



Green HVAC Unitary Standard Warranty Policy and Procedures

Standard Warranty Policy for Green HVAC Equipment

Overview

This document outlines the standard warranty policy and procedures for claiming warranty on parts. Please note that all equipment is covered by a parts-only warranty. Replacement of HVAC units requires prior approval from the relevant Green factory.

Warranty Details:

- **Indoor Parts Warranty:** Green HVAC equipment comes with a standard 2-year warranty on indoor parts from the date of purchase, provided it is installed by a qualified/certified installer.
- **Compressor Warranty:** The compressor is covered for 3 years from the date of purchase, subject to the installation procedures outlined in the installation manual and if installed by a qualified/certified installer.
- **Installation Timing:** Equipment must be supplied by Green HVAC and installed within 6 months of purchase.
- **Qualified Installation:** All installations must be performed by trained, competent, and certified HVAC technicians.
- **Compliance:** Installations must adhere to the SABS code of practice.
- **Service Agreement:** The 3-year compressor warranty is contingent upon a signed full-service agreement with the client, with records maintained throughout the warranty period.
- **Coverage Includes** Electronics, mechanical parts, and electrical parts.
- **Coverage Excludes** Cosmetic covers, labour, refrigerant, travel, acts of nature, and electrical failures due to power supply issues.
- **Warranty Claims:** A completed Green HVAC warranty form, along with all required documentation, must be submitted for all warranty claims.
- **Non-Transferable:** The warranty is non-transferable between installation companies.

- **Service Recommendations:** Full-service recommendations are detailed in the Green Services Guidelines, suggesting servicing every 12 months by an approved installer.

Procedures for Defective Parts:

1. **Request Information:** Contact the sales department for pricing and availability of the part at info@ledtronix.co.za.
2. **Purchase Order:** A purchase order must be placed for the replacement part before it is collected or delivered.
3. **Return Faulty Part:** The faulty part must be returned to Green HVAC within 14 days.
4. **Testing:** After receiving the part, a full test will be conducted, with a report provided via email within 14 days.
5. **Warranty Form Issuance:** If the part is deemed under warranty, a warranty form will be issued to the client by the relevant technical representative.
6. **Replacement Part:** Upon completion of the warranty process and receipt of all required documentation, the replacement part will be sent to the installer at no charge to their account.

Important Note:

Warranties will be voided if the policies and procedures are not followed. For inquiries, please contact:

Email: returns@ledtronix.co.za