

	AFTER SALES DEPARTMENT		
	TECHNICAL NOTE # 011		
	Date : 3 Jan. 2006	Update : 2	Page : 1 of 1
Subject : A/S PROCESS FOR CABINETS WITH INTERNAL LEAK FAILURE			

TYPE OF UNIT:	All models with evaporator coil located in the foam
APPLICATION NUMBER:	None
APPLICATION DATE:	October 2000

In order to propose a precise after sales solution concerning internal leak failure, the following process has to be respected:

CONDITIONS

- Only cabinets for which present an internal leak on the evaporator coil that can not be economically fixed are concerned,
- Exchange proposal, with the same or equivalent model (with possible extra cost), without shelves, will be made by after sales department, regarding age of the unit and after having returned and checked the cabinet at the factory (Validation of the breakdown, of the manufacturing date, of the general condition of the unit, etc...).
- The tables of discount will be applied to the current distributor price list at the date of the exchange with obligation for the dealer to apply the same table of discount to the Customer.

Cabinet age based on the delivery date to the distributor:

Between 0 and 5 years	➔	MANUFACTURER GUARANTEE = FREE UNIT
Between 5 and 8 years	➔	50% DISCOUNT ON PURCHASING PRICE
Between 8 and 10 years	➔	30% DISCOUNT ON PURCHASING PRICE
More than 10 years	➔	OUT OF PROCESS

- Additional costs:

Possible specialist's intervention fees and shipping costs are not covered by Transtherm