

CONDITIONS OF GUARANTEE FOR EBERSPÄCHER (UK) LTD. EQUIPMENT

Eberspächer (UK) Ltd guarantee their heater and air conditioning products for a minimum period of twenty four months, to be inclusive of parts and labour.

The guarantee period starts from the date of original purchase, the date of installation into an Original Equipment Machine, the date that the vehicle is registered, licensed, placed into service or the date that the equipment is commissioned by an approved agent of Eberspächer (UK) Ltd. whichever is the latest. (For refrigeration or air conditioning systems the guarantee period starts at the date the equipment is installed or commissioned).

Guarantee will be honoured only if the installation has been carried out in accordance to the Eberspächer (UK) Ltd instructions in force at the time, it is recommended that the installation is carried out by an Eberspächer (UK) Ltd authorised distributor / dealer or recognised Original Equipment Manufacturer or their approved agent. (In the case of refrigeration systems warranty will only be honoured if the equipment has been serviced in accordance with the service schedule laid down in the system handbook).

It is appreciated that, to assist with the warranty records, the guarantee control card enclosed with each system, is to be completed with the relevant copies returned to Eberspächer (UK) Ltd for the completion of internal warranty records.

Equipment guarantee is conditional on the equipment being used only in those conditions for which it was originally designed and will not take into account of problems experienced through shortage of electrical power, fuel or disregard to the installation or operating instructions.

Eberspächer (UK) Ltd limits its liability to either repair and or replace products or parts as deemed necessary within the guaranteed period.

The guarantee covers exclusively only those parts of delivery by Eberspächer (UK) Ltd.

Change of ownership of the appliance does not affect the guarantee obligation. These obligations do not exist, however, when the fault originally developed was connected with:

- An operative or customer not having given notice, at once, of any fault having developed, providing Eberspächer (UK) Ltd or their approved agent the opportunity of rectification.
- Failure of the equipment through fair wear and tear (applicable primarily to glow plugs / glow pins, drive belts, etc) and in normal operating conditions.
- Failure of the equipment through abuse, unreasonable treatment or the use for which the appliance was not designed for.
- Failure of the equipment due to the stipulated servicing requirement not being adhered to or conducted by a non approved agent.
- Installation of replacement parts into or in conjunction with the equipment, which are not approved by Eberspächer (UK) Ltd.
- Changes in the appearance of the appliance or modifications in a way which the manufacturer has not agreed or sanctioned the change.
- Installation faults which are in conflict with the Eberspächer (UK) Ltd specifications or instructions in force at the time of installation.

The information detailed within the Eberspächer (UK) Ltd conditions of guarantee does not affect your statutory rights.