be submitted to Scotsman SA within 30 days of fault.
- Whenever a claim proves to be unfounded by Scotsman SA the Dealer shall be responsible to reimburse Scotsman SA for any expenses incurred in investigating such claim.

PURCHASER'S (END USER) RESPONSIBILITY:

- Ensure the ice machine is installed correctly according to the user manual inside the machine or installation manuals found on www.scotsmansa.co.za.
- Goods must be serviced by an accredited Dealer every 12 months as per the manufacturer's specifications and is for the Purchaser's account.
- Failure to adequately clean and complete preventative maintenance every 6 months, as per the Service Manual, will affect the claim of warranty and reduce the production capacity of the goods.

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- Cleaning and maintenance of water filters, air filters and condensers should be carried out a minimum of every 6 months, this includes changing the filter cartridge. Failure to do so will void warranty of any goods damaged or affected by this.
- **Before submitting a claim the following must be checked first;**
 - Power and water connected and turned on;
 - The drain pipe is clear of all blockages;
 - The air filter and condenser is clean from dust and blockages;
 - The machine is not installed in a closed cupboard;
 - The machine has an allocated position that is cool and well ventilated;
 - No items have been placed around the machine restricting air flow;
- The Purchaser agrees that they will be charged for any work done by an accredited Supplier / Dealer or sub Contractor that is not covered by the warranty policy.

LIABILITY:

Scotsman SA accepts no liability for any loss or damage direct or indirect of or to any person or property arising from the installation or operation of goods including consequential loss or damage arising from any circumstances whatsoever. Scotsman SA accepts no liability for the conduct and / or performance of Suppliers / Dealers / sub- contractors used by the Purchaser after the warranty period has expired.

COMPENSATION RATES

Chargeable Labour rate: R 450.00 /per hour

The Following rates will apply:

CUBERS

Compressor replacement	4 hours
Compressor start component	1 hour
Pump replacement	1 hour
Fan motor replacement	1 hour
Re-Gas (no leak)	1 hour
Re-Gas and leak repair	2 hours
Electronic Repairs (Pcb & switches)	1 hour
Expansion valve replacement	3 hours
Hot gas valve replacement	3 hours
Moisture or restriction in system	3 hours

FLAKERS

Compressor replacement	4 hours
Compressor start component	1 hour
Pump replacement	1 hour
Fan motor replacement	1 hour
Drive motor replacement	1 hour
Re-Gas (no leak)	1 hour
Re-Gas and leak repair	2 hours
Electronic repairs (Pcb & switches)	1 hour
Expansion valve replacement	3 hours
Hot gas valve replacement	3 hours
Moisture or restriction in system	3 hours
Leaking seal mechanism	1 hour
Freezer refrigerant leak	3 hours
Freezer mechanical problem	3 hours
Condenser refrigerant leak	3 hours
Suction & accumulator leak	3 hours
Top / bottom bearing replacement	1 hour
Gear replacement	2 hours