

GALAXY 2025 STANDARD WARRANTY POLICY

WARRANTY POLICY FOR GALAXY REFRIGERATORS AND FREEZERS SOLD IN SOUTH AFRICA

This Document aims to clarify the terms and conditions on the warrantees for refrigerators and freezers classified by type of component and is to complement the instruction manual which is inside every unit.

STAYCOLD INTERNATIONAL (PTY) LTD extends this here present Warranty Policy to all products bearing the GALAXY brand against any manufacturing defects in components and manufacturing processes, that operate in the specific usage conditions for which it was designed and installed under the appropriate electrical installation. The unit/part will be repaired at no cost to the dealer; The warranty includes parts and labour performed at the time of service according to the following:

I. Cabinet

- | | |
|---------------------|-----------|
| • Cabinet | 1 Year |
| • Doors | 1 Year |
| ○ Misaligned/fallen | 6 months* |

*Applies when the door gasket is not sealing properly and allowing external air to enter the chamber affecting the performance of the unit.

Note: Condensation formed on the outside of the glass package/sides of the units when the unit is subject to humidity conditions above 75% RH is not covered by the warranty.

Broken glass is not covered by warranty, unless reported at time of delivery to dealer – This occurrence and other listed later are to be referred to as the unit being DOA (dead on arrival)

The body of the unit is warrantied for 1 year against rust, a claim related to rust will only be awarded if it can be shown to affect the unit's performance.

II. Refrigeration System

- | | |
|--------------|--------|
| • Compressor | 1 Year |
| • Condenser | 1 Year |
| • Evaporator | 1 Year |

III. Electrical

- | | |
|----------------------------------|--------|
| • Fan motors | 1 Year |
| • Power cord | DOA |
| • Lighting | DOA |
| • Thermostat/Digital controller* | 1 Year |

* "Re-setting" / adjusting the parameters is not covered by the warranty.

IV. Additional

• Gas leak	6 months
• Clogged/blocked system	6 months
• Mechanical and electrical false contacts	6 months
• Compressor components (relays and capacitors)	6 months
• Door Spring/torsion bar	6 months
• Header Panel/Front Grill	DOA

NOTE: For the claiming of warranties, dealers/repair agents must return all damaged/replaced parts and determine which warranty is valid with the support of this document.

V. Shipping Guarantee

We will endeavour to ensure that the units we dispatch are adequately packed and secured on transport to negate any possible damaged caused by shipping. This includes always using corner protectors where units are secured using rope/straps. Dealers receiving units must check that such items are present when accepting units and where not, mark clearly on the delivery note/waybill

Any other damage should ideally be noted on the delivery note, but if only found after the transporter has departed, reported in writing within 48hours to GALAXY using the info@galaxycool.co.za e-mail.

Visual evidence (photograph) of the damage is required to support the claim in such instances. GALAXY will not accept claims made for damages when the unit has been forwarded / further transported to an end user by a 3rd party and the damage only noticed thereafter.

Services that do not fall under warranty

- Equipment that is found to be functioning normally
- Items that should have been attended to at time of installation including, but not limited to:
 - Incorrect power supply to the unit
 - Levelling of the unit
 - Removal of blockages from the evaporator drainpipe
 - Adjusting the set point temperature (especially on units where a Mechanical thermostat is used)
 - Explaining to the customer the correct use and maintenance of the unit
- Overhaul of equipment
- Condenser Cleaning
- Preventative Maintenance
- Digital Controller Reset

When a warranty expires, or a service is performed that does not fall under warranty the Dealer will be liable for payment of the service.

Warranty is void when:

- The Rating label has been removed/moved from the unit.
- Oxidization (rust) is present caused by a hit, scratch, friction of metal parts, or if units are exposed to rain, wind or other corrosive elements/cleaning materials outside of normal use – this includes the unit not receiving frequent/adequate cleaning.
- If the unit is exposed to direct sunlight (Deformation of plastic parts may occur)
- As a result of abuse/misuse, a plastic part is damaged/broken
- Fan blades that are damaged/unbalanced or broken by external objects such as trash, rodents, power cords, etc.
- Failures that are caused by but not limited to misuse, accidents, strikes, falls, fires, floods lightening, acts of nature, vandalism, riots, demonstrations, or reasons attributable to the user/environment into which it is placed.
- Damaged caused during cleaning where sharp objects, solvents, detergents, abrasive cleaners, steel wool or any other item that could reasonably have been anticipated to cause damage.
- When the power supply to the unit falls outside of rating label conditions or where the physical electrical supply to the outlet where the unit resides is deemed to be illegal/unsatisfactory/inadequate (wire size, saturated, poorly installed/maintained) and is the cause of equipment failure.
- The failure is caused by shipping, handling, installation without the use of appropriate packaging or equipment.
- The unit is not used for the purpose for which it is designed.
- The equipment has been altered or repaired by a third party other than GALAXY, and/or has not been approved by GALAXY – This includes changes to the parameter settings on the Controller.
 - Should non-standard alterations be approved in writing by GALAXY, then any failures/performance issues associated or linkable to the alteration are not subject to warranty cover.

Procedure to Request Service

The processing/servicing of Warranty claims will be administered in one of two ways:

- By the Dealer
 - The dealer handles the job and then retrospectively claims the cost from GALAXY by means of an invoice, detailed job card, and return of failed/broken parts
 - An authorisation/job number must be obtained from GALAXY prior to any work being carried out.
- By GALAXY on behalf of the Dealer
 - GALAXY arranges for the job to be completed at the request of the dealer (www.galaxycool.co.za/warranty_claim) and then retrospectively claims back non-warranty claims from the dealer
 - GALAXY will require an order number/written instruction from the Dealer prior to carrying out/instructing any work.

In all cases the following information will be needed initially:

- End User/Dealer Name
- Full Address
- Telephone and Contact Name
- Serial # of the unit.

GALAXY will only action warranty request made by the original buyer (dealer) and will under no circumstances undertake any work without an order number/instruction from an existing dealer. End users who contact GALAXY directly will be directed to the dealer who supplied the unit in question in the first instance.

Training

GALAXY offer training to Dealer's technicians at their Head Office & Factory at no cost to the dealer, where we give updates on developments and deliver tips on how to work on our equipment – Training must be booked in advance, and no provision for transport will be made by GALAXY.

Important Notes

GALAXY will have no responsibility for accidents or damage suffered because of incorrect installation of the unit, inadequate wiring, overloads or lack of ground/earth connection, misuse of equipment, lack of training, etc.

This warranty does not cover expenses incurred of freight, transportation, shipping, etc. generated by sending a unit or part thereof for repair and return to the end user.

Under no circumstances will GALAXY be liable for damages caused to property, loss of stock, loss of trade or any other such impairment both financial or otherwise as a result of a failed unit, be its eventual repair/replacement covered under warranty or not. It is the responsibility of Dealers/End Users to ensure that they have adequate insurance coverage for such events should it be deemed appropriate.

The Warranty of a unit falls away once it is taken outside of the borders of the RSA.

The Warranty provision supplied by GALAXY as part of this policy does not give assurances or guarantees on turnaround time from receipt of notification of a fault. Matters will be handled on a case by case basis, and as soon as is reasonably possible.

The Warranty provision assumes that reasonable/unrestricted access for the attending technician to the unit will be allowed for them to assess and fix the unit. Should this not be the case, any additional time and/or travel/transport/loan unit arrangements may be chargeable and/or at the sole discretion of GALAXY – this includes, but is not limited to:

- Off-site repair of unit where permission to perform work is not granted by the customer
- Supply of a loan unit
- Unpacking or repacking a unit
- Movement of a unit to an area where repairs are allowed to be performed.

The warranty period of a GALAXY unit is strictly 1 year from the date of original supply to the dealer.

All warranty claims must be initiated by completing the form on our website using the following link: www.galaxycool.co.za/warranty_claim/. In the event of the claim being deemed to not be covered under warranty, the person/company that submitted the claim will be liable for any associated charges.

Interpretation

This document is not restricted, and where doubts occur in the interpretation or application of this document or any other question that is not described above along with any other issues/cases then they should be reported to your service/sales representative or to GALAXY (info@galaxycool.co.za) directly who will review and revert.

This warranty policy is subject to change and is updated without prior or general notification. Any changes are considered effective at time of revision.