

## COMPREHENSIVE WARRANTY AGREEMENT

**7 YEARS COMPREHENSIVE WARRANTY**  
**T7 ENHANCED WARRANTY PARTNER**



Working with  
**TOSHIBA** for a rewarding business

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# COMPREHENSIVE WARRANTY AGREEMENT



## INTRODUCTION

The Enhanced Warranty Package has been compiled for the supply of Toshiba air conditioning products to the T7 Enhanced Warranty Partner supplied by Toshiba Carrier UK Limited (TCUK) authorised Toshiba Distributor, Toshiba Wholesaler or Toshiba Approved Re-seller. The information included in this document is to enable the T7 Enhanced Warranty Partner to have a clear vision of the available support from TCUK for this annual agreement.

- Project Support
- Technical Support
- Training
- Enhanced Warranty Terms

## PARTNERSHIP EXPECTATIONS

TCUK's authorised Toshiba Distributor, Toshiba Wholesaler or Toshiba Approved Re-seller expects to develop a strong and strategic working relationship with the T7 Enhanced Warranty Partner for the benefit of both companies. As the highest tier of installer the T7 Enhanced Warranty Partner shall be given a full support package to encourage the promotion of Toshiba products and likewise we shall expect the T7 Enhanced Warranty Partner to promote Toshiba products as the brand of choice. We shall expect to work closely with the T7 Enhanced Warranty Partner and discuss all aspects of promotion that shall include:

- Brand performance and positioning
- PR Co-ordination
- New product development
- Service Expectations
  - On-time delivery
  - Sales team response
  - Sales tool development and use
  - Product and Spares availability
  - Technical Support
  - Projects Support
- Product training requirements
  - RAV DI/SDI Installation and Service
  - VRF Installation and Service
  - Controls
- Required Standards
  - Adhere to good refrigeration practice in accordance with F-gas regulations
  - Adhere to UK electrical standards
  - Use quality installation materials
  - Install in accordance with Toshiba's recommendations
  - Provide service and maintenance on a regular basis



## COMPREHENSIVE WARRANTY AGREEMENT



### 1. FULLY COMPREHENSIVE WARRANTY SCHEME

T7 Enhanced Warranty Partners shall benefit from a Fully Comprehensive Warranty (FCW) scheme over and above the standard parts and labour warranty offered by Toshiba. To qualify for this enhanced FCW scheme all engineers including sub-contractors routinely working on Toshiba air conditioning equipment shall have a current training course Cardholder registration number (valid for 3 years from date of issue and subject to attendance for any new or later generation equipment training courses) and must have completed the following training courses: -

■ RAV DI/SDI Installation and Service ■ VRF Installation and Service ■ Controls

Various Toshiba technical training courses are conducted annually (actual courses required will be confirmed in writing by the Toshiba training department). On completion of this training the Company will provide certification to confirm acceptance and advise of the enhanced warranty conditions

#### A. Toshiba Commissioning and Warranty Website

The T7 Enhanced Warranty Partner will have access to use Toshiba's Commissioning and Warranty website portal and agrees to process information for commissioning, maintenance records and warranty requirements using this system. The T7 Enhanced Warranty Partner agrees to process all site commissioning data through the Toshiba Commissioning and Warranty website portal to qualify equipment for the benefit of Fully Comprehensive Warranty (FCW) scheme. Toshiba reserve the right to withdraw the enhanced FCW scheme and revert back to our standard warranty terms and conditions and if necessary cancel warranty cover for breach of our terms and conditions in the event that records are not maintained in accordance with our policy.

#### B. Commissioning

Commissioning data must be completed using Toshiba's Commissioning and Warranty website portal. If approved, Toshiba technical department will send a Warranty Certificate covering the equipment on the commissioning sheet confirming that the enhanced Fully Comprehensive Warranty (FCW) scheme has been activated. Please note that the FCW scheme will not be activated until the commissioning data is approved and a Warranty Certificate is issued.

