



# SINCLAIR

Residential and Light Commercial

## WARRANTY CONDITIONS

1. Five year warranty on the unit from date of installation provided the product is properly registered on [www.sinclair.africa](http://www.sinclair.africa) (If not registered then the product will be covered by a 12-month warranty.)
2. Provided installation occurs 90 days from purchase, provided that the unit is serviced a minimum of twice yearly and that the service record is completed correctly. This warranty is limited to the supply only of replacement parts or the repair thereof, at the sole discretion of Metraclark (Pty) Ltd South Africa.
3. In the event of defective workmanship any warranty will be void.
4. All Warranty claims are subject to the units being used as per the instruction manual and to all points as laid out in the warranty conditions. All Service to be done to manufacturers' standard throughout the warranty period.
5. Warranty to be checked by Authorized installers before parts will be supplied. Any costs incurred to visit site for inspection will be for account of contractor/installer, if not a proven warranty claim.
6. Service record can be logged on [www.sinclair.africa](http://www.sinclair.africa) and will be inspected when requesting a credit and all services to be recorded on the website the time of service.
7. All related claims will only be accepted by Metraclark (Pty) Ltd following our inspection and provided that service procedures have been adhered to. All Metraclark (Pty) Ltd terms and conditions to apply.
8. When claiming, please provide invoice, delivery note, indoor and outdoor models, serial numbers as well as installation date to ensure those parts will be supplied timeously.
9. Any damage caused by malice, negligence, flood, fire, power supply, weather, act of God, etc., will not be covered under this warranty. All warranty decisions are at the sole discretion of Metraclark (Pty) Ltd.
10. Only manufacturing related faults will be covered under this warranty. Normal wear and tear or extraneous damage will not be covered.
11. All faulty parts replaced must be sent to a Metraclark (Pty) Ltd Branch with all supporting documents and will be checked by ourselves. If found not to be a factory fault, you may be liable for costs and will be invoiced accordingly.
12. Transport costs of parts outside 100km radius from nearest Metraclark (Pty) Ltd Branch will be for your account.
13. A detailed commissioning report to be uploaded when registering your product for warranty.
14. Failure to register the unit on the website [www.sinclair.africa](http://www.sinclair.africa) within 60 days of installation will nullify the 5 year warranty and a standard 12 month will fall in place,
15. All warranties are only valid on first installations.
16. Limited Warranty does not cover surface rust, deterioration and damage of paint and other appearance items that result from use and/or exposure to the elements, and is subject to copper piping serving as the main connection material in the installation(i.e., aluminum piping will void above warranty coverage)