

1 Return document spare parts: request for warranty

Return document spare parts – Request for warranty	
Your ref. ¹	
Sender* Address	
Spare Part*:	Part number: Description:
Serial number (buffer)tank – ice builder (PIB) – Eco-cool cooling unit*	
Reason for return*	
Remarks	
Please return this filled out document, together with the part to: PACKO INOX NV To the attn. of WARRANTY CLAIMS CPT Torhoutsesteenweg 154 B-8210 Zedelgem T. + 32 50 250 610 E. cooling@packo.com	

*: mandatory fields

¹ This reference will be used for communication, eventual credit note,...

2 Specific warranty conditions for Packo Cooling

The general warranty conditions are already in your possession. For most of the parts, there are **specific warranty conditions**.

Labour, travel and transport costs are NOT included. The warranty period starts at the manufacturing date on the identification plate.

In the table below, you find the warranty period for the specific parts.

Table: Overview of the warranty related to the age of the part

Part	Age				
	0-1 year	1-1,5 year	1,5 – 3 year	4-5 year	>5 year
Black/blue cap (SW outlet)²	100%	100%	100%	100%	0%
Plastic foil iControl	100%	100%	100%	100%	0%
Pneumatic cylinder³	100%	100%	100%	100%	0%
Evaporator PIB, cooling tank, Falling Film chiller	100%	100%	100%	100%	0%
Non-moving stainless steel parts	100%	100%	100%	100%	0%
Laser welded evaporator plates⁴	100%	100%	100%	50%	0%
Agitator motor Sirem⁵	100%	100%	30%	10%	0%
Other agitator motors (e.g. for VM-tanks)⁶	100%	0%	0%	0%	0%
Electrical parts	100%	100%	0%	0%	0%
Cooling parts	100%	100%	0%	0%	0%
Other mechanical parts	100%	100%	0%	0%	0%
3-way valve (robot)	100%	100%	0%	0%	0%
Eco-Cool compressor	100%	80%	0%	0%	0%
Cracked iControl display	20%	20%	0%	0%	0%
Pumps⁷	100%	0%	0%	0%	0%
Burned (electrical) parts	0%	0%	0%	0%	0%

iControl software: it is necessary to update the software at every notification and minimum yearly in order to have the necessary bug fixes and improvements.

Repair of welding work by Packo: 6 months warranty

² Part numbers: 05167 – 129308 - 304208

³ Part numbers: 119203 - 75249

⁴ Application = industrial cooling (not milk cooling tank)

⁵ Warranty is only valid if the motor is complete and/or unopened

⁶ Warranty is only valid if the motor is complete and/or unopened

⁷ Pumps = ice water, cleaning, dosage pumps, air blowers

Packo Flash

E213 – Return document parts Packo Cooling
DATE: 04/07/2017



3 Warranty request procedure

You can order **new parts** via spares@packo.com and they will be invoiced.
After approval of the warranty, you will receive a **credit note** (exclusive transport costs) for the returned part.

You can send the filled out return document, together with the defect part back to Packo Inox nv.
Mandatory fields of the document are: **sender + part + serial number + reason of return**
(description of the problem)

Incomplete filled out documents will not be treated!

<p>Invoices of interventions without prior agreement with the service department of Packo Inox will not be accepted.</p>
