

Site Name: _____

Product Warranty Policy **Addendum "A"**

Scope

This Addendum to the Virdi Distribution SA (Pty) Ltd Product Warranty contains further details and clarification regarding the additional extended 24-month warranty available to authorised System Integrators and Installers

Definitions

Definitions are contained within the main Product Warranty Policy. This document only serves to define and clarify the terms and conditions regarding the extended warranty

Policy

This document does not amend the Virdi Distribution SA (Pty) Ltd Product Warranty. All claims on the additional extended warranty must be in-line and compliant with the Virdi Distribution SA (Pty) Ltd Policy and Procedure RMA for Clients and is subject to "Warranty" conditions as set out in the main Warranty Policy document.

****An initialled copy of this document must be sent to ViRDI for the warranty extension to become valid***

It is the policy of ViRDI that an extended 24-month warranty is available to authorised System Integrators and Installers subject to:

- The extended warranty is agreed to upon by ViRDI
- The extended warranty will result in a total limited warranty of 36 months. No further extended warranties are available
- The technicians and/or engineer that installs the Virdi system has attended and successfully completed the ViRDI Certified Technical Training and has received the appropriate certificate
- The certificate issued to the installer/engineer has been obtained within 12 months from the inception and date of installation i.e. the installation must take place within 12 months of the certificate being obtained
- Failing the above that the installer/engineer has attended an annual ViRDI Certified Technical Refresher course
- That service and maintenance of the installed Virdi system may only be undertaken by a service technician/installer/engineer that is either in possession of a Virdi Certified Installer or Virdi Certified Technical Refresher certificate
- The System Integrator / Installation company has at least 12 months experience installing ViRDI
- That the installation may be subject to inspection by a representative of ViRDI
- That the installation is subject to ViRDI best practice as presented during either the ViRDI Certified Technical Training or ViRDI Certified Technical Refresher
- This extended warranty is non-transferrable, and should the original System Integrator or Installer no longer be responsible for the service and maintenance of the site for whatever reason and a new System Integrator or Installer is appointed for the service and maintenance of the site, a new application for the remainder of the extended warranty must be lodged with ViRDI

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It is the policy of ViRDI that warranty claims on the extended warranty is subject to:

- Warranty claims are subject to the Virdi Distribution SA (PTY) Ltd Policy and Procedure RMA for Clients Rev(x)
- A ViRDI RMA form is completed as per Policy and Procedure. This RMA form is available at <http://www.virditech.co.za/virdi-partner-portal/rma-request/>
- This extended warranty claim and RMA is accompanied by a current Virdi Certified Technical or Refresher certificate for the technician/installer/engineer responsible for service and maintenance of the site i.e. uploading a copy of the certificate to the appropriate section of the RMA form
- Any other information that ViRDI may deem necessary to honour this extended warranty be made available in a timely fashion to ViRDI. Failure to supply this information in a timely fashion may lead to delays in approving the claim or even repudiating the claim

24 Month Warranty Extension Application and Registration

- The System Integrator / Installer shall register the warranty extension application on the Virditech.co.za website under the "Partner Portal" section on the applicable form. If the System Integrator / Installer cannot access the form for whatever reason a link to the form can be requested from support@virditech.co.za
- The Warranty Extension Application form must be completed in full and all details requested must be submitted in full. Any omissions or incorrect details will void the additional extended warranty
- Model numbers must be supplied in full (example **AC2200RF**)
- Serial Numbers starts with **UNx** followed by six digits and must be supplied in full (example **UNK001236**)
- Each model with accompanying serial number must be completed individually (example **AC2200RF UNK001256**)
- Details of the engineer / technician must be supplied. If the details of the engineer / installer are not on the ViRDI database of Certified Technical Installers, this application will not be considered.
- A copy of the latest ViRDI Technical Certification must be uploaded to the Warranty Application Form
- A signed copy of this Addendum must be uploaded to the Warranty Application form
- Once the application has been submitted, ViRDI will, after consideration, notify the System Integrator / Installer whether the application has been approved or declined
- ViRDI, at its sole discretion, will approve or decline warranty extension applications.

We accept the above terms and conditions:

Company Name: _____

Authorised: _____
Name

Signature

Date

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