

MEDCO STANDARD WARRANTY POLICY

WARRANTY POLICY FOR MEDCO MED PREFIX GLASS DOOR MEDICAL REFRIGERATORS AND FREEZERS AND MED PREFIX SOLID DOOR UNITS SOLD IN SOUTH AFRICA

This document aims to clarify the terms and conditions on the warranty for the MEDCO Medical refrigerators and freezers classified by type of component. This document also aims to complement the instruction manual(s) placed inside each and every unit.

MEDCO extends this current Warranty Policy to all units it supplies, against any manufacturing defects in components and manufacturing processes, that operate in the specific usage conditions for which they were designed, and installed under the appropriate electrical installation. The medical fridge(s)/part(s) will be repaired at no cost to the dealer/end user. The warranty covers parts and labour performed at the time of service according to the following:

I. Cabinet

- Cabinet 1 Year
- Doors 1 Year
- Misaligned/fallen 6 months**

**Applies when the door gasket is not sealing properly and allowing external air to enter the chamber affecting the performance of the unit.

Note: Condensation formed on the outside of the glass package/sides of the units when the unit is subject to humidity conditions above 75% is not covered by the warranty.

Broken glass is not covered by warranty, unless reported at time of delivery to dealer/MEDCO where delivery was arranged by MEDCO – This occurrence and other listed later are to be referred to as the unit being DOA (dead on arrival)

The body of the unit is warrantied for 1 year against rust, a claim related to rust will only be awarded if it can be shown to affect the unit's performance.

II. Refrigeration System

- Compressor 1 Year
- Condenser 1 Year
- Evaporator 1 Year

III. Electrical

- Fan motors 1 Year

- Power cord DOA*
- Lighting DOA*
- Thermostat/Digital controller 1 Year**

***Where delivery was arranged by MEDCO**

****Resetting/adjusting the controller settings except for those stipulated in the manual is not covered by the warranty.**

IV. Additional

- Gas leak 6 months***
- Clogged/blocked system 6 months
- Mechanical and electrical false contacts 6 months
- Compressor components (relays and capacitors) 6 months
- Door Spring/torsion bar 6 months
- Header Panel/Front Grill DOA

*****Where delivery was arranged by MEDCO. Where unit has been transported by a third-party transporter, warranty will only be for 1 month.**

NOTE: For the claiming of warranties, all damaged/replaced parts must be returned to MEDCO.

V. Shipping Guarantee

We will endeavour to ensure that the units we dispatch are adequately packaged and secured on transport to negate any possible damaged caused by/during shipping. This includes using at all times either polystyrene corner protectors or side boxes. Dealers/end users receiving medical units must check that such items are present when accepting units and where not, mark clearly on the delivery note/waybill

Any other damage should be noted ideally on the delivery note also, but if only found after the transporter has departed then should be reported within 48hours to MEDCO.

Visual evidence (photograph) of the damage is required to support the claim in such instances.

MEDCO will not accept claims made for damages when the unit has been onwardly transported to an end user by a 3rd party and the damage only noticed thereafter.

Services that do not fall under warranty

- Equipment that is found to be functioning normally
- Items that should have been attended to at time of installation including, but not limited to:
 - ❖ Incorrect power supply to the unit
 - ❖ Levelling of the unit
 - ❖ Removal of blockages from the evaporator drain pipe
- Overhaul of equipment

- Condenser Cleaning
- Preventative Maintenance
- Digital Controller Reset

When a warranty expires or a service is performed that does not fall under warranty the dealer/end user will be liable for payment of the service.

Warranty is void when:

- **The Rating label has been removed.**
- Oxidization (rust) is present caused by a hit, scratch, friction of metal parts, or if units are exposed to rain, wind or other corrosive elements/cleaning materials outside of normal use – this includes the unit not receiving frequent/adequate cleaning.
- If the unit is exposed to direct sunlight (Deformation of plastic parts may occur)
- As a result of abuse/misuse, a plastic part is damaged/broken
- Fan blades that are damaged/unbalanced or broken by external objects such as trash, rodents, power cords, etc.
- Failures that are caused by but not limited to misuse, accidents, strikes, falls, fires, floods lightning, acts of nature, vandalism, riots, demonstrations or reasons attributable to the customer.
- Damage caused during cleaning where sharp objects, solvents, detergents, abrasive cleaners, steel wool or any other item that could reasonably have been seen to cause damage.
- When the power supply to the unit falls outside of normal conditions – 230V \pm 15% or where the physical electrical supply to the outlet where the unit resides is deemed to be illegal/unsatisfactory/inadequate (wire size, saturated, poorly installed/maintained) and is the cause of equipment failure
- The failure is caused by shipping, handling, installation without the use of appropriate packaging or equipment.
- The unit is not used for the purpose for which it is designed
- The equipment has been altered or repaired by a third party that has not been approved by MEDCO – This includes changes to the parameter settings on the controller.
 - ❖ Should alterations be approved by MEDCO, then any failures associated or linkable to the alteration are not subject to warranty cover.

Procedure to Request Service

The processing/servicing of Warranty claims will be administered as follows:

- **By MEDCO** on behalf of the Dealer/at request of end user

- ❖ MEDCO arranges for the job to be completed at the request of the dealer and then retrospectively claims back non warranty claims from the dealer
- ❖ MEDCO will require an order number from the dealer prior to carrying out/instructing any work.
- ❖ In the case of the end user, there should be a formal request for repair/service of the unit. Additionally, the end/user should indicate the willingness to meet costs if service/parts do not fall under warranty.

In all cases the following information will be needed initially:

1. End User/Dealer Name
2. Full Address where unit is located
3. Telephone and Contact Name
4. Model and Serial number of the unit
5. Date and proof of purchase

MEDCO will only action warranty request(s) made by the original buyer(s) and will under no circumstances undertake any work without an official communiqué from the buyer(s). End users can contact MEDCO directly if they purchased directly from MEDCO otherwise will be directed to the dealer who supplied the unit in question in the first instance.

Important Notes

MEDCO will have no responsibility for accidents or damage suffered as a result of incorrect installation of the unit, inadequate wiring, overloads or lack of ground/earth connection, misuse of equipment, lack of training, etc.

This warranty does not cover expenses incurred of freight, transportation, shipping, etc. generated by sending a unit or part thereof for repair and return to the end user.

Under no circumstances will MEDCO be liable for damages caused to property, loss of stock, loss of trade or any other such impairment both financial or otherwise as a result of a failed unit, be its eventual repair/replacement covered under warranty or not. It is the responsibility of Dealers/End Users to ensure that they have adequate insurance coverage for such events should it be deemed necessary.

The Warranty of a unit falls away once it is taken outside of the borders of the RSA.

The Warranty provision supplied by MEDCO as part of this policy does not give assurances or guarantees on turnaround time from receipt of notification of a fault. Matters will be handled as soon as is reasonably possible.



Interpretation

This document is not restricted, and where doubts occur in the interpretation or application of this document or any other question that is not described above along with any other issues/cases then they should be reported to your service/sales representative or to MEDCO HO directly who will review and revert.

This warranty policy is subject to change without prior notification