

TABLE OF CONTENT

Warranty coverage 2

Terms and conditions 3

 General terms and conditions 3

 Limitation of liability 3

 Indemnity.....3

 Secondary alarm system.....4

Exclusions and voiding of warranty 4

Warranty claim process 5

 1. Identification of issue 5

 2. Determine warranty coverage 5

 3. Contact Customer Service.....5

 4. Provide required information 5

 5. Assessment 6

 6. Authorization and next steps.....6

 7. Repair, replacement or credit.....6

 8. Return Merchandise Authorization (RMA) 6

 9. Resolution 6

Topcool Ventilation Equipment Co., Ltd reserves the right to make changes to this warranty policy at any time without prior notice.

WARRANTY COVERAGE

Topcool Ventilation Equipment Co., Ltd. (“the Company”), operating in the Agriculture Ventilation Equipment sector, extends limited warranty terms for its Product as stipulated below.

The Company extends this limited warranty to the entity that purchased the Products directly from the Company and that received the invoice for said Products (the “Original Purchaser”) and warrants that its Products (under the brand names TOPCOOL, TOPMOTION, TONAIR, CYCLONE, INCOOL) shall be free from original defects in workmanship and materials from the date of manufacturing for the duration listed in the table below.

Product	Warranty period
Fans	
Belts	Excluded
Belt tensioners	3 years
Non-Wear Fan components	3 years
Motors	3 years
Aluminum Blades	5 years
Nylon Blades	5 years
Fiberglass Housing	10 years
Shutters	
Louvered Shutters	3 years
Roller Shutters – including motor	3 years
Power Shutters – including actuator	3 years
Cow Cooling Systems	
Galvanized Soaker pipe	3 years
Steel parts: mounts, couplings, adaptors, caps, etc.	3 years
High-Pressure Fogging System components	3 years
Climate Controls	2 years
Barneye Soaking System	2 years
Lighting Products	2 years
Drives	2 years

TERMS AND CONDITIONS

GENERAL TERMS AND CONDITIONS

1. The Company will administer and handle all submitted warranty claims.
2. Claim(s) must be submitted within 30 days of failure of the Product.
3. **Labor is only covered in case of a product recall and needs to be authorized by the Company at a predetermined rate.**
4. The Company will acknowledge receipt of a warranty claim by providing a claim number. Please refer to the provided claim number in all related warranty enquiries.
5. When approved, materials are covered at cost.
6. All labor and materials submitted on warranty claims will be reviewed and may be adjusted accordingly.
7. Upon approval of warranty by the Company, any replacement components required will be EXW China. In case of a product recall, the Company might choose to cover the freight for shipping replacement components.
8. In case the Company requires the defective Product to be returned to its factory for further inspection, the cost of freight may be covered by the Company.
9. If the faulty Product is discontinued or for any other reason no longer available, the Company reserves the right to offer a substitute product with a functionality similar to that of the failed Product.
10. The End User must allow unrestricted access for the Company and its hired third-party expert personnel for any inspection, testing, and evaluation that may be necessary to resolve the warranty claim. The End User will be given at least 24-hour notice.

LIMITATION OF LIABILITY

The cumulative liability of the Company to the Original Purchaser, End User and any other persons for all claims in any way relating to or arising out of the products, including, but not limited to, any cause of action sounding in contract, wrongdoing, or strict liability, shall not exceed the total amount of the purchase price paid for those products which are the subject of any such claim. This limitation of liability is intended to apply without regard to whether other provisions of this agreement have been breached or have proven ineffective, even if the Company has been advised of the possibility of such claims or demands. In no event shall the Company be liable to the Original Purchaser, End User or any other person for any loss of profits or any incidental, special, exemplary, or consequential damages for any claims or demands brought by the Original Purchaser, End User or such other persons.

INDEMNITY

The Company's maximum liability to the Original Purchaser, End User and any other persons is as set forth above. The Company makes no warranty to anyone for any products not manufactured by the Company and shall have no liability for any use or installation of any products (whether manufactured by the Company or other manufacturers) not specifically authorized by this sale. The Original Purchaser and End User acknowledge various warnings by the Company regarding the products and their installation and use. Suppose the Company incurs any claims, lawsuits, settlements, or expenses (including attorney fees) for, including but not limited to, any loss, injury, death, or property damage, in that case, if claims arise from the Original Purchaser's or any End User's installation or use of the products, the Original Purchaser or End User shall indemnify and hold the Company harmless. The End User assumes all risks and liability for the results of the use of all products.

