

Warranty Certificate



**All Classique Range of Products
All Solo Range of Products**



**All Harmony Range of Products
All Symphony Range of Products**



**Eos Hand Dryers
CLX2500 Hand Dryers**



Tempo Hand dryers



**Xlerator, Dual Flo,
Vortex and Vibrato Hand dryers**

Subject to the below Warranty Policy Terms and Conditions:

- All warrantee claim approval and repairs will be done at Costa Lambrianos (PTY) LTD workshop at address Unit G1, Isando Business Park, Gewel street, Isando, Kempton Park by our Technical team.
- All faulty parts and/or functions, resulting despite user's normal use, will be repaired and/or replaced at no charge during the warranty period. However, if any malfunctions are caused by user carelessness, inadequate maintenance, or natural disaster, we will then provide repair and/or replacement for a fee regardless of the warranty period.
- All products have been used in an environment that is suitable to its design and specifications.
- All products have not been tampered with or modified in any way.
- Should there be repair attempts, modifications or tampering made by any other person other than Costa Lambrianos Head Office Technical department - the warranty will be void.
- All hand dryer installations were done by a certified electrical professional and that the installation is in accordance with the instruction manual supplied with the product.
- Applicable warranties are subject to normal wear and tear.
- We do not accept responsibility for any loss or injury caused by the use of the product.
- We do not warrant that the circuit boards and the product with which it was supplied are completely error free or that it will function correctly in all operating environments. It is essential that you, the users, should verify that the product is functioning to your requirements and environment. It is the user's responsibility to ensure that the product is suitable for the user's application.
- We will not be held legally responsible for any malfunction resulting from user carelessness, abnormal use, and/or natural disaster. Even if we are in receipt of prior notification of such dangers, we will not be held liable.

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Warranty Policy Terms and Conditions:

- Warranties on dispensers will only be held if CLG approved consumables are used while servicing the units.
- Products covered by this warranty are limited to those that are registered at CLG headquarters or registered resellers branch offices and repairs, replacements, refunds or credits will be issued according to sole distributor's discretion..

Report a faulty product or technical issue:

- Clients can visit our website www.clghygienesupplies.co.za - And go to our contact-us page, and complete the web form. Alternatively via email at sales@c-l.co.za or by contacting us telephonically at +27 (0)11 315 3402.
We have an expert Technical team ready to assist you with any issue you might be having. In order for us to better assist you please furnish as much information as possible regarding the product and problem.
- Have the following information ready to log your technical problem: Photographs of your product and technical problem, Hand dryer - Serial number, Chemical/consumable - Batch number and invoice number, Dispenser - invoice number and purchase order number.
- Once the warranty claim is logged, our technical team will revert back by opening a case on our customer relations management system. A case number will be assigned to your query, and will be confirmed via email to yourself.

Products under warranty:

Once the warranty claim has been approved products need to be sent in to our technical department at our Isando Head office for assessment (at the cost of the purchaser)

Once repair services are completed we will return the product to the purchaser at our cost.

Products no longer under warranty:

- If we determined the required products to be outside of the boundaries of warranty coverage, the products need to be sent to our technical department at our Isando Head office for assessment (at the cost of the purchaser).
Once the assessment is complete we will contact the purchaser and provide an estimate or repair cost in the form of a quotation for spares and labour involved. Your authorisation to go ahead with the repair will be confirmed by yourself in writing with a purchase order and will give us the go ahead to make the necessary repairs.



Signed by:



NORMAN SMITH
Managing Director

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