

# Terms & Conditions

## Warranty

All Systems sold and installed by Sirair carry a Warranty – Parts and Labour.  
All systems sold to an installer/dealer carry a Warranty – Parts only.

### Important information on Warranty.

- The 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 or subsequent services.
- It also does NOT cover repairs, replacement of parts, maintenance or services necessitated by normal wear and tear, incorrect operation, failure to properly maintain or service, connection to incorrect voltage, POWER SURGES, LOADSHEDDING, damage caused by LIGHTNING, work carried out by persons other than Sirair approved dealers.
- All fault finding has to be done by the dealer and relayed to Sirair in order to supply the correct spares.
- All units MUST be properly sized and be serviced annually. Contact Sirair for an approved technician near you.
- Sirair can help guide you if a warranty issue arises. When placing a warranty claim you will need to provide proof of purchase (your tax invoice), installer details and proof of service history.
- All warranties are passed on to the person/company that appears on the invoice.
- Should a call out be needed to assess a unit by the Sirair technician the dealer needs to be on site with the technician, Should there be an installation problem a call out fee will be charged.
- Warranty will be voided by the manufacturer if the system is not installed by a qualified Sirair approved trade's person or not installed according to the manufacturer's specifications. Under these circumstances any service repair costs will be the responsibility of the customer and charged accordingly.