SECONDARY ALARM SYSTEM

In several countries around the globe, by law, a second stand-alone alarm system is required. This alarm system cannot be tied to any probe or other part of the primary ventilation system to ensure maximum protection in case of a system failure. The End User is responsible for purchasing such a stand-alone alarm system.

In no event will the Company be liable for any indirect, special, incidental, exemplary, or consequential damages, including but not limited to any loss of use or underutilization of labor or facilities, loss of revenue, or anticipated profits, regardless of the form of action, whether in contract or, otherwise, even if the Company has been advised of the possibility of the damages.

EXCLUSIONS AND VOIDING OF WARRANTY

The Original Purchaser is responsible for ensuring that all products have been properly handled, stored, and installed. The End User is responsible for ensuring that all products have been properly serviced, maintained, and operated. The warranty may be voided if the product is not properly handled, stored, installed, serviced, maintained, or operated properly. The End User is also responsible for ensuring a proper surge protector as well as proper wiring according to local codes.

Surface rust, change of color or visual appearance is not covered under warranty.

Failure caused by environmental factors, such as exposure to extreme weather conditions, flooding, or pests, is not covered under warranty.

Normal wear and tear, including but not limited to fan blades, bearings, pulleys, belts, electrical components, or parts that are subject to regular maintenance, is not covered under warranty.

This warranty shall not apply to products which have been altered or repaired without the Company's express authorization, or altered or repaired in any way so as, in the Company's judgment, to affect its performance or reliability, nor which have been improperly installed or subjected to misuse, negligence, or accident, or incorrectly used in combination with other substances. This includes, but is not limited to, insufficient greasing of bearings, insufficient oil levels or oil change frequency, and insufficient cleaning that may lead to imbalanced fan blade rotation.

WARRANTY CLAIM PROCESS

Should a warranty claim arise within the stipulated warranty period, the Original Purchaser is encouraged to contact the Company's Customer Service. The Company reserves the authority to opt for repair or replacement, based on its own discretion, for any part identified as having defects in material or workmanship.

This warranty is subject to the terms and conditions detailed in the Company's official warranty documentation.

At Topcool, we are committed to ensuring a seamless warranty claim process for our valued customers. Below is a practical step-by-step guide for a warranty claim.

1. IDENTIFICATION OF ISSUE

Recognize and document the specific issue or defect you are experiencing with the Company's Product.

2. DETERMINE WARRANTY COVERAGE

Refer to the warranty period and warranty terms information in the documentation provided with the Product to confirm that the defect is indeed covered by warranty.

3. CONTACT CUSTOMER SERVICE

Reach out to our dedicated Customer Service team by email: cs@topcool.co

4. PROVIDE REQUIRED INFORMATION

Be prepared to furnish the following details:

For fans:

1. Proof of purchase (invoice or receipt).
2. Picture of the nameplate with the QR code clearly visible.
3. Clear images and videos depicting the defect.
4. Picture/screenshot with the fault code, if applicable.
5. Picture of the defect fan hanging in a barn clearly showing how it is mounted.
6. In case of motors:
 - Picture of serial number plate(s).
 - Six pictures showing the motor condition (front, back, left, right, top, bottom)
 - Picture of the inside of the junction box on the motor.
 - Farm voltage at panel, measured at circuit breaker.
 - Operating voltage measured at fan.

For other products:

1. Proof of purchase (invoice or receipt).
2. Picture of serial number plate(s), if applicable.
3. Clear images or videos depicting the defect.
4. Picture/screenshot with the fault code, if applicable.
5. Picture of where and how the Product was installed.

5. ASSESSMENT

The Topcool Customer Service team will conduct an initial assessment based on the provided information. More information might be requested by the Customer Service team.

6. AUTHORIZATION AND NEXT STEPS

If the issue is deemed covered under warranty, you will receive authorization for the next steps. This may involve shipping the defective part or product back to the Company for further inspection.

7. REPAIR, REPLACEMENT OR CREDIT

If the issue is deemed covered under warranty, the Company will proceed with repair, replacement or credit as deemed necessary by the Company.

If a product is discontinued, the Company reserves the right to offer a substitute product with a functionality similar to the failed product.

8. RETURN MERCHANDISE AUTHORIZATION (RMA)

To initiate the return of products to the Company, a valid Return Merchandise Authorization (RMA) number is required. The Original Purchaser should contact Topcool Customer Service to request a return authorization form.

Any product returned to the Company without proper RMA authorization or with freight collection charges will be refused.

9. RESOLUTION

The Original Purchaser will be notified about the final solution (credit note, repair, replacement or rejection) once the resolution process is completed.

Topcool aims to make the warranty claim process as straightforward as possible. Please do not hesitate to contact our Customer Service team for any questions or assistance.