



PRODUCT WARRANTY, MAINTENANCE & SERVICING

Warranty

Hydrocore Limited ("Hydrocore") provides a **one-year warranty** against manufacturing defects in material and workmanship. This coverage ensures your equipment performs as designed, provided it is installed and operated according to Hydrocore's official guidelines.

- **Commencement:** Your warranty begins upon delivery. However, if commissioned by a Hydrocore-certified installer, the warranty period begins on the date of commissioning.
- **Resolution:** Hydrocore will repair or replace verified defective materials at its discretion. Parts replaced under this warranty are covered for the remainder of the original one-year term.

Responsibilities of the Buyer

- The Buyer is obligated to send a **formal written notice** in the event of detection of any defects or imperfections in the product, providing a detailed explanation regarding the nature of the defects discovered, within a timeframe of thirty (30) days from the date when such defects were first made apparent or discovered.
- The Buyer or Distributor is obligated to decommission the valve, which is under warranty, and return it to an authorized Hydrocore service center where an analysis will be conducted by Hydrocore. Repair of the valve (if the valve is found to be defective) will be at Hydrocore's cost.
- Once the repair is completed, the Buyer or Distributor can collect the repaired valve.

Mandatory Bi-Annual Servicing

To ensure longevity and maintain warranty validity, all Hydrocore valves require professional servicing **every six months**.

- **Inspection:** A comprehensive review of all internal components.
- **Replacement:** Mandatory replacement of all seals and thrust ball bearings (if applicable).
- **Lubrication:** Proper application of copper grease compound to all moving components.
- **Parts:** Only genuine Hydrocore seal kits and spares, sourced through authorized distributors, may be used. And that the distributor obtained the seal kits and spares from **Hydrocore Marketing and Trading (Pty)**.

Limitations and Exclusions

This warranty is rendered **void** under the following conditions:

- **Unauthorized Alterations:** Any modification to the product's design or function after delivery.
- **Third-Party Repairs:** Any repair or adjustment made by unauthorized personnel without Hydrocore's prior written consent.
- **Misuse:** Failure to follow specific installation or operational instructions.

Liability Statement

Hydrocore is not liable for incidental or consequential losses, including labor costs, installation expenses, or loss of revenue resulting from product defects. No representative is authorized to modify these terms without official written consent from Hydrocore.