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JASA Smart Home WARRANTY Terms and Conditions Apply

(Valid as from 1 January 2022 until further notice)

1.0 Definitions

- a. **'Company'** means JASA Smart Home
- b. **'Authorised'** the installer/engineer/technician that is the company's accredited installer
- c. **'Compensation'** consists of the replacement or repair of the **Defective Parts** only at the **Company's** discretion
- d. **'Consumer'/'Purchaser'** means a (i) natural person, or (ii) legal person, hereafter jointly referred to as 'Consumer', purchasing **Goods** from the **Company**.
- e. **'Defective Part'** means a part that has malfunctioned due to a manufacturing fault
- f. **'Goods'** means air-conditioners and evaporative cooler products supplied by the **Company** to the **Consumer/Purchaser**.

2.0 Warranty

- a. Subject to the conditions in section 2, the **Company** will grant a **Compensation** for **Defective Parts**, hereinafter referred to as the 'Warranty.'
- b. This Warranty is a parts only Warranty; **Company** will supply all the spare parts necessary for the repair of the defective unit to the **Authorised**. and will not cover any installation, labour, transport or any other costs incurred for the repair or the assembly by the **Consumer** or the installer.
- c. This Warranty covers only the **Goods** and not the installation, commissioning and/or maintenance of the **Goods**.
- d. Any repairs in relation to the Warranty needs to be carried out by the **Authorised**.
- e. This Warranty is only valid if and when the faulty part has been returned to **Company**.
- f. This Warranty is not transferable, and only valid for the original Purchaser of the **Goods**.
- g. This Warranty is only valid when combined systems are purchased including both the indoor and outdoor units.
- h. This Warranty is only valid once it has been determined by **Company** that the fault is due to a manufacturing defect or fault material, and not due to an installation error or mishandling.
- i. The Warranty on the **Goods** will be granted, unless otherwise specified by the **Company**, during the following Warranty Periods, the period is valid from the date of the invoice
 - i. **Q PLUS Inverter** - 5 + 5 additional years on compressor and 3 + 2 additional years on other spare parts
 - ii. **Q PLUS Fixed Speed** - 5 years on compressor and 3 years on other spare parts
 - iii. **All other Jet-Air Midwall and Light Commercial**(up to 60 000 BTU only) units - 5 years on compressor and 3 years on other spare parts
 - iv. **Portable, Window Wall, Evaporative Cooler, Air Curtain and Heat Pump** - 1 year
 - v. **Heavy Commercial and Industrial** - 3 years on compressor and 2 years on other spare parts
- j. Any repairs carried out will not extend this Warranty in excess of the Warranty Period stated in 2.0i) in any way.
- k. Should repairs be required during the Warranty period, please contact **Company's Authorised** and only use **Company's Authorised**.

- I. Warranty is only granted if the **Goods**:
 - i. are connected in compliance with the **Company's** instructions and recommendations.
 - ii. are used in an application **Authorised** by the **Company**.
 - iii. are installed and commissioned by an **Authorised**, in accordance with the **Company's** instructions and recommendations.
 - iv. Registered on www.jet-air.co.za within 30 days of installation for the additional warranty provided for **Q PLUS inverter**.
 - v. are serviced and maintained by an **Authorised** as per the service schedule in section 5.0, **Authorised** by the **Company**, in accordance with the applicable Manufacturer's instructions and recommendations. The minimum service and maintenance interval required is twice a year, and if installed in corrosive environments the minimum maintenance interval is every three month, unless stated differently by the **Company**. A copy of the service report for each interval should be submitted to the Company with each Warranty Claim; and
 - vi. have been paid in full by the **Consumer/Purchaser** according to the payment terms agreed between the **Company** and the **Consumer/Purchaser**.
 - vii. are installed and maintained in accordance with the corrosive environment requirements stated in section 6.0.

