



JETMAN GLOBAL WARRANTY Terms and Conditions Apply

(Valid as from 1 January 2024 until further notice)

1.0 Definitions

- a. 'Company' refers to **Jetman Global**.
- b. 'Authorized' refers to the certified installer/technician accredited by the Company.
- c. 'Compensation' entails the replacement or repair of Defective Parts only at the discretion of the Company.
- d. 'Consumer' or 'Purchaser' refers to any individual or legal entity purchasing Goods from the Company.
- e. 'Defective Part' refers to a part malfunctioning due to a manufacturing fault.
- f. 'Goods' includes products supplied by the Company, such as Jetman Global smart home and automation systems.

2.0 Warranty

- a. The Company provides compensation for Defective Parts, hereafter referred to as the 'Warranty'.
- b. The Warranty only covers spare parts for repair, not labour, installation, or transport costs incurred by the Purchaser.
- c. This Warranty applies exclusively to the Goods and excludes installation, commissioning, and/or maintenance.
- d. Repairs under the Warranty must be carried out by Authorized personnel.
- e. Faulty parts must be returned to the Company for the Warranty to be valid.
- f. This Warranty is non-transferable and valid only for the original Purchaser.
- g. It applies solely to combined systems purchased (both indoor and outdoor units).
- h. The Warranty is only valid if the fault results from a manufacturing defect, not due to improper installation or mishandling.
- i. The Warranty covers the Goods for the following periods, starting from the date of invoice:

Jetman Inverter Aircons: 5 years on compressors, 2 years on other parts

Warranty period do not extend the original Warranty duration.



3.0 Exclusions

The Company will not provide Compensation, and the Warranty will lapse if:

- The Goods were not installed or maintained per the Company's instructions.
- The fault arises from improper use, mishandling, or lack of maintenance.
- The Purchaser bought either the indoor or outdoor units in isolation.
- Goods are modified by unauthorized personnel.
- The Manufacturer's serial number is altered or removed.
- Repairs are conducted without prior approval by unauthorized personnel.

4.0 How to Claim Compensation

To claim Compensation under the Warranty:

- Submit the original invoice and proof of purchase.
- Provide documentation showing that the Goods were inspected by an Authorized technician.
- Submit a service report for every service performed on the Goods.

5.0 Service Schedule

For Warranty validity, the Goods must be serviced and maintained as follows:

- a. Clean filters, coils (both indoor and outdoor), and unit exteriors.
- b. Inspect running current, cooling performance, electrical connections, heating functionality, and refrigerant pressure.
- c. Check the condition of indoor and outdoor fan motors.
- d. Measure coil temperatures for both indoor and outdoor units, before and after operation.
- e. Inspect fan blades for any signs of damage or imbalance.
- f. Look for oil leaks on refrigerant pipes.
- g. Ensure all electrical connections are secure.
- h. Verify proper cooling and heating operation.
- i. Assess refrigerant pressure levels.
- j. Clean and inspect condensate drains.
- k. Examine corrosion barriers.
- l. Ensure compliance with corrosion protection requirements.
- m. Maintain a detailed record in the service passport.



6.0 Special Conditions for Corrosive Environments

In corrosive environments (such as near the sea or in manufacturing facilities), additional protective measures must be in place. Goods must be shielded from direct exposure and serviced more frequently.

Service Passport

(must be completed at installation and at every service interval for the validity of the Warranty)

Customer Name:

Customer Address:

Customer Email:

Indoor Model No:

Outdoor Model No:

Indoor Serial No:

Outdoor Serial No:

Date of Invoice:

Invoice No:

Dealer/Installer Company Name:

Dealer/Installer Phone Number:

Dealer/Installer Signature:



You, as the purchaser, are responsible for the compliant service and maintenance of the **Goods** as per the Service Schedule in section 5.0 and also keep the necessary proof.

| Service NO | Date | Technician Company | Technician Name | Technician Signature |
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By signing on this service passport, the authorised technician acknowledges that the details provided are true and that the services have been carried out as per Section 5.0, as well as confirming the **Goods** are in satisfactory condition and to specification.