

Dustcheck branded products - warranty policy

Filtermist Limited provides a 12-month warranty on all Dustcheck branded products, subject to the terms and conditions stated below. Please note, a link to Filtermist's full T&Cs can be found in the footer at www.dustcheck.com - please refer to [clause 5.2 \(Warranty\)](#) in conjunction with the T&Cs below before making a warranty claim.

Warranty Terms and Conditions

- The warranty **must be activated** using the online form at www.dustcheck.com **within one month of the Dustcheck product being installed.**
- All warranty claims must be processed through the original seller. This includes Filtermist Limited or an official Dustcheck reseller.
- If the original reseller is no longer available to fulfil their obligations, **please contact Filtermist Limited directly** with full details of the claim and details of the original reseller so that this may be processed without delay.
- Every Dustcheck unit **must be installed** in accordance with manufacturer's guidelines, found in the official operation & maintenance manual.
- The unit **must be routinely serviced** in accordance with Filtermist's recommendations found in the official operation & maintenance manual, unless an alternative maintenance schedule is recommended by Filtermist or Filtermist certified third parties acting on its behalf.
- Routine services **must be logged**; details should include the type of service carried out, spare parts replaced, hours in service, date service carried out and employee who carried the service out. Records to be made available to the manufacturer or manufacturer's agent upon request.
- All spare parts and consumables **must be manufacturer's original parts.**
- This warranty **does not include** consumables (such as filter elements and cleaning system components).
- This warranty only covers parts - **it does not include** labour or carriage.
- The warranty **does not cover accidental damage or damage caused by incorrect installation or application** of the unit.

- Any warranty claim can **only relate to the specific part** that is proven to be at fault and for which a replacement will be supplied. It cannot be extended to constitute a claim against the complete system.
- Filtermist Limited will supply the claimant with any warranty parts required **subject to the claim being validated after inspection from a Filtermist engineer** in accordance with Filtermist Limited's Terms and Conditions of Sale.
- **Claims will not be accepted** if they are the result of fair wear and tear, misuse, abuse of any kind, unauthorised modification to the product, or unauthorised repair of the product.
- No replacement will be given unless the **appropriate evidence of the validity of the claim has been provided** to the satisfaction of Filtermist Limited.
- Filtermist Limited **reserves the right to charge** for any unnecessary work carried out as a result of an invalid claim.
- **No variation to this warranty** may be made or implied by any member of Filtermist Limited or its resellers unless such variation is in writing and authorised by the Company.
- This warranty has **no cash value**.