

WARRANTY

The engagement terms of this role are 8 weeks, 6-8 hrs. a week approximately. E-TerraTech will offer warranty-no charge for labour and parts on systems delivered over a period of 2 years. This implies that when an incident is raised and logged by our customers and diagnosed as being a manufacturer fault, we will schedule a call with you for repair within 24 business hours after you have logged your call. We aim to complete these incidents within 48 business hours after incidents have been raised. If diagnosed as being outside of manufacturing faulty parts and labour will be charged at normal business hours rates after you have agreed upon the quote received. Within the warranty period, there is one consumable which will need replacing after 2 years from the installation date. This part is the UV light and quoted and charged to the customer after the quote has been agreed upon. Beyond the warranty period, we will be proud to service the system for the life expectancy is projected at 20 years. For further information see under our resources tab--warranty agreement.

EXTENDED WARRANTY

As part of our service offering, we are able two types of service; Firstly, a basic warranty service complying to CC law and covering you for five years, and Secondly our Comfort sustainability plan which is an extension of our warranty service giving you a fast resolution time, no bills for consumables when required, and the comfort of knowing that we will prioritise your call, and resolve the issue within a short timeframe.

E-TerraTech will offer warranty services over your asset(s) for a period of five years. This warranty service includes Labour and parts. This implies that when you raise an incident and log this with us, we quickly diagnose the issue and communicate to you how this can be resolved., If it is the manufacturer's fault and cannot be resolved remotely, we will schedule an appointment with you for one our technicians to address the incident on site. We strive to have your incident on site resolved within 48 hours after you have logged your call with us. If diagnosed and not a manufacturer's issue and being outside of the manufacturing warranty, we will communicate this with you. If parts are required, we will submit a quote to you for parts and labour. The labour fees will include travel time and resolution time. After receipt of your payment, we will schedule a technician to resolve the incident. Within the warranty period, there is one consumable which will need replacing after 2 years from the installation date. This part is the UV light. When you have logged this incident with us (code on digital display refers to replacing the UV-light) we will quote you for labour and parts. After receipt of payment, we will schedule an appointment for one of our technicians to attend.

Besides offering the time and material-based service as above we are able to offer you a service plan, the Comfort Sustainability plan (CSP), that covers your service needs for the five years post installation and commissioning.

This plan includes preventative and corrective service. Simply said the first part is about preventing incidents occurring so reducing downtime and basically prolonging the life of your equipment. So, we schedule an engineer with you every year who cleans the system, tests & adjust controls, replaces parts that may cause an incident, check settings, upgrade Software if required and will assist you in any other query you may have, the second part is identical to the reactive mode from the under-warranty service with the difference that we will respond within 1 business day and resolve the issue within 24 hrs from the moment you have logged the incident with us.