

# ALPHA WARRANTY TERMS & CONDITIONS

## Alpha Product Limited Warranty

Alpha Limited Warranty applies for warranty of Alpha product against manufacturing defects in materials or workmanship from the date of purchase.

The warranty card must be filled correctly and warranty is effective from the date of purchase.

The warranty card must be presented together with the purchase receipt at the time of service. Failing which the Alpha reserves the right to decline any warranty claims.

Manufacturing defects arising from recommended installation, usage and necessary maintenance as stated in the Instruction Manual.

If a defect arises within the first year, Alpha will resolve defects free of charge, by repairing or replacing parts or modules and this free service is valid to service work undertaken by Alpha's technical team only.

Service under this warranty does not affect the expiry date of the warranty. The warranty on any exchanged parts or product ends when the normal product warranty period expires.

For services after the first year, user shall be liable to borne labor or on-site service cost.

An additional service charge shall be imposed for appliances which are installed 12 feet / 3.7 m (limited to 18 feet / 5.5 m) above from ground.

Scratches, dents, cracks, noise, balancing of fan, wall switch and power point are not under this limited warranty coverage.

This warranty card is solely non-transferable or replaceable even at the event of lost.

Alpha reserves the right of any final decision on all warranty claims.

## Not Covered by This Warranty

Damage or defects arising from incorrect installation, alteration, improper use, lack of maintenance or system debris, including build-up of limescale.

Damages or defects if the product is taken apart repaired or modified by any person other than Alpha technical team.

Alpha will not accept any liability for consequential or incident damages, loss of use of the product or any losses that are indirectly associated with the incident that caused you to claim. For example, loss of earnings due time taken off work to deal with the incident will not be covered.

Defects caused by the use of third party products or parts, contact with corrosive chemical, accident, abuse, attacks of household pests, lightning, natural disaster, flood, pollution, abnormal voltage or usage of generator.

### **Free First Year Service**

At the event when you first use the appliance and it doesn't function properly, first contact your installer to check that installation and commissioning are satisfactory and in accordance with the instructions in the manual. Alpha are on-hand to offer you or your installer any advice you may need.

Should this not resolve the difficulty, simply contact Alpha Customer Service Centre who will give every assistance and if necessary arrange for Alpha's service technician to visit.

### **Customer Service Centre**

Alpha Customer Service personnel are comprehensively trained to provide assistance you may need, help and advice, spare parts or a service visit.

### **Technical Support**

Alpha's Technical Team is available to provide a quality service and you will have the assurance of an Alpha trained technician, genuine Alpha spare parts and a 1 month guarantee on the repair.

### **Spare Parts**

Alpha maintains an extensive range of spares and aim to provide support throughout the product's expected life.

Genuine Alpha spare parts can be purchased through Alpha Customer Service Centre.

All spares purchased direct from us are guaranteed for 1 month from the date of purchase. Goods sold are not refundable or exchangeable.

Please note in the interest of safety, spare parts requiring exposure to mains voltages must only be fitted by competent or qualified persons.

### **IMPORTANT**

No Alpha dealer, agent or employee is authorized to make any modification, extension or additional to this warranty.