



CAPSTONE ENGINEERING (PTY) Ltd

ENGINEERED SYSTEMS...MAXIMUM EFFICIENCY

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STANDARD WARRANTY

SERVICES

The following warranty policy applies to all services performed by Capstone Engineering Pty Ltd. Warranties are valid from date of service and documents reflecting date of service must accompany the completed warranty claim form in order to be processed.

Capstone Engineering (Pty) Ltd only covers parts/products under the warranty scheme below; labour, travelling, accommodation and any loss incurred through machine or parts there-of will not be covered by the warranty. Clients need to be aware of, and account for risks involved in not having suitable back-up air-compressors, and/or parts, in the event of failure. In the event of any mechanical failure, any and all machines bought through Capstone Engineering (Pty) Ltd should be brought back to Capstone Engineering (Pty) Ltd premises for assessment – all transport will be for Clients account.

Equipment serviced through Capstone Engineering Pty Ltd is subject to a guarantee period of 3 months, from date of commissioning, against faulty design, materials and poor workmanship, and fair wear and tear excepted.

Capstone Engineering (Pty) Ltd will not offer free of charge service or parts to repair damages due to installation errors, incorrect usage, maintenance errors and use of non-original manufacturer parts. Use of non-original service parts will void all warranties as will late or skipped servicing.

Electrical systems, parts and components are not covered against anything other than factory fault. In the case of motors, only bearings will be covered. If it can be shown that any electrical system has failed due to factory manufacturing defect, management will replace the faulty part only. All electrical warranty claims will be considered on their merits such as, but not limited to, failure type, usage conditions, hours of operation in relation to date of purchase and influencing factors.

Situations not covered, but not limited to the following:

- Where it can be shown that installation procedure has not been followed, no warranty will be offered.
- Where it can be shown that servicing has not been carried out according to expert opinion and/or factory specification, no warranty will be offered.
- Where it can be shown that the machine overheated due excessive duty cycle or lack of cooling due to incorrect installation, no warranty will be offered.

Situations covered, but not limited to the following:

- Where it can reasonably be shown that the machine has been installed and maintained properly, a warranty will be given.
- Where it can reasonably be shown that the machine failed prematurely or from new, a warranty will be given.

Good-will warranty:

- Should a failure occur just out of the prescribed warranty period, management will consider all merits of the claim and may or may not honour the warranty.
- Each warranty claim will be taken on its own merits and honoured or rejected at the discretion of management.
- Outside purchased equipment is subject to the warranty, which the sub-supplier applies to his equipment.