

Guarantee Terms & Advantages

PSYCTOTHERM provides products and services taking into account the customers needs. We can guarantee the high performance and long lifetime of our products and we can ensure the:

- Through analysis and study of each unit taking into account the special needs of each application.
- Manufacturing on a production line with modern machinery equipment and qualified staff.
- Continuous improvement of our products and the quality control.
- Competitive cost and on-time delivery.

With these key reasons Psycrotherm can provide 1 year guarantee for the HVAC and refrigeration units and the coil in accordance to the following terms:

Guarantee terms

The guarantee is not valid for:

1. Damage caused by an incorrect installation not taken into account the unit manual and specifications.
2. Damage caused by incorrect power supply, voltage fluctuations, high pressure, incorrect water supply.
3. Damage caused by high pressure that exceeds the unit specifications or incorrect power supply on the fans or heaters.
4. Damage caused by natural phenomena (fire, earthquake, storm, corrosive, atmospheric conditions, etc).
5. Damage caused by error handling during the operation or the service or not suitable spare parts not approved by Psycrotherm.
6. Damage caused during the transportation of the unit.

The guarantee does not cover:

1. The transportation and labor cost to replace any defective spare part of the unit.
2. The transportation cost to return the unit for check or replacement.
3. Any freight charges and travelling costs.

The owner has the responsibility to operate the machine in accordance to the instructions of the units manual and perform the necessary maintenance and service on time.