

UK Product Warranty Terms & Conditions

To be read in conjunction with the Artus Air Limited (AAL) Conditions of Sale prevailing at the date of contract and any related quotation or proposal (available directly from AAL).

Type	Cover Level	Warranty Period
UK Supply Only	Parts Only Warranty	12 months from the date of delivery or the date of invoice whichever is sooner.

All AAL products or parts (non-consumable) supplied for installation within the UK mainland carry a parts only warranty for non-consumable parts for a period of 12 months from the date of delivery or the date of invoice whichever is sooner.

Products or parts installed or commissioned which do not meet AAL product installation and maintenance standards (available at www.artusair.com) will invalidate all warranty claims.

WARRANTY IS ONLY VALID IN THE EVENT THAT:

- In the period between delivery and commissioning, the product is properly protected & serviced as per the AAL installation & maintenance manual provided; and
- Where applicable, the glycol content is maintained to the correct level.

If a problem is reported and the warranty is confirmed as valid under the given installation and operating conditions, AAL will provide parts and direct labour costs attributable to the rectification of any affected AAL equipment supplied (excluding costs for any specialist access or lifting equipment that must be ordered by the customer).

Any spare part supplied by AAL under warranty will be warranted for the unexpired period of the original parts warranty or 3 months from delivery, whichever is longer.

WARRANTY PROCEDURE

- Warranty claims must be reported immediately on discovery and directly to AAL at its registered address using the Technical Service Request form, available at www.artusair.com.
- Within 4 working days of receiving a warranty claim, AAL will confirm if the claim falls within the warranty period and, if the claim is within the warranty period, will propose an initial plan of rectification with the customer. This may include the despatch of available parts or the arrangement of a site visit by an AAL engineer (or appointed person).
- Where a site visit is required, the customer shall pay a standard £250 deposit for an AAL engineer (or appointed person to attend site). Where possible the site visit will be within 9 working days of a claim being received.
- The AAL engineer (or appointed person) will continue with any work until it has been completed. If it is not possible to complete the work in one visit (e.g. parts required), subsequent visit(s) will be arranged.
- If it is evident that there has been inadequate or no maintenance of the product during the period since commissioning, or if the warranty is otherwise excluded in AAL's discretion, the warranty will be invalid and the customer will not be reimbursed the deposit and charged on an additional hourly rate of £65.26 for all hours above the first 2 hours of work.
- Parts will be despatched once all warranty conditions have been confirmed.
- All faulty components must be returned to AAL for analysis via the AAL engineer.
- If a failed part is not returned or if it is evident that product failure occurred as a result of misuse or poor maintenance, AAL reserves the right to request payment in full for all work carried out in order to rectify the fault and for any such parts. Failure to pay any such reclaim will invalidate all further warranty.

EXCLUSIONS

Warranty may be refused for the following reasons:

- Misapplication of product or component
- Incorrect or inadequate site installation
- Incorrect or incomplete commissioning documentation
- Incorrect or inadequate storage
- Incorrect or inadequate site maintenance
- Damage caused by mishandling
- Replaced part being returned damaged without explanation
- Unnecessary delays incurred in return of defective component
- Product installed outside the UK mainland