



# sinclair

## **24 Month Spare Part Swap Out Guarantee – Sinclair Highwall split units only**

The guarantee is on Sinclair Highwall Air Conditioner spare parts swap out only. End Consumers/ Customers must have registered on the Guarantee Portal online within 60 days of the installation date of your Sinclair Highwall Air Conditioner.

1. Go to <https://www.sinclair.africa>
2. Click on register product
3. Create an account/Sign in
4. Follow the steps required.
5. Once registered your air conditioner spare parts will be covered for 24 months.

\*\*\*\* We require a commissioning report to be loaded with your product registration. Ask the contractor who installed the unit to issue one to you.

### **\*\*\*\*Please Note you claim is only valid if**

1. Air Conditioner installed as per user installation manual.
2. Qualified refrigeration and air-conditioning technician installed the Air Conditioner.
3. Product registered correctly on the website (<https://www.sinclair.africa>) within 60 days of installation
4. Air Conditioner maintained regularly. (Subject to the usage and environment)
5. Fault diagnosed by a qualified Air conditioning and refrigeration technician.
6. Transport costs of any replacement products outside a 100km radius of the nearest Metraclark (Pty) Ltd branch will be for end user.
7. Any damage caused by malice, negligence, flood, fire, power supply, weather, act of God, etc., will not be covered under this warranty. All guarantee decisions are at the sole discretion of Metraclark (Pty) Ltd.

### **How to claim spare parts within 24 months of the installation**

1. Login to your account on the website (<https://www.sinclair.africa>).
2. Log a claim.
3. Follow the steps required.
4. Submit your claim.
5. We will respond within 48hours (Office Hours).

Please submit the diagnostic report from your Air conditioning and refrigeration technician. Along with your claim

Please note this Guarantee is only applicable to Sinclair Highwall Range of Air Conditioners. The guarantee is not transferable, and applicable only to copper piping installations.