

Warranty

Warranty from Be-Sol

Be-Sol is offering the same warranty as the supplier of the heat exchangers; therefore you will find hereafter the terms of warranty from the supplier

Warranty from the HE supplier

The HE supplier warrants its products to be free of defects in materials and workmanship for a period of TWO (2) YEARS from the date of delivery. In case of failure during the warranty period, before any intervention on the coil, please note and send to info@be-sol.eu the product traceability information, which should include, at least, the following data:

1. Product part numbers affected
2. Coil(s) part number
3. Batch number (all the product traceability information)
4. Problem description (what, where, who has detected). This information must be as complete as possible, comprising the characteristics relative to the system and environment (operating temperatures, pressures, refrigerants, air flow rates, air temperatures etc.) and can be supplemented with detailed pictures, photographs of damage or leakage points.

If the information supplied were not enough to determine the root cause, the quality department could request the customer to return back to us all failure coils for detailed analysis. The supplier will not accept any claim before determining the failure's root cause.

As for the HE supplier we will not accept claims for transport damage after a week since the reception of the goods at the customer's premises.

As part of the quality improvement policy, the HE supplier's quality department will send to the customer a complete report explaining the root causes of the failure, what solutions and preventing actions will be implemented to avoid future occurrence.

COIL INSTRUCTIONS AND WARRANTY CONDITIONS

The warranty conditions shall not apply if the units operate in aggressive industrial manufacturing environments like oil, chemical, steel, iron, food, animal processing, mining, farming, agricultural, wood and paper plants as well as on-board ships and offshore facilities or similar ones.

UNDER NO CIRCUMSTANCES SHALL WE OR THE HE SUPPLIER BE RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOST PROFITS, DOWNTIME, GOODWILL, DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING OR REPLACEMENT OF ANY GOODS, FOOD OR ANY OTHER SORT OF REFRIGERATED ELEMENTS KEPT OR STORED IN REFRIGERATING, AIR CONDITIONING MACHINES EQUIPPED WITH OUR COILS.