

Wedholms Terms of Warranty

1. Warranty period

1.1 New horizontal tanks, silos and cooling units

New horizontal tanks, silos and cooling units have a warranty period of twelve (12) months from the invoice date from Wedholms. The warranty period can be extended by up to three (3) months, if the product is properly stored prior to installation. The customer / dealer must be able to prove that the tank has been stored and that storage complied with the storage requirements stated in the document **Preparations before delivery of your (silo) milk cooling tank**, which is attached to the order confirmation, and also part of the documentation supplied with the tank upon delivery.

1.2 Evaporator

For the evaporator, the warranty period is 60 months from date of invoice.

1.3 Spare parts

Spare parts have a warranty period of twelve (12) months from the invoice date. The warranty period is extended by up to six (6) months for stored spare parts. An installation document is required to show that storage has occurred.

2. Warranty requirements

2.1 Visible damage at delivery

At delivery of a horizontal tank, silo or cooling unit, the goods must be checked for visible damage before unloading. In case of visible damage, this must be communicated to and documented by the driver, on the consignment note. Read and follow the instructions in the document **Preparations before delivery of your (silo) milk cooling tank**. Visible damage must be notified to Wedholms within 24 hours from delivery, via email to warranty@wedholms.se. If visible damage is not noted on the consignment note, warranty is not valid.

2.2 Hidden damage at delivery

The delivered goods must be unpacked and checked for hidden damage. If a hidden damage is discovered, it must be reported promptly, at the latest within five (5) days from delivery, via email to warranty@wedholms.se, for any complaint to be processed. Read and follow the instructions in the document **Preparations before delivery of your (silo) milk cooling tank**. If the customer carries the risk of transport, the customer must report directly to the freight company.

2.3 Missing components

If any components are missing at delivery, this must be reported promptly and at the latest at installation via email to warranty@wedholms.se.

2.4 Warranty report for freight damage

Depending on the terms of delivery, Wedholms may request a warranty report on incurred freight damage or missing components.

2.5 Storage of the product

If the product is stored by the dealer or customer before installation, it is important that Wedholms' storage recommendations are followed. The warranty does not apply to damage that can be attributed to incorrect storage.

2.6 Installation protocol

For the warranty to be valid, a completed installation protocol must be sent to Wedholms electronically to info@wedholms.se, within six (6) days from installation. The installation protocol can be found in the installation manual supplied with the tank.

3. Spare parts

3.1 Order of replacement part

If a replacement spare part is ordered within a possible warranty case, it is important that this is clearly stated in the order. A warranty report must then be sent to Wedholms within seven (7) days from the spare part order. If the warranty process at Wedholms takes more than 30 days, the payment period will be extended.

3.2 Crediting

If the warranty claim is approved, the invoice for the replacement part will be fully credited.

3.3 Replacement delivery

If the warranty claim is approved and a spare part from the dealer's / customer's warehouse has been used, Wedholms will supply a replacement free of charge.

3.4 Denied warranty claim

If the warranty claim is refused by Wedholms, the dealer / customer must bear the cost of the order, including freight.

4. Warranty claims

4.1 Warranty report

The warranty report should preferably be submitted online on the Wedholms website wedholms.com/claim-page/. The warranty report as a PDF can also be completed / printed out on the homepage and sent by email. Handwritten statements should be avoided.

For the warranty request to be processed, the information must be complete. If there is insufficient information, the warranty request will be returned to the customer pending complete information. If more information is requested by Wedholms, the customer must submit this information within seven (7) days. If no feedback occurs, the case will be closed without further notice. An invalid warranty claim will be rejected, see section 5.

4.2 Photo documentation of the damage

Regarding complaints about the cooling system, control system and / or tank body, photos of the damage must always be attached with the warranty report. Pictures are always good and can be requested by Wedholms if necessary.

