



# WARRANTY CLAIM PROCEDURE

## Warranty Claim Procedure.

### **Warranty Claims:**

All repaired and new supply units supplied by HSS carry a 6-month warranty from date of installation, subject to fair wear and tear.

All new supply and repairs have an identification plate attached to the housing and care should be taken not to remove this as this is required for tracking and warranty purposes.

### **Inspection Procedure:**

Upon receipt of the product at our premises, we will request the customer to complete the Warranty Claim Form. The customer has to include product identification information, model number and serial number (if applicable) with a detailed description of the problem the customer is experiencing.

Upon completion and receipt of the Warranty Claim Form, we will inspect your product and you will be notified on whether the fault is supported under warranty or not.

If the fault is not diagnosed as being supported under warranty, you will be provided with the following options:

- A quotation and failure report will be provided following the inspection. The product could be repaired at your cost, but no repair work will be undertaken without an official purchase order.
- The product can be returned to you unrepaired.

Where the fault is diagnosed as supported under the warranty, HSS will repair the product and return it to you free of charge or as discussed with the customer.

### **Warranty exclusions:**

The product warranty will not apply in the event of:

- The product exceeded the applicable warranty period.
- Damaged which is caused by but not limited to, materials or substances (contamination) having been passed through the product for which the product was not designed.
- The product or any part thereof been subjected to accident, unauthorised modification, improper use, incorrect mounting, neglect, misuse or abuse.
- Damaged caused by external factors including but not limited to Fire, Water Damage, transportation, etc.
- Where there is evidence that the product has not been maintained in accordance with the product user manual.
- Damage caused by the purchasers' failure to operate or use the product properly, or not in accordance with the correct storage, operation, maintenance, due to overloading and exceeding the recommended power inputs or working beyond rated capacities.
- Where the product was repaired by any other supplier after HSS supplied the unit.
- Normal fair wear and tear.
- The unit is damaged due to the failure of another part of the application.

Should you have any questions or concerns, please don't hesitate to contact us.

## Warranty Claim Process Flow - Repairs

