

### Conditions:

#### Summary of Warranty Terms (full details of warranty on page two)

##### 1. Coverage:

Products are covered by a 12-month parts-only warranty from purchase, for both domestic and commercial use, unless otherwise specified.

##### 2. Claim Process:

If defective, the product must be returned (at the purchaser's expense) to an Arrow Sales Trade Centre. Replacement parts are issued after inspection and verification of the defect.

##### 3. Exclusions:

Warranty does not cover damage from misuse, neglect, improper installation, shipping accidents, voltage issues, unauthorised repairs, corrosive/weather exposure, or if no defect is found.

##### 4. Liability Limit:

**Liability is limited to replacement of the product or supply of an equivalent. No liability for other losses or damages.**

##### 5. Additional Exclusions:

Does not cover third-party goods, damage to property other than the product itself, consequential losses, or labour costs. Warranty is strictly limited to product replacement, with no further compensation.

Variations to the standard 12 month PARTS ONLY warranty are noted below:



Product Code	Description	Domestic Warranty	Commercial Warranty
PAIR COILS			
CUCRR1438	1/4 x 3/8 10mm Premium Black Pair Coil 20m	12 months	N/A
CUCRR1412	1/4 x 1/2 10mm Premium Black Pair Coil 20m		
CUCRR1458	1/4 x 5/8 10mm Premium Black Pair Coil 20m		
CUCRR3858	3/8 x 5/8 10mm Premium Black Pair Coil 20m		
CUCRR3834	3/8 x 3/4 10mm Premium Black Pair Coil 20m		
CUCFR1438K	1/4 x 3/8 13mm Fire Rated Pair Coil 20m	5 Years	2 Years
CUCFR1412K	1/4 x 1/2 13mm Fire Rated Pair Coil 20m		
CUCFR1458K	1/4 x 5/8 13mm Fire Rated Pair Coil 20m		
CUCFR3858K	3/8 x 5/8 13mm Fire Rated Pair Coil 20m		
CUCFR3834K	3/8 x 3/4 13mm Fire Rated Pair Coil 20m		
CUCFR19K1438	1/4 x 3/8 FR 19mm Wall Pair Coil 18m	5 Years	2 Years
CUCFR19K1412	1/4 x 1/2 FR 19mm Wall Pair Coil 18m		
CUCFR19K1458	1/4 x 5/8 FR 19mm Wall Pair Coil 18m		
CUCFR19K3858	3/8 x 5/8 FR 19mm Wall Pair Coil 18m		
CUCFR19K3834	3/8 x 3/4 FR 19mm Wall Pair Coil 18m		
Condensate Pumps			
PUMPAQUA	Mini Aqua Condensate Pump	24 Months	24 Months
PUMPBMIN	Blue Diamond Mini Blue Pump w Res		
PUMPCLIMES	Mini Lime Silent Condensate Pump		
PUMPCMB	Mini Blanc Condensate Pump		
PUMPCMOR	Mini Orange Condensate Pump		
PUMPHF6	Aspen Mini Tank Pump FP1056/2		
PUMPSCO	Mini Orange Silent + Condensate Pump		
PUMPCSW	Mini White Silent+		
PUMPSI30	Sauermann Si30 Mini Condensate Pump		



Product Code	Description	Domestic Warranty	Commercial Warranty
Flexible Duct			
VRITFP86	Thermaflex Poly 200 x 6mtr R1.0	5 Years	12 Months
VRITFP106	Thermaflex Poly 250 x 6mtr R1.0		
VRITFP126	Thermaflex Poly 300 x 6mtr R1.0		
VRITFP146	Thermaflex Poly 350 x 6mtr R1.0		
VRITFP166	Thermaflex Poly 400 x 6mtr R1.0		
VRITFP186	Thermaflex Poly 450 x 6mtr R1.0		
VRITFP206	Thermaflex Poly 500 x 6mtr R1.0	5 Years	12 Months
VRISTFP106	Thermaflex Poly 250 x 6mtr R1.5		
VRISTFP126	Thermaflex Poly 300 x 6mtr R1.5		
VRISTFP146	Thermaflex Poly 350 x 6mtr R1.5		
VRISTFP166	Thermaflex Poly 400 x 6mtr R1.5		
VRISTFP186	Thermaflex Poly 450 x 6mtr R1.5		
VRISTFP206	Thermaflex Poly 500 x 6mtr R1.5	Mixed Flow Fans	
FANMEF150	150mm EC MEC Mixed Flow 2 Speed Fan	2 Years	12 Months
FANMEF200	200mm EC MEC Mixed Flow 2 Speed Fan		
FANMEF250	250mm EC MEC Mixed Flow 2 Speed Fan		
FANMF100	100mm MEC Mixed Flow 2 Speed Fan	2 Years	12 Months
FANMF125	125mm MEC Mixed Flow 2 Speed Fan		
FANMF150	150mm MEC Mixed Flow 2 Speed Fan		
FANMF200	200mm MEC Mixed Flow 2 Speed Fan		
FANMFB125	Blauberg 125mm Mixed Flow 2 Speed Fan	5 Years	12 Months
FANMFB150	Blauberg 150mm Mixed Flow 2 Speed Fan		
FANMFB200	Blauberg 200mm Mixed Flow 2 Speed Fan		
FANMFB250	Blauberg 250mm Mixed Flow 2 Speed Fan		

#### **1. Warranty Coverage**

All products sold under the Arrow Sales – TRADESTORE Accessories range (“the Products”) are warranted for a period of twelve (12) months from the date of purchase.

This warranty is limited to the replacement of parts only and applies to both domestic and commercial installations, unless expressly stated otherwise in the accompanying tables or documentation.

#### **2. Warranty Claim Process**

In the event of a defect in a Product, the Purchaser must return the defective Product at their own expense to an Arrow Sales Trade Centre prior to the issuance of a replacement part.

Arrow Sales – TRADESTORE reserves the right to inspect the returned Product to verify the defect. Replacement will be provided for defective parts only, subject to the terms herein.

#### **3. Warranty Exclusions**

The warranty set forth herein shall not apply to, and Arrow Sales – TRADESTORE shall not be liable for, any damage or defect resulting from:

- Misapplication, misuse, neglect, or abuse of the Product;
- Shipping accidents or improper handling;
- Incorrect or improper installation;
- Issues arising from voltage supply or power quality;
- Unauthorised modification or repairs;
- Exposure to corrosive conditions or adverse weather;
- Any instance where no defect is identified in the Product upon inspection.

#### **4. Limitation of Liability**

Arrow Sales – TRADESTORE’s liability for any defect arising from design, materials, or workmanship shall be strictly limited to, at its sole discretion, the replacement of the Product or the supply of an equivalent product. Except as expressly provided herein,

Arrow Sales – TRADESTORE shall not be liable for any other loss or damage, whether direct, indirect, incidental, or consequential.

#### **5. Additional Exclusions to Warranty**

The warranty shall not cover:

- Third Party Goods;
- Damage to furniture, carpets, walls, ceilings, foundations, vehicles, or any other property or item not forming part of the Product itself;
- Any consequential loss, whether direct or indirect, arising from the malfunction of the Product;
- Labour costs associated with removal, installation, or servicing of the Product.

Subject to any statutory provisions to the contrary, the warranty is strictly limited to the resupply of the defective Product and does not extend to any additional compensation, damages, or costs.