4.3 Processing time

Complete and accurate warranty reports will be processed by Wedholms within 14 days, except for holidays and other special occasions. If extra examination of a part is needed, the processing time will be extended, which is notified to the customer.

4.4 Defective parts

Defective parts must be stored for three (3) months and provided to Wedholms if requested. If the warranty claim is approved, the freight cost for the returned part will be covered by Wedholms. The returned part must be clearly marked with the warranty number. Note: Avoid marking (color or similar) directly on the part.

4.5 Costs for denied warranty claim

If a part after examination is found not to be damaged / malfunctioning, or if the fault is due to improper use, storage or installation, all costs will be invoiced to the dealer / customer. This also applies to any examination cost of the part of a subcontractor.

5. Warranty exclusions

5.1 External factors

Wedholms accepts no responsibility for defects or malfunction caused by incorrect use, incorrect installation or unsuitable storage conditions of the product. Wedholms is not responsible for external factors that may damage the product, such as voltage variations in power supply, lightning strike, high ammonia levels or other chemical levels in the milk room. Furthermore, Wedholms is not responsible for installations of electricity or cooling, which have not been performed by an authorized electrician or cooling technician.

5.2 Consequential loss or damage

Wedholms accepts no responsibility for loss of production, loss of profits or other direct or indirect loss or damage caused by failure of the product.

5.3 External installation company

Incorrect installation by an external installation company must be claimed towards that company.

5.4 Incorrect settings

Incorrect changes to the tank's settings are not reason for a warranty claim.

5.5 Annual maintenance

Annual maintenance service (replacement of wear parts, etc.) is not a reason for a warranty claim.

5.6 Warranty period

Damage or malfunction of the product, which occurs after the warranty period has expired, is not a reason for warranty claim. Warranty periods are stated in section 1.

6. Economic compensation – Horizontal tanks, silos and cooling units

6.1 Defect at installation

For defects, detected and eliminated during installation, only costs for defective parts and the relevant time to resolve the problem will be compensated. A warranty report must be submitted for this. Costs for travel and working time for the installation itself will not be compensated for.

6.2 Travel and working hours

Travel and working hours are covered by the warranty for horizontal tanks, silos and cooling units during the warranty period. Working costs for repairs will be refunded at an hourly rate of up to SEK 630. Maximum travel time to be compensated is two (2) hours round trip. Expenditures must be confirmed by invoice or equivalent.

6.3 Mileage reimbursement

Mileage reimbursement is compensated with SEK 3 per driven kilometer for a maximum of 150 km.

6.4 Refrigerant

Refrigerant R134a is refunded with up to SEK 600 / kg. Costs must be confirmed by receipt or equivalent. Expenditures must be confirmed by invoice or equivalent.

6.5 Limitations

The warranty report must clearly state what has been done. Wedholms does not approve compensation for work time that seems unlikely, or for more people than is reasonable to solve the problem.

6.6 Defective parts

Defective parts are replaced with new / repaired parts and cannot be invoiced to Wedholms, unless otherwise agreed in beforehand.

7. Economic compensation - Spare parts

7.1 Travel and working hours

Work and / or travel time is not compensated for warranty claims concerning spare parts.

7.2 Crediting of parts

If there is a motivated warranty claim for a spare part, where it has been agreed that the value of the part is repaid, the net value which the customer paid for the Wedholms original part applies.

7.3 Invoice

Invoices from the customer / dealer to Wedholms must be issued without VAT.

7.4 Special agreement

Note that situations described in 7.2 and 7.3 above require a special agreement in writing between Wedholms and the dealer.

8. Goodwill

If the dealer agrees with the end customer on a goodwill solution, this cannot be directed to Wedholms, unless such agreement between the dealer and Wedholms has been made in advance and in writing.

9. Complaints

Complaints, regarding a warranty decision, must be submitted to Wedholms in writing within one (1) month after the decision was announced.

10. Other terms

Other general terms, not covered by this agreement, are covered by Orgalime S2012.