



WARRANTY PROCEDURE
FOR ELTA FANS PRODUCTS SUPPLIED BY
ELTA GROUP BUILDING SERVICES (EGBS)

A close-up photograph showing a person's hand using a screwdriver to work on a metal component, likely part of a fan. The background is a blurred blue color. The metal surface is silver and shows signs of wear and assembly.

We want to help

We understand you wish to make a claim under the warranty provided by Elta Fans on their unit. We want to make the claim process as straight forward as possible and deal with it quickly and fairly for you. To help us do this we need to ask you to help us by reading through and considering this warranty procedure in detail. Once you are satisfied that you wish to proceed, please complete the two page form at the end of this document, scan it and then email it back with any additional supporting information to the person who sent it to you. Please note your warranty claim will be rejected if the form is not completed in full.

Elta Fans will only honour the warranty on their unit if the following conditions apply:

1.

If the unit was supplied to you from a third party using their own transport method it must have arrived without transit damage. If we provided the transport then any transit damage would be covered under the warranty.

2.

The unit was installed and commissioned properly by a suitably competent and qualified person in accordance with all relevant regulatory requirements and accepted good practice and that evidence can be provided on request to confirm the same.

3.

The unit has not been misused or subjected to abuse in any way.

4.

The unit has been regularly and properly maintained and that evidence will be provided on request to confirm the same.

In signing and submitting the form at the end of this document and commencing this warranty procedure, you are declaring that all the aforementioned conditions apply, that you will be able to provide evidence to support your declaration if we ask you to and if it subsequently turns out that your declaration was not correct, that you agree or have the authority to agree on your employers behalf, to pay us reasonable costs that we incur in dealing with your warranty claim. These costs may include replacement components or unit costs and any labour and administration costs we incur. You should be aware that these costs could be substantial.

The pages which follow describe 3 different options open to you on how we can progress your warranty claim. Please read and consider these carefully before selecting the option you wish to proceed on when you complete the two page form at the end of this document. By signing and submitting the form you confirm your agreement to pay, or have the authority to agree on your employers behalf to pay, any charges that are due to us. Please note that Options 1 and 2 are in line with the warranty that Elta Fans provide. Option 3 is offered as an alternative site visit service if you wish us to provide it. Option 3 is not covered by Elta Fans' warranty and will involve costs to you regardless of whether they think the unit is covered under warranty or not. Please therefore consider Option 3 seriously before asking us to proceed with it.



Option 1 – Covered under Elta Fans Warranty

I will arrange to return the unit to EGBS for them to arrange for Elta Fans to check if the unit is covered under their warranty. I will return the unit with the relevant paperwork that you will send me on receipt of this form from me. If, after inspection, Elta Fans agree that the unit is covered under their warranty, Elta Fans will either repair the unit or will provide a new unit and EGBS will arrange for it to be sent to a contact and address on the UK mainland that I will advise EGBS of at no cost to me or the company I represent. If Elta Fans declare that the unit is not covered under warranty, EGBS will advise me why this is the case and will provide me with a price for repairing or replacing the unit.

Option 2 – Covered under Elta Fans Warranty

I will place an order with EGBS for a replacement unit at a price to be agreed with EGBS in advance and EGBS will arrange for it to be sent to a contact and address on the UK mainland that I will advise EGBS of. EGBS will invoice me or the company I represent for this replacement unit and this invoice will become payable when due. I will arrange to return the unit I think is covered under warranty to EGBS for them to arrange for Elta Fans to check if the unit is. I will return the unit with the relevant paperwork that you will send me on receipt of this form from me. If, after inspection, Elta Fans agree that the unit is covered under their warranty, Elta Fans will dispose of the unit and EGBS will raise a full credit for the invoice for the replacement unit sent out. If Elta Fans declare that the unit is not covered under warranty, EGBS will advise me why this is the case and payment for the replacement unit sent out will stand.



