

RC CLIMA CEREZO WARRANTY

DELIVERY

All the units which are supplied by RC Clima Cerezo S.L. and HAS BEEN STARTED by a technician approved by RC Clima Cerezo S.L. , have a standard warranty during 12 months since the start-up or 18 months since leaving the factory for non-consumable components or workforce.

The units or parts supplied by RC Clima Cerezo S.L which are installed by authorized staff, have a standard warranty during 12 months since the start-up or 18 months since leaving the factory for only non-consumable components.

The warranty is subject to the follow-up of the instructions and recommendations contained in the technical manual or in procedure provided by the RC Clima Cerezo S.L. technical staff.

THE WARRANTY WILL BE VALID WHEN:

- The equipment has been started by an RC Clima Cerezo S.L. technician or by a technician approved by RC Clima Cerezo S.L. following the instructions of the technical manual.
- The equipment has received the service and maintenance included in the technical manual.
- In the case of making repairs or modifications to the product, they have been done with the consent of RC Clima Cerezo S.L. and following the instructions provided by RC Clima Cerezo S.L.

The spare parts supplied by RC Clima Cerezo S.L. are guaranteed during the remaining warranty period of the equipment or 3 months from leaving the factory.

WARRANTY PROCESS

When there is a failure in a component of the equipment, the replacement must be obtained through the department of Spare parts with a purchase order. In the first instance the refill will be charged, and the amount will be refunded when the guarantee has been approved.

Report the serial number of the original equipment and the component code (if known), as well as a detailed description of the component. With the receipt of the purchase order, the Spare Parts Department will process the order and open the warranty process, supplying the component as soon as possible.

The original defective part must be sent to RC Clima Cerezo S.L., together with a report detailing the defect. Upon receiving the component and the report, RC Clima Cerezo S.L. will conduct an investigation to determine the causes of the defect and conclude if the guarantee is approved or denied.

RC Clima Cerezo S.L. will send a report with the results of the investigation. In the event that the guarantee has been approved, the spare parts order invoice will be refunded. If the guarantee has been denied, the Spare Parts invoice will be paid according to the standard terms and conditions.

The process of investigation and analysis of the defective component may take several months as it may require the collaboration of suppliers.