



Product Warranty Card

Al Salem Air Conditioning Co. Ltd. (the “Company”) warrants this product to be free from defects due to factory workmanship and/or material under normal use, and service. The Company will, at its option, either repair or replace part(s) that are proven to have such defects.

Warranty means repairing any defect in factory workmanship and not replacing the unit.

A claim for a new unit will not be entitled if the product is serviceable. Warranty would be applicable from the date of purchase. **Thus, the customer must keep the original purchasing invoice through the warranty period.** If the original purchase date cannot be determined and/or in case of the absence of a recorded warranty/registration certificate, then the warranty period will commence from the date of manufacturing.

Equipment Type	(*) Full Warranty Period	(**) Compressor Warranty Period
Window air-conditioners	2 Years	5 Years
Ductless mini split (high wall split except ICEBERG, free stand, cassette & floor/ceiling)	2 Years	5 Years
High wall split ICEBERG	2 Years	7 Years
Duct splits, packaged & VRF ≤ (6 TR)	2 Years	5 Years
All other products & units with Semi Hermitic compressors	1 Year	1 Year

(*) Full product warranty is covered for specific period as above table from the date of invoice. (**) Compressor warranty after the period of full warranty exclude labor & consumables. In warranty replacement of components, the defective parts are to be returned to nearest warehouse. All periods specified above are according to the Gregorian calendar.

What is **NOT** covered in this Warranty?

The Company will NOT cover the product in the following cases:

1. Failure due to misuse: Abusing, overloading, carelessness, or negligence.
2. Any tampering with, amending and/or erasing the serial number/model number on the unit will render the warranty null and void.
3. Failure due to improper electrical power supply, or the interruption of power supply. Blown or, oversized fuses.
4. Failure due to accident/weather: Natural catastrophe, accident due to bad weather (hail storm, sand storm, lightning, flooding, acid rain or air borne fallout, etc.)
5. Failure due to modification: Any modification, alteration, cancellation, or removal done on the unit, components or accessories without Al Salem Air Conditioning Co. Ltd. consent.
6. Failure due to improper installation: Installation, service and maintenance strictly to be in accordance with the instructions provided in the owner’s manual. Installation should be done by approved Distributor/Dealer.
7. Failure due to improper maintenance: Lack of professional maintenance, improper adjustments, use of improper consumables, filters, spare parts other than specified in the product manuals.
8. Failure due to use of non-genuine YORK product parts, substitute other than YORK product parts.
9. Damage from installing and using this product in a corrosive atmosphere.
10. Warranty does not cover normal use, wear and tear or deterioration of unit.
11. Inconvenience or commercial loss is not covered.
12. Warranty is only applicable to the original customer/purchaser and is not transferable.
13. Al Salem Air Conditioning Co. Ltd. will not guarantee the performance of the air condition unit if the load in the room is bigger than the capacity of the unit.

Recommendations

1. To protect your warranty benefits, please ensure that an original copy of this warranty/registration certificate is duly completed, signed, and stamped by Al Salem Air Conditioning Company’s distributors/dealers at the time of purchase.
2. To prolong the life expectancy of your product, please follow the operational tips and maintenance instructions given in the owner’s manual.



Obligations of the Company:

1. The Company warrants the quality of the manufactured product as per the above table.
2. The Company shall inspect the product and provide a time estimate for maintenances. The Company shall repair the product within that time. all maintenance made on the product shall be described in writing along with the warranty on new parts -if any-.
3. The Company shall execute maintenance orders within 7 days if the Company was the sole agency of the product.
4. The warranty shall extend for the period consumed by maintenance or delays in providing spare parts.
5. In case of any defect under warranty and the product is located far from repair center or the product needs special care when moving, the Company shall bear the cost of moving or shipping the product.
6. The Company shall make available all basic spare parts of the product. And shall provide all special parts within 14 days from the request date.
7. If the Company was not able to repair a repeated defect, and the product was under warranty, the client shall have the right to either:
 - a. Exchange for a new product under the following conditions:
 - The repeated defect or defects resulted in making the product unsafe or useless;
 - The Company failed to repair the defect twice;
 - The maintenance time exceeded 15 days excluding the spare part request period.If the client chooses this right, the Company shall set an amount to be paid by the client regarding the usage period. The new product shall be covered by the same warranty from the date of receipt.
 - b. Refund the product price as sold with the following condition:
 - If the client chooses this right, the Company shall set an amount to be paid by the client regarding the usage period.
8. The client shall be compensated by (1/400) which is equivalent to 0.25% of the product price as sold for each day of the delay in the following cases:
 - a. If the Company did not follow the legal deadlines;
 - b. If the product had a defect covered by the warranty; or
 - c. Any law required cases.
9. The Company shall reply to complaints and inquires, inform the client of any updates, and finalize all complaints within 14 days.

Benefits

To get the most out of your warranty and take advantage of new warranty offers, it is highly recommended to register your product on www.YORK.com.sa or call us on 92000 3588 (please have your model and serial number ready when calling).

Purchase Date:

