



## Warner Howard/PHS Airforce Hand Dryer Extended Warranty

### Extended Warranty Number:

Many thanks for purchasing this extended warranty, and please find below all the details you should need to know about using the warranty, along with the terms and conditions.

### Claims Procedure/Notification

In the event of an issue or claim/request, please check the following first:

- Is power reaching the unit?
- Are other hand dryers in the same area working ok?
- Are there any signs of physical damage or misuse?
- Try isolating the power for 60 seconds and re-instating it (a slightly more technical way of saying 'turn it off and on again!')

If there are no obvious reasons and the fault doesn't seem rectifiable, then please email us ([sales@electricaldealsdirect.co.uk](mailto:sales@electricaldealsdirect.co.uk)) with a description of the fault, your extended warranty number, name and all contact details, including the address that we will be collecting the unit from, confirming that it is off the wall, boxed and ready for collection, and we will respond with collection details and label for the box.

- We would generally hope to carry out the repair/replacement within 2 working days of receipt of the faulty unit.
- If there is any dispute or issue with the repair or replacement we would aim to notify the warranty holder within 1 working day from receipt of the faulty unit.
- If you require or prefer to discuss the issue first, please feel free to call us on **01934 253600**.

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### What is not covered by the warranty?

Electrical Deals Direct does not warrant the repair or replacement of a product as a result of:

- Incidental or consequential damages, or pre-existing conditions.
- Damage from: accident, abuse, misuse, introduction of foreign objects into the product, liquid events, exposure to abnormal heat or cold, power surges, altered serial numbers, unauthorized product repairs, modifications or alterations, failure to follow the manufacturer's instructions, third-party actions, collision, vandalism, theft or the like, elements or acts of war, fire, floods or other similar conditions, improper use of any electrical source, cosmetic damage to the product's case or frame, or to any non-operating part including decorative parts.
- Preventative maintenance, damage which is not reported prior to expiration of this warranty.
- Cost of installation, removal or reinstallation of the product.
- Handling of the machine which is not in use as stated in the installation and maintenance guide, or any other misuse.
- Use of parts not assembled or installed in accordance with the instructions of Warner Howard, PHS or Electrical Deals Direct.

- Normal wear and tear of carbon brushes (if applicable).
- Use of parts and accessories which are not Warner Howard or PHS genuine components.
- Faulty installation or failure of electrical supply to the unit.
- Damage caused due to electrical supply faults such as voltage surges/spikes.
- Repairs or alterations carried out by parties other than Electrical Deals Direct or its authorised agents will void the warranty.



**Terms and Conditions of the Extended Warranty:**

1. This warranty offers 12 months parts and labour cover for each year purchased for a single Airforce hand dryer.
2. The warranty becomes effective 30 days after the purchase of the warranty.
3. All reasonable measures to check the electrical supply to the unit should be carried out prior to alerting Electrical Deals Direct of a warranty claim. This includes the checking of circuit breakers and local fuses at the area of installation as well as the fuseboard/distribution board/consumer unit.
4. All work will be carried out either by Electrical Deals Direct or PHS.
5. Any parts which are replaced under warranty terms will become the property of Electrical Deals Direct.
6. The repair or replacement of your machine under the extended warranty will not extend the period of that warranty.
7. The warranty provides benefits which are additional to and do not affect your statutory rights as a consumer.
8. This extended warranty does not extend to on-site visits or repairs – it is a 'return to base' warranty.
9. Electrical Deals Direct can arrange collection and delivery of the hand dryer, and arrangement of the disconnection, removal from the wall and adequate protective packaging will be the responsibility of the warranty holder.
10. The decision to repair or replace your machine is at the sole discretion of Electrical Deals Direct or their authorised agents.
11. Replacements will generally be 'service exchange replacements' and in most cases, the replacement will be returned with its original front cover.
12. If any part is no longer available or out of manufacture, Electrical Deals Direct will replace it with a suitable functional replacement part.
13. Warranty terms and conditions cannot be modified or extended by third parties.
14. This warranty does not cover claims for interruption or loss of use.
15. This warranty is only valid for hand dryers used and installed in mainland England, Wales and Scotland.
16. This extended warranty is not transferable.
17. E & OE

ANY LIABILITY OF ELECTRICAL DEALS DIRECT AND/OR ITS AFFILIATES FOR THIS PRODUCT, WHETHER IN CONTRACT, IN TORT, OR OTHERWISE, SHALL BE LIMITED TO REPAIR OR REPLACEMENT OF THE PRODUCT UNDER THE TERMS OF THE AGREEMENT T&Cs ABOVE. UNDER NO CIRCUMSTANCES SHALL ELECTRICAL DEALS DIRECT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.