#### C. Maintenance

In order to maintain the enhanced Fully Comprehensive Warranty (FCW) scheme for the certified equipment, the equipment must be maintained in accordance with Toshiba's guidelines for the period of the warranty by an approved T7 Enhanced Warranty Partner. Maintenance records must be uploaded to the website for inspection by our technical team within 30 days of the service date. In the event that a Toshiba technical team member visit site and the records have not been maintained and are not available, Toshiba reserve the right to withdraw the enhanced FCW scheme and revert back to our standard warranty terms and conditions and if necessary cancel warranty cover for breach of terms and conditions.

#### D. Undertaking

Toshiba reserve the right, at their sole discretion to either offer a labour allowance as set out in the schedule enclosed, or carry out the required works through a Toshiba technical team member.

#### E. Restriction

The enhanced Fully Comprehensive Warranty (FCW) scheme is restricted to Toshiba manufactured equipment only and does not cover any third party equipment, apparatus, accessories or any interconnecting services.

#### F. Surcharge

In the event that Toshiba technical team advise that a warranty claim application is due to installation error rather than manufacturers defect, then any site visit would be chargeable at the Toshiba standard rates. Please note that a purchase order would be required to cover this eventuality prior to attending site. Failed site visit(s) may also be chargeable. Any such costs may also be set off against any Retrospective Adjustment Credit (RAC) for Registered Specifications payable.

# COMPREHENSIVE WARRANTY AGREEMENT



## 2. FULLY COMPREHENSIVE WARRANTY LABOUR ALLOWANCES

On compliance with our Fully Comprehensive Warranty terms and conditions, the Company would be happy to undertake the replacement works on behalf of the Customer for UK Mainland sites only. Alternatively, the Company would be happy to offer the labour allowances as notified from time to time which we feel will cover the reasonable costs of the required works. All other terms and conditions as per the Company warranty guideline apply.

The Company specifically excludes to undertake the replacement works on behalf of the Customer for N. Ireland, the Republic of Ireland, the Isle of Man, the Channel Islands and the Scottish Highlands and the offer of labour allowances as notified from time to time which we feel will cover the reasonable costs of the required works shall apply.

### RAS systems

Condenser or evaporator coil	£250.00
Compressor	£250.00
Indoor fan motor or impeller	£175.00
Outdoor fan motor or impeller	£175.00
Capillary tubes, 4-way valve, HP switch	£175.00
Indoor printed circuit board	£175.00
Indoor electrical component [transformer, pump etc...]	£175.00
Outdoor printed circuit board, transistors and associated electrical/electronic items	£175.00
Solenoid, PMV, 4-way valve coils	£175.00
Casing or cabinet parts	£175.00

### RAV, Digital Inverter and Super Digital Inverter

Condenser or evaporator coil	£375.00
Compressor	£375.00
Capillary tubes, 4-way valve, HP switch other refrigeration parts	£175.00
Indoor fan motor [non ducted models]	£175.00
Indoor fan motor [ducted models]	£175.00
Indoor unit printed circuit board	£175.00
Indoor unit sensors [each]	£175.00
Outdoor unit printed circuit board	£175.00
Outdoor unit fan motor [each]	£175.00
Outdoor unit fan blade [each]	£175.00
Outdoor unit sensors [each]	£175.00
Electrical components [lift pump, controller etc...]	£175.00
Casing or cabinet parts	£175.00

### SMMS, SMMSi, SMMSe, MiNi SMMS, SHRM, SHRMi and SHRMi (R410a VRF)

#### Electrical components

Indoor fan motor [non ducted models]	£175.00
Indoor fan motor [ducted models]	£175.00
Indoor unit printed circuit board	£175.00
Indoor Electrical components [lift pump, controller etc...]	£175.00
Outdoor unit fan motor [each]	£175.00
Solenoid, PMV, 4-way valve coils	£175.00
Outdoor unit interface board	£175.00
Outdoor unit gate, inverter board [IPDU] or fan IPDU	£175.00
Capacitor or contactor	£175.00
Other electrical components [outdoor unit]	£175.00

#### Refrigeration Components

Compressor	£850.00
Repair \ replacement of components within the refrigeration circuit of the outdoor units (including refrigerant removal)	£850.00
Repair \ replacement of components within the refrigeration circuit external to the outdoor (including system pump down)	£650.00

