TRUST THE EXPERIENCE

STAYCOLD STANDARD WARRANTY POLICY

South Africa – October 2026

WARRANTY POLICY FOR STAYCOLD REFRIGERATORS AND FREEZERS SOLD IN SOUTH AFRICA

This Document aims to clarify the terms and conditions of the warranty for refrigerators and freezers and is to complement the instruction manual which is supplied inside every unit.

STAYCOLD INTERNATIONAL (PTY) LTD extends this here present Warranty Policy to all products manufactured by STAYCOLD INTERNATIONAL (PTY) LTD, South Africa, against any Manufacturing Defects in components and manufacturing processes, that operate in the specific usage conditions for which it was designed and installed under the appropriate electrical installation. Where a valid warranty claim is accepted, Staycold may, at its discretion, repair the defective component, replace the component, replace the unit, or provide another remedy agreed with the dealer; The warranty includes parts and labour performed at the time of service, and any parts or items replaced at time of service become the property of Staycold unless otherwise agreed in writing.

This policy sets out Staycold's manufacturer's warranty obligations to its dealer network. It does not limit, replace or override any statutory rights or obligations arising under the Consumer Protection Act or any separate contractual obligation between a dealer and its customer.

Definitions

Dealer

The business, organisation or other entity to whom Staycold sold the Unit directly and which is responsible for the onward sale, supply or distribution of the Unit to an End User.

End User

The person, business or organisation that ultimately owns, operates or uses the Unit following its sale or supply by a Dealer.

DOA

DOA (Dead on Arrival) means a defect or shortage that is present when the Unit is delivered to the end user and is reported to Staycold within 7 days of delivery, and before the Unit has been placed into normal commercial use. Physical damage attributable to transport is referenced in the section Transport and Shipping Damage.

Unit

Any refrigerator, freezer or other item of refrigeration equipment manufactured by Staycold and supplied by Staycold to a Dealer to which this Warranty Policy applies.

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Warranty Claim

A request submitted to Staycold by a Dealer, in accordance with this Warranty Policy, for the assessment and, where applicable, repair, replacement or other remedy in respect of an alleged defect in a Unit during the applicable warranty period.

Dispatch Date

The date on which the Unit is dispatched from Staycold's premises to the Dealer or its nominated recipient, as recorded on the applicable Staycold delivery note.

Manufacturing Defect

Manufacturing Defect means a defect in the materials, components, assembly or manufacturing of a Unit that causes the Unit or relevant component to fail to operate substantially as designed under the specified operating and installation conditions.

Duration of warranty

Commencement

Unless otherwise agreed in writing, the Staycold manufacturer's warranty commences on the date the unit is dispatched from Staycold, as recorded on the Staycold delivery note.

Where a unit is held in dealer stock and installed more than 30 days after dispatch, the dealer may register the installation date through Staycold's online registration process.

https://www.staycold.co.za/registration

Registration must take place at the time of installation and cannot be completed retrospectively.

Our service team may request proof of delivery/installation from the dealer to the end user as part of the acceptance process of a claim.

Duration

Unless otherwise formally communicated, the duration of the warranty is 12 (twelve) months.

Scope

The warranty covers Manufacturing Defects in components and manufacturing processes on units that operate in the specific usage conditions for which it was designed and installed under the appropriate electrical installation. Certain items, due to their nature are classified as "limited warranty items." and as such may be excluded, unless reported as DOA or within a limited time period (time period indicated). Examples include, but are not limited to:

- Doors
  - Misaligned/fallen hinge doors — 6 months
  - Door Spring/torsion bar — 6 months
  - Self-closing/gravity assisted systems — DOA

- Electrical System
  - Power cord — DOA
  - Lighting — DOA
  - Mechanical and electrical false contacts — 6 months
  - Compressor components (relays and capacitors) — 6 months
- Refrigeration System
  - Gas leak — 6 months
  - Restriction/blockage attributable to manufacturing — 6 months
- Other
  - Cosmetic items (handles, header panels, grills, etc) — DOA
  - Broken glass — DOA

A claim related to the rusting of any component outside of DOA circumstances will only be awarded if it can be shown to affect the unit's performance.

Condensation formed on the outside of the glass package or sides of the units when the unit is subject to humidity conditions above 75% relative humidity (RH) are not covered by the warranty.

Training or guidance on the good use or set up of a unit is not a service covered by the warranty. Such items should be addressed at time of installation of the unit, reference to the instruction manual or provided by the company supplying the unit.

Services that do not fall under warranty

- Equipment that is found to be functioning normally
- Items that should have been attended to or advised at time of installation including, but not limited to:
  - Incorrect power supply to the unit
  - Levelling of the unit
  - Adjustment of sliding doors to self-close
  - Removal of blockages from the evaporator drainpipe
  - Adjusting the ECO mode setting
  - Adjusting the set point temperature
- Overhaul of equipment
- Condenser Cleaning
- Preventative Maintenance
- Digital Controller Reset

When a warranty expires, or a service is performed that does not fall under warranty, the Dealer will be liable for payment of the service. It is for this reason that Staycold will only act on warranty requests from the dealer to whom the unit was sold to in the first instance.

