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Smart Airconditioning Solutions

# SAMSUNG DOMESTIC & LIGHT COMMERCIAL AIRCONDITIONING WARRANTY CARD

## 60 MONTH LIMITED WARRANTY ON UNIT PARTS & LABOUR
## 60 MONTH LIMITED WARRANTY ON NON-INVERTER COMPRESSOR
***(ON MACHINES UP TO 60 000 BTU ONLY)***

*PLEASE READ CAREFULLY, COMPLETE AND STORE IN A SAFE PLACE WITH PROOF OF PURCHASE*

**TO REGISTER YOUR PRODUCT AND ACTIVATE THIS WARRANTY, VISIT WWW.FOURWAYSGROUP.CO.ZA**

1. All Samsung airconditioners ("**products**") are to be installed according to Samsung's specifications, and according to the SABS Code of Practice, by a Samsung-authorised installer. Subject to the stated terms and conditions in this document, a warranty is given to the purchaser in respect of the Samsung Airconditioner, Model No. and Serial No. as listed in this document from the later date of purchase or installation of the product by the purchaser. This warranty is subject to a maintenance agreement as set out in the Service Schedule in this document (found overleaf) being entered into and complied with. **Should the products not be serviced as per the Service Schedule, this warranty will be null and void**. This warranty only applies to products purchased on or after 1 February 2020
2. **To activate this warranty, you must register the product at www.fourwaysgroup.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. 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 Samsung dealer, or being incorrectly sized for the application /use required, according to the authorised dealers' 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, with only the cost of parts covered. Spare parts necessary for any repairs covered by the warranty will be supplied by the relevant Samsung Service Centre.
5. Fourways Airconditioning (Pty) Ltd ("Fourways Group") shall not be responsible, without limitation, for any charges for dismantling or reassembling the airconditioners for repair, any transportation or storage expenses, injury to person or property, work stoppage, impairment of other goods, breach of contract, negligence or other such action as may be 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 person other than a person authorised by Fourways Group. It will also lapse in the event of any unauthorised alteration to this warranty document**.
7. Any repairs carried out under this warranty will not extend the period of the warranty in any way.
8. Neither Fourways Group nor their authorised 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.
9. This warranty is in addition to any warranty that may apply in law.
10. Should repairs become necessary DURING THE WARRANTY PERIOD, please phone the installation dealer as noted on the reverse of this document or contact Fourways Group for a list of authorised dealers.
11. This warranty commences from date of purchase and must be **registered** *within 6 months* of date of purchase.

For any repairs after the warranty period is over, contact your nearest authorised Samsung Dealer.

**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 surro unded 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.

*Contact Fourways Group to discuss any concerns that you might have about the environment in which your product is installed.*

Contact Fourways Group for a list of authorised installers and dealers for this product.
**Installations and services by unauthorised persons will invalidate this warranty**.

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Customer Name: _____

Customer Address: _____

Indoor Model No: _____ Indoor Serial No: _____

Outdoor Model No: _____ Outdoor Serial No: _____

Date of Purchase: _____ Invoice No: _____

Dealer Name: _____ Dealer Tel No: _____

| Period | Covered |
|---|---|
| First 60 months | Unit Parts |
| Month 60 to Month 120 | Digital Compressor Parts only *(Inverter units only)* |

**This warranty is only valid if the product is serviced at a minimum of every six months for commerical applications and annually for domestic applications as per the Service Schedule below by the installing dealer or an authorised dealer. Should the product be installed in corrosive environments, the necessary precautions must be taken by the purchaser to protect the product from corrosion and must be serviced monthly. If the product is installed in very dusty or dirty environments, servicing should be done as often as monthly should conditions require.**

**Service Schedule:**

- Clean indoor coil
- Clean outdoor coil (High Pressure Washer)
- Check indoor and outdoor fan motors
- Check fan blades for damage or out of balance
- Check all electrical connections
- Check for oil spots on refrigerant piping
- Check and clean condensate drains
- Clean filters
- 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

**You are responsible to ensure that the product is properly serviced and maintained and to keep the necessary proof thereof.**

| Service No | Date | Technician Name | Technician Signature |
|---|---|---|---|
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By signing this service record the technician confirms that the service has been carried out an unit is in a satisfactory working condition and performing to specification.