
LIMITED SERVICE & REPLACEMENT WARRANTY

Radiator Service, Repair & Replacement Works

This Limited Service & Replacement Warranty applies exclusively to service, repair, refurbishment, overhaul, or replacement work carried out by Perfex International Pte Ltd, Perfex Heat Transfer Sdn Bhd or Perfex Radiators Pte Ltd (each, the 'manufacturer') on copperbrass or Mixed Alloy radiators including related supplies or accessories

1. Scope of Warranty

This warranty covers **service workmanship only**, including:

- Repair or refurbishment of existing radiators
- Replacement of components, cores, tanks, fittings, or joints
- Re-brazing, re-tubing, or leakage rectification
- Supply and installation of replacement radiator units (where applicable)

This warranty does **not** reinstate or extend any original product warranty unless expressly stated in writing.

2. Warranty Period for Service Works

Unless otherwise agreed in writing:

- **Service and repair works:**
Ninety (90) days from the date of completion or return to customer
- **Replacement radiators or major components:**
Six (6) months from the date of delivery or commissioning, whichever occurs first

Under no circumstances shall this warranty period be extended, renewed, or restarted due to downtime,



PERFEX INTERNATIONAL PTE LTD (Bus. Reg. No. 199900113R)

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additional service visits, or rework.

3. Warranty Coverage

We warrant that service and replacement works performed by us:

- Are carried out using appropriate materials and workmanship
- Conform to the agreed scope of work
- Are suitable for normal operation within previously agreed technical parameters

This warranty covers **defects directly attributable to our workmanship only**.

4. Manufacturer's Sole Remedy

If a verified defect arises from our workmanship within the applicable warranty period, our obligation is limited to:

- Re-performing the affected service work, or
- Repairing the serviced area or replaced component

The choice of remedy shall be at the sole discretion of the Manufacturer.

5. Conditions for Warranty Validity

Warranty support is subject to the following conditions being met:

- a. Written notification of the issue must be given within 3 days of its discovery, and such discovery must occur during the Warranty Period.
- b. Proof that the product is operating within specified normal operating parameters
- c. No unauthorised modifications or interventions have occurred
- d. The radiator has not been removed, altered, or reworked by third parties
- e. The product is made available for inspection if requested

Failure to comply with these conditions automatically voids the warranty.



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The determination of defect cause shall be made solely by Manufacturer based on Technical inspection.
Burden of Proof rests with Buyer

6. Exclusions from Service Warranty

Warranty applies strictly to the specific areas and components expressly identified in the Service Scope.

Manufacturer assumes no responsibility for latent or hidden defects not detectable during service scope.

This warranty does **not** cover failures or damage arising from:

- Pre-existing defects outside the agreed service scope
 - Corrosion, erosion, electrolysis, or chemical attack
 - Incorrect coolant, contaminated fluids, or inadequate maintenance
 - Overheating, dry running, vibration, pressure surges, or blocked flow
 - System design faults or incorrect radiator sizing
 - Electrical supply issues or engine malfunctions
 - Environmental damage (fire, flood, lightning, accident, vandalism)
 - Normal wear and tear or cosmetic degradation
 - Use in operating conditions beyond those disclosed at time of service
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7. System & Application Responsibility

Radiators are system-dependent components.

The Manufacturer is **not responsible** for:

- Engine or equipment performance
- Compatibility with surrounding systems
- Secondary damage caused by system malfunction

The customer remains responsible for ensuring system suitability, operating conditions, and maintenance practices.



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8. Third-Party Components

Where service work involves third-party parts or customer-supplied components:

- Warranty coverage is limited strictly to our labour workmanship
 - Any manufacturer's warranty on third-party components is passed through where applicable
 - No responsibility is assumed for third-party component failure
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9. Limitation of Liability

To the maximum extent permitted by law:

- Our liability is limited strictly to the cost of the specific service or replacement work performed
 - We shall not be liable for:
 - Loss of use, production, or vehicle/vessel downtime
 - Loss of revenue or profit
 - Business interruption
 - Damage to engines, equipment, or surrounding systems
 - Indirect, incidental, or consequential losses
 - Claims from third parties
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10. No Personal or Management Liability

This warranty applies solely to the Manufacturer as a corporate entity.

No personal liability shall attach to:

- Directors
 - Officers
 - Managers
 - Employees or service technicians
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11. No Other Warranties



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This warranty replaces all other warranties relating to service and replacement works, whether express or implied, including implied warranties of merchantability or fitness for a particular purpose, unless required by law.

Technical guidance or recommendations do not constitute additional warranties.

12. Force Majeure

We are not responsible for delay or failure of performance due to events beyond reasonable control, including natural disasters, labour disruptions, supply chain interruptions, or governmental actions.

13. Governing Law & Jurisdiction

This warranty shall be governed by and construed in accordance with the **laws of Singapore**, with exclusive jurisdiction vested in the courts of Singapore.

14. Exclusion of Buyer Terms

This warranty shall apply notwithstanding any conflicting or additional terms proposed by Buyer in any purchase order, acknowledgement, or other document.

Manufacturer expressly rejects all such conflicting or additional terms unless expressly agreed in writing by an authorised representative of the Manufacturer.

The acceptance or performance of any order by Manufacturer shall not be deemed acceptance of any such conflicting or additional terms.



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