

# Warranty Guidance Notes - Building Services Products

## Introduction

**Nuaire's products are guaranteed against failure as a consequence of faulty goods or workmanship. Such guarantee offered does not detract from the purchasers rights under the Consumer Rights Act 2015.**

Terms of warranty are as Clause 14 of our standard terms and Conditions of Sale, or as otherwise agreed in writing and the Goods shall:

- be of satisfactory quality within the meaning of the Consumer Rights Act 2015
- be reasonably fit for the purpose described in the sellers documentation
- be within the tolerances allowed by the appropriate BSI standards

Nuaire's liability for breach of this warranty is limited to repairing or replacing the goods so that they shall comply with the warranty.

The warranty does not extend to:

- Damage caused by fair wear and tear.
- Failure due to lack of maintenance or maltreatment.
- Installation carried out contrary to the recommendations of the appropriate product instructions, to good engineering practice and to the recommendations of relevant governing bodies such as CIBSE, HVCA & FETA.

## Units Exposed to an Aggressive Environment

Units exposed to an aggressive environment (e.g. salt deposits and coastal conditions) can face corrosion in a shorter time than products installed in a standard environment. Corrosion can cause the oxidation of a unit, consequently decreasing unit life expectancy and having a detrimental effect on the visual appearance.

To combat corrosion, any surface contaminates and the formation of deposits must be prevented with regular inspection and maintenance including periodic washing of the unit surfaces using low pressure water and suitable mild detergents. Solvents, strong alkaline, acidic or any products that may be aggressive to aluminium should not be used. Do not exceed a cleaning fluid temperature of 50°C.

In cases of unit paint peeling off, it is important to stop its progressive deterioration by repainting the exposed parts using appropriate products.

Maintenance regimes can vary considerably subject to site conditions. In addition to Nuaire's written guidance, responsibility for deciding on a suitable regime ultimately lies with the owner / manager of the facility. Regular inspections are recommended and should cover external surfaces and where possible internal unit surfaces and components.

## Extended Storage or Delayed Hand-over

As a manufacturer of products for installation within the building fabric, we are occasionally asked to advise on how to protect the product when it is stored or installed prior to building completion or final hand over.

**General advice is as follows:**

Fan products designed for environmental ventilation of a completed structure must not be used during site construction or the 'clean-up' period. Cement and plaster dust is extremely abrasive and can advance bearing wear. Where fans are to be put into service for commissioning, they must be protected from the airborne contaminants prevalent under construction site conditions.

Where fans are to be put into 'normal' service in a completed or part completed building the end user, tenant, occupier, etc. must be informed of the maintenance requirements detailed in the relevant product installation and maintenance documents. Where fans are to be stored or bonded for extensive periods either in warehouse, under site conditions or in the installed state, we make the following additional recommendations;

- **Motors should be stored at ambient temperatures between -16 C and +40 C and at relative humidity (RH) below 90%RH.**
- **Fans should be retained in their original packaging and stored on level ground.**
- **Fans should be protected from damage, excess moisture and ingress of dirt, dust or other contaminants.**
- **Relax the belt tension on belt driven units.**
- **Turn fan and motor shafts at three monthly intervals to prevent the brinelling effect on the bearings. Brinelling is a flattening or settlement of the shaft in the bearing housing.**

**The conditions above will apply and any deviation from them could nullify the warranty.**

## Extensions of the Warranty Term\*

The cost of extending the labour provision, beyond the initial 12 month labour element of the standard product warranty, is 5% of the List Price of the Goods for each twelve-month period up to a maximum of 2 years in total. Parts cover is included for the whole of the applicable standard or extended warranty period and a minimum value of £550.00 ex VAT per annum will apply. Any such extension must be agreed as part of the contract price and shown on the Order Acknowledgement.

\*This excludes OEM and Process/Industrial products and relates to mainland UK addresses only.

In the event of a claim the client will be asked to produce documented evidence to demonstrate that these conditions have been met and that routine maintenance, in accordance with the advice given in the product literature, has been applied.