#### Mechanical

Outdoor unit fan blade [each]	£175.00
Indoor unit fan blade [each]	£175.00
Replacement of cabinet or casing parts	£175.00



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## FULLY COMPREHENSIVE WARRANTY LABOUR ALLOWANCES

### Air to Air Heat Exchangers and Air Curtains

Fan motor or impeller	£175.00
Printed circuit board	£175.00
Non specified electrical components [sensors etc...]	£175.00

### Air to water systems

Condenser coil, Compressor, Heat exchanger	£375.00
Capillary tubes, PMV, HP/LP Switch, 4-Way Valve and LP sensor	£375.00
Indoor or Outdoor unit printed circuit board	£175.00
Indoor sensor, Outdoor unit sensor [each]	£175.00
Outdoor unit fan motor [each]	£175.00
Outdoor unit fan blade [each]	£175.00
Non specified electrical components [contactor, heaters, etc...]	£175.00
Water pump, Flow switch, Expansion vessel, Water tank	£350.00
Non specified water-side components [valves etc...]	£350.00

## 3. SUPPORT FUNCTIONS

Toshiba endeavour to support our T7 Enhanced Warranty Partners and the following services are available to help assist in the development of business between our companies.

### A. Spare Parts Availability

Large stock, European warehouse based in the UK offering a 24hr turnaround from point of order, including online parts availability check and ordering service.

### B. Pre-Sales Support

Offering project support and assistance, equipment schedules, mechanical and electrical schematics and equipment selections.

### C. Technical Support

Offering industries only 24/7 364 days technical helpline where you can speak to a trained engineer for support as well as offering full fault code text back service on 07624 803017. We also provide a range of mobile phone Apps displaying fault code information. The helpline is subject to media/network availability.

### D. Post-Sales Support

Toshiba offer the industry's most comprehensive warranty support package.

### E. Dedicated Training Sessions

Training sessions are offered on specified dates to our customers throughout the year and cover all elements from design and application, installation through to servicing and fault finding. All these courses are free of charge and subject to minimum attendance numbers.

### F. Controls

Full support including bespoke controls facility and full site support functions to maximise efficiency.





## COMPREHENSIVE WARRANTY AGREEMENT



### AIR CONDITIONING MAINTENANCE REQUIREMENTS

The objective of undertaking regular maintenance is to maintain the original performance levels, identify potential component failure and adhere to the requirements the F-Gas regulations. The frequency of maintenance will vary according to the application and location of the equipment, but will typically be undertaken biannually.

#### Benefits of Regular Maintenance

- Ensure peak performance of the system.
- Maintain energy efficiency levels.
- Reduce operating costs.
- Identify potential component failures.
- Extend system operational life.
- Maintain good air distribution.
- Maintain system warranty.

#### Suggested Maintenance Procedures

- Clean indoor air filter(s), heat exchanger and fan impellor(s). The airflow should not be less than 80% of the specification value. Filter cleaning should be maintained at a frequency suited to the application to ensure efficient operation.
- Clean outdoor heat exchanger. The airflow should be maintained at 80% of the specification value and the frequency of maintenance should be suited to the application and location.
- Inspect and repair any damage to the frame, panels or supports.
- Check indoor/outdoor fan motor(s) rotation and bearing wear.
- Confirm electrical supplies are within acceptable tolerances.
- Confirm all electrical connections are secure, with no sign of overheating.
- Confirm correct operation of electrical isolators and safety systems.
- Where applicable check that voltage drop across contactor(s) does not exceed 1 Volt.
- Inspect and test condensate pump(s).
- Inspect and test condensate drain(s) and clean where necessary.
- Inspect condensate tray and clean where necessary.
- Undertake refrigerant leak check in accordance with F-Gas regulations.
- Measure and record discharge and sub-cooled liquid temperatures.
- Check general performance including air distribution patterns.
- Measure and record air on and air off temperatures on indoor unit(s).
- Check controls settings, fault code history and sensor data.
- Leave accurate maintenance and refrigerant movement records on site.



