

Warranty Terms

Counter Cache is guaranteed by Volumatic Ltd to be free from defects in material and workmanship for a period of 1 year from the date of purchase.

This warranty does not apply to damage or defects due to the result of misuse*, accident or incorrect installation.

* Misuse is defined as the product not being used in the manner it was designed for or being used in a manner contrary to the operating instructions whether deliberate or otherwise.

Methodology of Support

End User Support

The method used by Volumatic is:

1. The customer calls with a broken Counter Cache.
2. The helpdesk team tries to fix over the phone.
3. Establish if the product is under warranty (The batch number/serial number is used for this purpose)
4. If the problem cannot be resolved over the phone and the helpdesk determine that there is a genuine fault with the unit, a replacement product will be dispatched and the faulty unit collected.

NB: The faulty unit will be inspected at Volumatic to validate the warranty claim.