Option 3 – Not covered under Elta Fans Warranty

I will place an order with EGBS for £270* excluding VAT to send an Elta Fans representative to site to inspect the unit I think is covered under warranty in-situ. EGBS will invoice me or the company I represent for this visit and this invoice will become payable when due. I will arrange safe and satisfactory access to and egress from the unit for inspection by the Elta Fans representative. If, after the site inspection, Elta Fans agree that the unit is covered under their warranty, EGBS will:

- 1.**
Arrange for a replacement part or new unit to be sent to a contact and address on the UK mainland that I will advise EGBS of at no cost to me or the company I represent.
- 2.**
Provide me with an additional price for the on-site labour cost to replace the component or unit covered under warranty.
- 3.**
As a gesture of goodwill, EGBS will issue a credit note to the value of £70 excluding VAT against the invoice for the £270* excluding VAT for the site visit.

If, after the site inspection, Elta Fans declare that the unit is not covered under warranty, the full £270* excluding VAT for the site inspection will stand and EGBS will:

- 1.**
Provide me with a price for a replacement part or new unit to be sent to a contact and address on the UK mainland that I will advise EGBS.
- 2.**
Provide me with a price to remove the component or unit not covered under warranty and supply and install a replacement component or unit.

*£270 is the charge for a site visit requested during normal working hours, Monday to Friday, 08.00-17.30. For site visits requested Monday to Friday, 17.30-08.00, including all day Saturday the charge would be £310. For site visits requested Saturday midnight to Sunday midnight and all Bank Holidays the charge would be £380.

Complete this form after having read and fully understood the warranty procedure for Elta Fans products supplied by Elta Group Building Services (EGBS). Once completed, please submit it to the person who sent it to you with any additional supporting information. Please note, your warranty claim will be rejected if the form is not completed in full.

Your Name:	
Company Name (if applicable):	
Your full address including postcode:	
Your email address:	
Your contact telephone number(s):	
Unit code of the product you are claiming as faulty or damaged under warranty*:	
Serial number of the product you are claiming as faulty or damaged under warranty*:	
Where the unit is installed:	
How the unit is accessed for inspection and maintenance and if necessary, removal and re-fitting:	
If possible, please send some pictures of the unit when you email this form back to us. If you are sending pictures please describe the pictures you are sending here:	
Detail of what you think is wrong with the unit: Please provide as much information as possible for EGBS and Elta Fans to evaluate your claim.	

*This information will be found on a label on the unit. Please remember to isolate the electrical supply to the unit before inspecting any part of it.

Name (please print):	Order number (for Options 2 and 3):
Signature:	Date:

Did you buy the product direct from Elta Group Building Services (EGBS) or did you buy it elsewhere?
 If you bought it direct from us please provide the following:

1. Proof of purchase e.g. a copy of your order or our invoice no. Please specify what proof of purchase you are providing:

2. The date when the unit was delivered to you:

3. The date when it was installed:

4. Details of who installed the unit:

5. Date the unit was commissioned:

6. Details of who commissioned the unit:

If you bought it elsewhere please provide the following:

1. Proof of purchase e.g. a copy of your order or the invoice. Please remove any information on how much you paid for the unit as that is between you and who you purchased it from. Please specify what proof of purchase you are providing:

2. The date when the unit was delivered to you:

3. The date when it was installed:

4. Details of who installed the unit:

5. Date the unit was commissioned:

6. Details of who commissioned the unit:

Please provide the installation address, if it is different to your address:

Please now confirm how you would wish us to proceed with your warranty claim:

Option 1 - Covered under Elta Fans Warranty

Option 2 - Covered under Elta Fans Warranty

Option 3 - Not covered under Elta Fans Warranty

+44 (0) 1384 275800
info@egbuildingservices.co.uk

46 Third Avenue, Pensnett Trading Estate,
Kingswinford, Nr Dudley, West Midlands, DY6 7US

egbuildingservices.co.uk