

Extended spare parts Warranty agreement for air conditioning systems model Dometic FJZ*

1. Purpose of the agreement

This document describes the terms and conditions of an extended warranty offered on spare parts for the product specified below. This extended warranty supplements the statutory legal warranty but does **not** replace or limit any consumer rights provided by applicable law.

2. Definitions

- **Product:** The item for which the extended spare parts warranty is granted.
- **Customer:** The purchaser or end-user of the product.
- **Legal warranty:** The mandatory warranty rights provided by applicable consumer protection laws.
- **Extended spare parts warranty (“Extended Warranty”):** An additional, voluntary warranty provided by the manufacturer/seller covering the cost of spare parts only.

3. Duration of coverage

- The Extended Warranty is valid for a period of **three (3) years**, beginning **immediately after the expiration of the standard legal warranty period** applicable to the product.
- The total coverage timeline therefore consists of:
 - Legal Warranty: **As required by applicable law** (typically 2 years in the EU).
 - Extended Warranty: **3 additional years** covering spare parts only.
 - The total period of the Legal Warranty plus the Extended Warranty will be maximum five (5) years.

4. Scope of coverage

4.1 What Is covered

The Extended Warranty covers:

- The **free supply of spare parts** required to repair the product when the failure is due to:
 - Manufacturing defects
 - Material defects
 - Premature wear not caused by external factors

4.2 What Is not covered

The Extended Warranty does **not** cover:

- Labor costs associated with diagnostics, removal, or installation of parts
- Travel or service visit costs
- Consumables or wear-and-tear components (e.g., filters, seals, batteries, lamps, fluids), unless expressly stated otherwise
- Damage caused by:
 - Incorrect installation or commissioning
 - Misuse, abuse, or negligence
 - Lack of maintenance contrary to the product instructions
 - Modifications or repairs performed by unauthorized service providers
 - External events (fire, water damage, impact, lightning, power surges, etc.)

4.3 Exclusions

The Extended Warranty does not apply if:

- The product's serial number is removed, altered, or illegible
- The product is used for purposes other than its intended use
- The product has been used commercially when sold as a consumer product (if applicable)

5. Customer responsibilities

To benefit from the Extended Warranty, the customer must:

- Provide proof of purchase and the product's serial number
- Ensure that repairs are performed by an **authorized** service provider
- Follow the installation and maintenance instructions supplied with the product

6. Procedure for claiming the Extended Warranty

To request warranty spare parts under the Extended Warranty:

1. The Customer contacts the seller or an authorized service provider.
2. A diagnostic must be performed to identify the faulty component (labor cost charged to the customer).
3. Upon validation of the claim, the seller or an authorized service provider provides the replacement spare part at no cost.
4. The customer is responsible for any labor, travel, or ancillary service costs associated with the repair.

7. Territorial validity

The Extended Warranty is valid in the country or region where the product was originally purchased, unless otherwise agreed in writing.

8. Transferability

The Extended Warranty is:

- **Transferable** to subsequent owners of the product, **provided** proof of purchase is available.
- Applicable only for the remaining duration of the original Extended Warranty term.

9. Relationship to legal warranty

- The Extended Warranty is a **voluntary and additional** service.
- It **does not replace, reduce, or restrict** any statutory warranty rights.
- During the legal warranty period, statutory rights apply first.
- The Extended Warranty begins **only after** the legal warranty ends.

10. Limitation of liability

Except where prohibited by law, the manufacturer/seller shall not be liable for:

- Indirect, consequential, or economic losses
- Loss of use of the product
- Costs associated with installation or removal of the product.

11. Governing law

This agreement is governed by the laws of the country where the product was purchased, unless otherwise required by mandatory legal provisions.

***The spare parts warranty agreement covers the following Dometic air conditioning systems:**

SKU	Model
9630000066	FJZADBDL
9630000070	FJZ4333EEH
9630000058	FJZ4233EEH
9630000065	FJZ4233M
9630000052	FJZ4333EEH
9630000054	FJZ4233EEH
9630000069	FJZ4233M
9630000061	FJZ4333EEH
9630000072	FJZ7437IHP
9630000059	FJZ7433IHP
9630000062	FJZ7437IHP
9630000051	FJZ7557IHP
9630000053	FJZ7333IHP
9630000055	FJZ7557IHP
9630000056	FJZADBDL
9630000057	FJZADBML
9630000060	FJZADBDL
9630000063	FJZ7433IHP
9630000064	FJZADBDS
9630000067	FJZ4333EEH
9630000068	FJZ7333IHP
9630000071	FJZ7557IHP
9630001966	FJZADBDL