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### 4. WORKING TOGETHER

It is the intention of TCUK and its Toshiba Distributor, Toshiba Wholesaler and Toshiba Approved Re-seller to work together with our T7 Enhanced Warranty Partner in order to have a solid relationship built on success. We will endeavour to work with your teams wherever possible and recommend the sharing of ideas in order to take market share and business from our competitors. We hope that you enter into this new Support package in the knowledge that if we all strive to be more professional and focused we will gain additional business. This T7 Enhanced Warranty Partner Support Agreement is subject to annual renewal every 12 months.

### 5. SUPPORT AGREEMENT CHECKLIST

**Company Name** .....

#### Discount and support structure variations

<input checked="" type="checkbox"/>			
<input type="checkbox"/>	Specification Scheme	=	3% (to be claimed for Retrospective Adjustment Credit (RAC) for Registered Specifications through Toshiba Distributor, Toshiba Wholesaler or Toshiba Approved Re-seller)
<input type="checkbox"/>	Enhanced Warranty Scheme	=	Enhanced payments as per schedule
<input type="checkbox"/>	Rewards Incentive Scheme	=	Benefits as detailed in the Rewards literature

#### The parties have signed this Agreement.

**Toshiba Carrier UK Ltd**

**(T7 Enhanced Warranty Partner)**

By: .....

By: .....

Name: David Dunn

Name: .....

Position: Director & General Manager

Position: .....

Date: .....

Date: .....

Toshiba Distributor .....

Toshiba Wholesaler or Toshiba Approved Re-seller

Date .....





## COMPREHENSIVE WARRANTY AGREEMENT



### 6. APPENDIX

#### UNITED TECHNOLOGIES CORPORATION AND CARRIER CORPORATION POLICIES

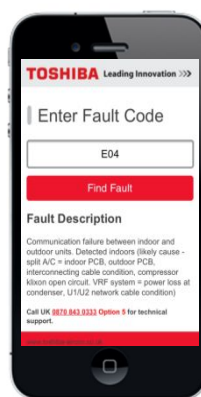
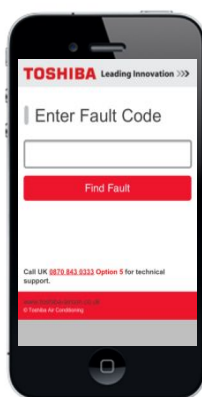
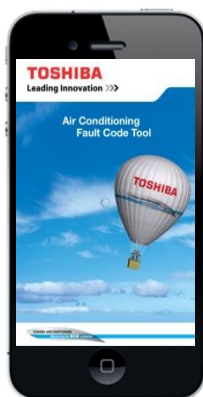
Attached hereto are the following:

- A. United Technologies Code of Ethics
- B. United Technologies Corporate Policy Manual – Section 3 – Antitrust Compliance
- C. United Technologies Corporate Policy Manual Section 6 – Compliance with United States Anti-boycott Laws.
- D. United Technologies Corporate policy Manual – Section 7 – Conflicts of Interest.
- E. United Technologies Corporate Manual –Section 20 – Compliance with Export/Import controls and Economic Sanctions.
- F. United Technologies Corporate Policy Manual – Section 48 - Improper Payments
- G. Carrier Policies and standard Work Instructions – Sales to Nuclear Facilities

In addition Sections 1 to 9 of the United Kingdom Bribery Act 2010 is attached by way of additional reminder to the T7 Enhanced Warranty Partner of its obligations to comply with all UK Laws including the Bribery Act 2010



Cool Designs Ltd



Fault code diagnosis apps now available  
For  
Apple iPhone & Android



**24 Hour Technical Helpline: 0870 843 0333**

**Fault & DN Code Apps: Android & iPhone Web Page**

**[toshiba-calc.co.uk/fault-codes/](http://toshiba-calc.co.uk/fault-codes/)**

**Fault Code Text Service: 07624 803017**

**[technical.enquiries@toshiba-ac.com](mailto:technical.enquiries@toshiba-ac.com)**

Technical Department

**TOSHIBA**

AIR CONDITIONING

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