

Dimplex

Thermal Solutions

WARRANTY PROCEDURES

OUR WARRANTY POLICY IS AS FOLLOWS:

WARRANTY WORK:

Before doing any work on a chiller covered under warranty, the customer is to call Dimplex Thermal Solutions (**1-800-YOU-KOOL**) and explain the problem to one of our engineers, who can then determine the best course of action. Dimplex Thermal Solutions will not be obligated to pay for warranty service performed without our prior approval.

If it proves necessary to call in a service person, we require an estimate of the labor charges prior to the service work being performed.

It is the responsibility of the service company to enclose a service report with each invoice. Dimplex Thermal Solutions will not honor invoices that do not include a service report. Both the service report and the invoice are to include the serial number and model number of the chiller on which the warranty work has been performed.

Dimplex Thermal Solutions will not honor invoices for work done by two or more people at a time, or for overtime labor charges. If the customer requests work, which falls into either of these categories, the customer, is responsible for the extra charges incurred.

WARRANTY PARTS:

When it is necessary for Dimplex Thermal Solutions to replace parts, which are under warranty, we require a purchase order from the customer to cover both the cost of the parts(s) and the freight charges. We will then invoice the customer for that amount. A returned good's authorization number will be issued, on which the defective parts may be returned freight prepaid. When we receive the defective parts, we will issue a credit for the full amount of the invoice.

PLEASE NOTE: While Dimplex Thermal Solutions is willing to pay freight charges one way, we are not responsible for special freight charges such as next day service, Saturday delivery, etc. If the customer requests one of the special services, the customer is responsible for the charges incurred.

**DIMPLEX THERMAL SOLUTIONS, KOOLANT KOOLERS BRAND.
WARRANTY**

**COVERING LABOR AND PARTS FOR EIGHTEEN MONTHS
UNDER THE TERMS AND CONDITIONS AS DESCRIBED BELOW**

We agree that the apparatus manufactured by Dimplex Thermal Solutions will be free from defects in material and workmanship - under normal use, service, and proper installation - for a period of one year from the date of shipment from our factory, and that our obligation under this agreement is limited solely to repair or replacement at our options, in our factory or in the field with our approval, within said warranty period. If the unit is returned to our factory, it must be returned freight prepaid, with prior approval and having obtained a returned goods authorization number, to Dimplex Thermal Solutions where we will make any needed repairs at no charge to the customer if the damage is determined not to be the fault of the customer. We will then return the unit freight prepaid; in other words we will be responsible for one leg of the transportation costs. **THIS AGREEMENT TO REPAIR OR REPLACE DEFECTIVE PARTS IS EXPRESSLY IN LIEU OF AND IS HEREBY A DISCLAIMER OF ALL OTHER WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AS WELL AS ANY OTHER IMPLIED WARRANTIES, IN LAW OR EQUITY, AND OF ALL OTHER OBLIGATIONS OR LIABILITIES ON OUR PART. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION HEREOF.** We neither assume nor authorize any person to assume for us any liability or obligations in connection with sale of our apparatus, except said repair or replacement of the defective part as set forth above. Our liability does not include any labor charges for replacement of parts, adjustments, repairs, or any other work done outside our factory without our approval. Our liability does not include any consequential or resulting damage to persons, property, equipment, goods, merchandise, profits, good will or reputation arising out of any defect in or failure of our apparatus. Our obligation to repair or replace does not apply to any apparatus which has been repaired or altered outside of our factory in any way, or which has been subject to negligence, to misuse, or to pressure outside of stated limits. On parts not of our manufacture such as motors, controls, etc., we extend only the same warranties given by the seller. Our agreement herein applies only to the original purchaser and does not extend, expressly or by implication, to any other person or persons. Nothing in these warranty provisions will impose any liability or obligation of any type, nature or description upon Dimplex Thermal Solutions if Dimplex Thermal Solutions has not received payment in full for the apparatus in question. All stated warranty policies are limited to sales and ultimate shipment of equipment within the continental U.S. only. Shipments to other states or countries must be handled on an individual basis.

DELIVERY

We will make every effort to ship by the quoted date, but failure to do so for any cause whatsoever will not give the buyer the right to cancel the order or hold Dimplex Thermal Solutions responsible for any damages resulting from the inability to deliver within the time stated.