Warranty does not apply to failures or damage caused by, resulting from, or materially contributed to by:

- Oxidization (rust) is present caused by a hit, scratch, friction of metal parts, or if units are exposed to rain, wind or other corrosive elements/cleaning materials outside of normal use – this includes the unit not receiving frequent/adequate cleaning.
- If the unit is exposed to direct sunlight (deformation of plastic parts may occur)
- As a result of abuse/misuse, a plastic part is damaged/broken.
- Fan blades that are damaged/unbalanced or broken by external objects such as trash, rodents, power cords, etc.
- Failures that are caused by but not limited to misuse, accidents, strikes, falls, fires, floods, lightning, acts of nature, vandalism, riots, demonstrations, or reasons attributable to the user/environment into which it is placed.
- Damage caused during cleaning where sharp objects, solvents, detergents, abrasive cleaners, steel wool or any other item that could reasonably have been anticipated to cause damage.
- When the power supply to the unit falls outside of rating label conditions or where the physical electrical supply to the outlet where the unit resides is deemed to be illegal/unsatisfactory/inadequate (wire size, saturated, poorly installed/maintained) and is the cause of equipment failure.
- The failure is caused by shipping, handling, installation without the use of appropriate packaging or equipment.
- The unit is not used for the purpose for which it is designed.
- The equipment has been altered or repaired by a third party other than the manufacturer, and/or has not been approved by the manufacturer – This includes changes to the protected/service parameters settings on the Controller.
    - Should non-standard alterations be approved in writing by the manufacturer, then any failures/performance issues associated or attributable to the alteration are not subject to warranty cover.

A Warranty Claim may also be declined where the Unit's original rating label or serial number has been removed, altered, relocated or rendered illegible, preventing Staycold from reliably identifying the Unit or its manufacturing details

Transport and Shipping Damage

Where transport is arranged by Staycold, Staycold will accept responsibility for qualifying transport damage, subject to the inspection and reporting requirements set out below.

Staycold will endeavour to ensure that dispatched units are adequately packed and secured on transport to negate any possible damage caused by shipping. This includes always using corner protectors where units are secured using rope/straps. Dealers receiving units must check that such items are present when accepting units and where not, mark clearly on the delivery note/waybill.

Any other damage should be noted on the delivery note or waybill at time of delivery, but if only found after the transporter has departed, reported within 48 hours to Staycold. Visual evidence (photograph) of the damage as well as of the packaging material is required to support the claim in such instances.

Where collection or transport is arranged by the Dealer, End User or another third party, risk relating to transport damage transfers upon collection from Staycold or upon completion of the applicable Staycold-arranged delivery. Subsequent transport damage does not constitute a Warranty Claim.

How to Submit a Warranty Claim

All Warranty Claims must be submitted to Staycold by the Dealer using the online warranty claim form:

www.staycold.co.za/warranty_claim

Warranty Claims are made by, and remain the responsibility of, the Dealer. The Dealer is responsible for ensuring that all information submitted in support of a Warranty Claim is accurate and complete.

The warranty claim form must be completed and submitted by the Dealer or an authorised representative of the Dealer. Where a Dealer provides access to the warranty claim form to an End User, or requests or permits an End User to complete or submit the form on its behalf, the submission will be deemed to have been made with the Dealer's authority and the Dealer remains responsible for the Warranty Claim and any applicable charges arising from it.

By submitting a Warranty Claim, the Dealer acknowledges and accepts the terms and declarations contained within the warranty claim form, including responsibility for any applicable charges arising from a non-warranty, unproductive or failed service call.

Any errors or omissions in the information submitted that result in an unproductive or failed call-out may be chargeable to the Dealer.

Training

Staycold offers training to Dealers' technicians at their head office and factory in Parys at no cost to the dealer where we give updates on developments and deliver tips on how to work on our equipment – Training must be booked in advance, and no provision for transport will be made by Staycold.

Important Notes

Staycold will have no responsibility for accidents or damage suffered because of incorrect installation of the unit, inadequate wiring, overloads or lack of ground/earth connection, misuse of equipment, lack of training, etc.

This warranty does not cover expenses incurred for freight, transportation, shipping, etc. generated by sending a unit or part thereof for repair and return to the end user.

Under no circumstances will Staycold be liable for damages caused to property, loss of product, food, beverages or other contents stored in the equipment, loss of trade or any other such impairment both financial or otherwise as a result of a failed unit, be its eventual repair/replacement covered under warranty or not. It is the responsibility of Dealers/End Users to ensure that they have adequate insurance coverage for such events should it be deemed necessary.

This policy applies only to units sold for installation and use within the Republic of South Africa. Units sold for export are subject to the warranty terms agreed for the relevant export market/customer.

The Warranty provision supplied by Staycold as part of this policy does not give assurances or guarantees on turnaround time from receipt of notification of a fault. Matters will be handled as soon as is reasonably possible; service response times may vary according to location, technician availability, parts availability, site access and the nature of the fault.

The Warranty provision assumes that reasonable access for the attending technician to the unit will be allowed for them to assess and fix the unit. Should this not be the case any additional time and/or travel/transport/loan unit arrangements may be chargeable and/or at the sole discretion of Staycold – this includes, but is not limited to:

- Off-site repair of unit where permission to perform work is not granted by the customer.
- Attending induction training for site access.
- Supply of a loan unit.
- Unpacking or repacking a unit.
- Movement of a unit to an area where repairs are allowed to be performed.

Any extraordinary site-access requirements should be disclosed when the warranty request is submitted. Additional costs may require dealer approval before attendance

Interpretation and Exceptions

Circumstances not specifically addressed in this policy will be considered by Staycold on a case-by-case basis. Dealers should refer questions regarding interpretation or exceptional circumstances to their Staycold sales representative or Staycold Head Office.

Any exception to this policy must be confirmed in writing by an authorised Staycold representative.

This warranty policy is subject to change and is updated without prior or general notification. Any changes are considered effective at time of revision.