



FROST LIMITED WARRANTY

12 MONTHS WARRANTY ON PARTS

Frost South Africa warrants that its products are free from defects in materials and workmanship under normal use and service for a period of 12 (twelve) months from the original date of purchase.

This warranty applies to parts only.



12 MONTHS WARRANTY

On parts from date of purchase



QUALITY PARTS GUARANTEE

Manufacturing defects in components



WALK-IN SERVICE CENTRES

Service available at 4 locations



RAPID PARTS SUPPLY

Overnight parts delivery for qualifying dealers



WARRANTY SERVICE NOTICE

Consumers are required to deliver the product to their nearest authorised Frost walk-in warranty service centre for inspection. Products cannot be replaced or repaired under warranty without first being assessed by our technicians.

1 WARRANTY COVERAGE

- Frost South Africa provides a 12-month limited parts warranty against manufacturing defects.
- End users/consumers must deliver the product to an authorised Frost walk-in warranty service centre for inspection.
- All products are assessed by our technicians before any warranty claim is approved.
- If the fault is determined to be a manufacturing defect, the defective part(s) will be repaired or replaced under warranty.
- If the fault falls outside the warranty terms, a repair quotation will be issued before any work is undertaken.

2 WARRANTY PERIOD

- Warranty Duration: 12 (twelve) months
- Coverage: Replacement parts for manufacturing defects
- Commencement: See Clause 7 – Warranty Commencement (Dealer Sales)

3 WHAT IS COVERED

- Manufacturing defects in components.
- Faulty parts resulting from normal domestic or commercial use.
- Replacement of defective parts supplied by Frost South Africa.

4 WARRANTY CONDITIONS

- Proof of purchase must be presented.
- The product must be installed and operated in accordance with Frost South Africa's instructions.
- Only genuine Frost replacement parts may be used.
- The serial number (where applicable) must remain intact and legible.



QUALITY PRODUCTS
Built to perform



RELIABLE PERFORMANCE
Tested for durability



TRUSTED SERVICE
Support you can count on

DISTRIBUTED BY



JAV AGENCIES

www.javagencies.co.za

www.frostsouthafrica.co.za

5 WHAT IS NOT COVERED

- × Damage caused by misuse, abuse, negligence or accidents.
- × Incorrect installation or improper plumbing or electrical connections.
- × Damage resulting from power surges, lightning, flooding, fire or other external causes.
- × Normal wear and tear.
- × Cosmetic damage that does not affect product performance.
- × Damage caused by freezing or environmental conditions.
- × Consumable items including filters, cartridges, UV lamps, bottles, O-rings, seals and similar replaceable components.
- × Damage caused by unauthorised repairs or modifications.
- × Routine maintenance, cleaning or servicing.
- × Damage resulting from poor water quality, excessive water pressure, scale build-up or failure to use filtration where required.



6 DEALER PARTS REPLACEMENT POLICY

Where a distributor or authorised dealer has the technical capability to carry out a repair, Jav Agencies reserves the right to supply replacement parts instead of requiring the complete unit to be returned for inspection.

Replacement warranty parts will be dispatched via overnight courier (where practical) to minimise downtime. Jav Agencies may request photographs, videos or additional information before approving any warranty claim. Labour costs associated with the replacement of warranty parts are not included unless agreed in writing by Jav Agencies.



7 WARRANTY COMMENCEMENT – DEALER SALES

- For products purchased by authorised distributors or dealers for resale, the warranty period commences on the date the product is sold to the end user, provided acceptable proof of the end-user sale is supplied.
- If the product has not been sold within six (6) months from the date of the original Jav Agencies invoice, the warranty period will automatically commence six (6) months after the invoice date.

This ensures all products have a maximum warranty commencement period while allowing dealers reasonable time to sell stock.

8 WARRANTY SERVICE PROCEDURE FOR END USERS / CONSUMERS



STEP 1

BRING YOUR PRODUCT IN

The end user (consumer) must deliver the product to their nearest authorised Frost walk-in warranty service centre for assessment.



STEP 2

PRODUCT ASSESSMENT

Our qualified technicians will inspect and test the product to determine whether the fault is the result of a manufacturing defect covered under this warranty.



STEP 3

WARRANTY REPAIRS

If the fault is confirmed to be covered under warranty:

- The defective part(s) will be repaired or replaced at no charge.
- The repaired product will be returned to the customer for collection.
- The warranty covers replacement parts only.



STEP 4

NON-WARRANTY REPAIRS

If the inspection determines that the fault is not covered under this warranty:

- A quotation for the repair will be provided.
- No repairs will be carried out until the quotation has been approved by the customer.



WARRANTY LIMITATIONS

This warranty covers replacement parts only. Labour, installation, removal, transport, call-out fees, courier costs and any consequential, incidental or indirect damages are excluded unless specified in writing by Jav Agencies. To the maximum extent permitted by law, Jav Agencies' liability shall not exceed the original purchase price of the product.



10 CONSUMER RIGHTS

This warranty is provided in addition to any rights available to consumers under the Consumer Protection Act, 68 of 2008, and does not limit or replace those statutory rights.

WALK-IN WARRANTY SERVICE CENTRES



PORT ELIZABETH / Gqeberha

Unit 20, Gecko Office Park
Cnr Buffelsfontein & Melssetter Roads
Mount Pleasant, 6070

Tel: 041 776 1944



CAPE TOWN

Unit F4, Millennium Park
Stellenberg Road,
Parow Industria
Cape Town, 7493

Tel: 021 992 6235



JOHANNESBURG

Authorised Service Centre
Contact details available
from Jav Agencies

Tel: 011 397 1421



DURBAN

Authorised Service Centre
Contact details available
from Jav Agencies

Tel: 031 569 3926



OFFICE HOURS

Mon – Thurs: 08:30 – 16:30

Fri: 08:30 – 15:00

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