3.0 Exclusion

- a. The **Company** will not grant any **Compensation** and the Warranty will lapse if:
 - i. If the **Goods** were not installed and maintained as per section 2.0
 - ii. If damage or the fault is caused by improper use, mishandling, by transportation, by poor installation, by normal wear or by lack of maintenance;
 - iii. If only the indoor or the outdoor units of the **Company** have been purchased in isolation.
 - iv. For **Goods** that have been modified by any unauthorised person at any time after the delivery of the **Goods**.
 - v. For **Goods** which the Manufacturer's serial number has been altered or removed.
 - vi. If any remedial work has been carried out by third parties other than the **Authorised**, without the prior written approval of the Company
 - vii. If a compressor fails, and that compressor has been removed from the unit prior to being inspected by an **Authorised**.
 - viii. If the **Goods** are not installed and maintained in accordance with the corrosive environment requirements stated in section 6.0.
 - ix. For consumables such as refrigerant and oil;
 - x. For labour.
- b. The **Company** shall not be responsible, nor held liable, for:
 - i. Time and transport expenses, the costs of which shall be for the **Consumer/Purchaser's** account
 - ii. Labour costs incurred for the repairs will be at the costs for the **Consumer/Purchaser's** account
 - iii. Damage to the **Goods** as a result of floods, winds, fires, lightning, accidents, or any other causes beyond the control of the **Company**;
 - iv. Failure of the **Goods** to operate due to the inadequacy or interruption of electrical services.
 - v. Damage to the **Goods** if it was used in excess of 70 hours per week

4.0 How should Compensation be claimed?

- a. All Warranty claim requests should be submitted with
 - i. the original invoice (indicating the date of invoice by an **Authorised**, product model number and serial numbers and details of the **Authorised**)
 - ii. Confirmation of registration for the additional warranty for **Q PLUS inverter**
 - iii. Proof that the **Goods** are defective via an inspection by an **Authorised** and the spare parts needed to repair it.
 - iv. Proof that the concerned **Goods** are serviced and maintained by an **Authorised** using a completed service passport.
- b. Claims will only be considered by the **Company** if submitted within the Warranty Period in section 2.0i)
 - i. the original invoice (indicating the date of invoice by an **Authorised** , product model number and serial numbers and details of the **Authorised**)
 - ii. Confirmation of registration for the additional warranty for **Q PLUS Inverter**.
 - iii. Proof that the **Goods** are defective via an inspection by an **Authorised** and the spare parts needed to repair it.
 - iv. Proof that the concerned **Goods** are serviced and maintained by an **Authorised** using a completed service passport.

5.0 Service Schedule

- a. Clean filters, indoor and outdoor coils and unit cabinets.
- b. Check running current, cooling operations, electrical connections, heating operations and refrigerant pressures.
- c. Check indoor and outdoor fan motors.
- d. Measure on and off coil temperatures for indoor and outdoor.
- e. Check fan blades for damage or out of balance.
- f. Check for oil spots on refrigerant piping
- g. Check all electrical connections.
- h. Check cooling and heating operation
- i. Check refrigerant pressure
- j. Check and clean condensate drains
- k. Check corrosive barriers
- l. Check corrosion protection requirements
- m. Keep record in service passport.

6.0 Corrosive Environment Requirements (non-compliance will invalidate this warranty)

- a. Corrosive environments include, but are not limited to, mining, manufacturing and the sea.
- b. The below requirements need to be maintained throughout the Warranty period for the validity of the Warranty.
- c. The **Goods** must have no direct exposure to the source of the corrosive elements
- d. The **Goods** must be surrounded by appropriate corrosion barriers and be provided with sufficient ventilation.
- e. All **Goods** installed within 500m of the source of the corrosive elements must be treated with additional protective treatment.

Service Passport

(must be completed at installation and at every service interval for the validity of the Warranty)

Customer Name:

Customer Address:

Customer Email:

Indoor Model No:

Outdoor Model No:

Indoor Serial No:

Outdoor Serial No:

Date of Invoice:

Invoice No:

Dealer/Installer Company Name:

Dealer/Installer Phone Number:

Dealer/Installer Signature:

You, as the purchaser, are responsible for the compliant service and maintenance of the **Goods** as per the Service Schedule in section 5.0 and also keep the necessary proof.

Service No	Date	Technician Company	Technician Name	Technician Signature
1				
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By signing on this service passport the authorised technician acknowledges that the details provided are true and that the services have been carried out as per Section 5.0, as well as confirming the **Goods** are in satisfactory condition and to specification.