



Warranty Policy

Purpose & Commitment

TRS is committed to providing quality products and services. This Warranty Policy outlines the coverage, terms, and conditions under which TRS will repair or replace defective parts and equipment supplied by us.

Warranty Coverage

Parts

TRS warrants that all parts supplied are free from defects in materials and workmanship under normal use and service for the following periods:

- **Thermo King parts:** 3 months from the date of purchase
- **Thermaxx parts:** 12 months from the date of purchase
- **Anteo parts:** 12 months from the date of purchase
- **All other parts:** 12 months from the date of purchase

The warranty on parts covers **manufacturing defects only**.

Equipment Purchases

The warranty period for equipment purchases is as stated on the customer's quotation. Typical warranty periods include:

- **Thermo King equipment:** 1–2 years from the date of purchase
- **Anteo equipment:** 4 years from the date of purchase
- **Thermaxx equipment:** 5 years from the date of purchase
- **Thermaxx Vans:** 5 years from the date of purchase
- **Govi equipment:** 12 months from the date of purchase

The warranty on equipment covers manufacturing and installation defects, provided that installation was carried out by TRS.

Warranty Claims and Remedies

If a defect arises and a valid claim is received within the applicable warranty period, TRS may, at its discretion, repair or replace the defective goods or equipment. The warranty is exercisable at TRS premises. The customer is responsible for making the goods or equipment available at TRS premises for inspection, repair, or replacement.

TRS is not responsible for any costs associated with transporting goods to or from its premises.

Exclusions

The warranty does not cover:

- Defects or damage caused by misuse, neglect, accident, or abuse
- Improper installation (unless the installation was performed by TRS)
- Normal wear and tear
- Unauthorised modifications, alterations, or repairs.

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