



DAVIS & SHIRTLIFF

know **H₂O** through experience

Water Pumps

Borehole Service

Swimming Pools

Water Treatment

Generators

Solar Equipment

Irrigation

DAVIS & SHIRTLIFF LTD • PO Box 41762-00100, Nairobi, Kenya • Tel: (+254 20) 6968 000, 0711 079000 • Fax: (+254 20) 557617 • headoffice@dayliff.com

TERMS OF WARRANTY

1) GENERAL LIABILITY

In lieu of any warranty, condition or liability implied by law, the liability of Davis & Shirliff (hereafter called the Company) in respect of any defect or failure of equipment supplied or for any loss, injury or damage attributable thereto **is limited to making good by replacement or repair** (at the Company's discretion) defects which under proper use appear therein and arise solely from faulty design, materials or workmanship within a specified period. This period commences after the equipment has been dispatched or, if applicable, installed by the Company and at its termination all liability ceases.

This warranty applies solely to equipment supplied or work carried out by the Company and **no claim for consequential damages**, however arising, will be entertained. Also, the warranty specifically excludes defects caused by fair wear and tear, the effects of careless handling, lack of maintenance, faulty installation, and incompetence on the part of the equipment user, acts of God or any other cause beyond the Company's reasonable control. Also, any repair or attempt at repair carried out by any other party **invalidates all warranties**.

2) NEW EQUIPMENT

2.1 General Terms

Standard warranty period for all the brands (hereafter called the named products) is as detailed in the schedule below, subject to the specific terms detailed in clause 2.2.

NOTE:

- **Consumables e.g., cartridges are not covered by Warranty.**
- **Components making up the plant or system are covered individually under the specific item's warranty terms.**
- **Warranty will not be honoured for any equipment that fails within the warranty period where all or some of the payment remains due.**

MODEL	PRODUCT DESCRIPTION	D&S WARRANTY PERIOD (Years)	FULL WARRANTY (Years)	50% WARRANTY (Years)
DAYLIFF SOLAR	Solar Modules	25	10	15
	Huawei SUN2000 Series up to 25kW	10	10	0
	Future Pumps (SF2 and SE1)	10	5	5
DAYLIFF SOLAR & VESSELS	Huawei: SUN2000 Series above 25kW & Power-M Lithium-Ion Batteries: Champion, DLIP and Huawei	5	5	0
	Solar water heaters: UFD, UFS, UFX, UVT, UVR, CWS, HPW	5	3	2
	GWS & DVX Vessels (diaphragm), Dayliff Polyglas Tanks (up to 16")	5	3	2
	GRP Filters: CX and DX	5	3	2
HUNTER	Sprinklers & Rotors	5	3	2
DAYLIFF PUMPS & CONTROLLERS	Pumps: DS, DIN, DB, DDC, DDP, DHF, DDJ, DE, DMS, DZ, SVH Motors: Bareshaft Controllers: Italtecnica switches & Controllers	3	2	1
DAYLIFF WATER TREATMENT	Dayliff & Pentair Composite Tanks (18" -63" tanks), Klorman	3	2	1
DAYLIFF BOREHOLE	PVC Borehole pipes, Submersible cable, Sunverter	3	2	1
PEDROLLO	All Surface and Submersible Pumps, Controllers & Accessories	3	2	1

DAB PUMPS	Pumps: SPP, DTRON, Esysbox	3	2	1
KOHLER	Engines: KD, KDI	3	2	1
SUBMERSIBLE MOTORS	Pedrollo PD, Dayliff DSM & DSD, Tesla Motors	2	1	1
DAYLIFF PUMPS, CONTROLLERS & VESSELS	Pumps: DBH, DBE, DDC(E), DDP(E), DDW, DDG, DDS, DDF, DDA, DSD, DSP, D3SP, DSS, DDV, DDF, DQ, DDT, DHF, DFP, DWY, DWX, DWW, DWV, DWC, Aquasmart 45, Afridev, India MkII	2	1	1
	Controllers: Trevitech, SCT/M, AVS, Assembled Panels, Dayliff Pump Controller, Standard Control Panels, SmartCon2, and Dayliff Pumpverters	2	1	1
	Dayliff Varem & GWS bladder type vessels	2	1	1
DAYLIFF POOL	Dayliff DPL/DPX Pumps, Heat Pumps, PoolChlor, Pool equipment and accessories, Steam and Sauna, Dayliff Pool Solar Panels, Suncommand, Dayliff & IPP lights, Dayliff Jacuzzi Spa, and Fountain Jets and Lights	2	1	1
	Certikin & Midas Pool equipment and accessories	2	1	1
DAYLIFF GENERATORS	DGY, DGC, DGJ, DGP, DLY	2	1	1
DAYLIFF WATER TREATMENT	Dayliff & Atlas Filtri RO & Softeners, Seko, Mixtron & Dosatron pumps, Dayliff & Mapro blowers, Hach Equipment	2	1	1
DAYLIFF SOLAR	Huawei Backup Box , Opti & Victron Inverters & Charge Controllers, Growatt, Ultraverter, Lorentz pumps, DDPS, DDWS, DHFS, DPSolar, Sunflo (A, B, S, X),Sunfridge, Sunflex & Solar Controllers	2	1	1
DAVEY	All Pumps	2	1	1
GRUNDFOS	Pumps: SP, CR, CM, AP, UP, SE1, UPS, DDE, DDC Accessories: CUE, MP204, RSI	2	1	1
DAYLIFF IRRIGATION	Hunter Controllers & Accessories, Dayliff Irrigation Accessories	2	1	1
DAYLIFF PAYGO	Pumps & Equipment	2	2	0
DAYLIFF SMART METERS	Smart Meters & Prepaid Meters	2	1	1
DAYLIFF DIGITAL ENGINEERING	Power and Energy Meters, Panel Servers	1	1	0
	Building Automation Servers, Sensors, and Actuators	1	1	0
	IoT Remote Terminal Units (RTU), Gateways & Protocol Converters, Wireless Transceivers	1	1	0
	Industrial Drives & Soft starters	1	1	0
	Programmable Logic Controllers (PLC), Human Machine Interfaces (HMI)	1	1	0
	Industrial Actuators & Process Instruments	1	1	0
DAYLIFF ENGINE PUMP, GENERATORS & POWER TOOLS	Engine Pumps: DC, DCT, DCX, DCI, Pressure Washers Generators: DG, DG-D, DGW, Mower-P, Mower-S, Multi-4 Engines: DOB, DLA, DLV Tools: Trimmers	1	1	0
OTHER DAYLIFF & BIOLIFF	Champion VRLA Batteries, Izzy & Vispra Inverters, Street lights, Pathway lights	1	1	0
	Sita Purifiers & Lamps, SoSafe products, SBR System, Ecorock, Biopure, Enpure System & WWTP	1	1	0
	Drytek, Express, Smart 2	1	1	0
	Dayliff valves, Dayliff water meters	1	1	0
	Solar Structure & SunTower	1	1	0
GRUNDFOS	SQ, SQF and SP motors	1	1	0
DAVEY	Chlorinators, Testers, and accessories	1	1	0
DAYLIFF ECONO ENGINE PUMP, GENERATORS	DC(Econo), DG(Econo)	6 months	6 months	0

2.2 Specific Terms

The warranty on equipment installed by others is conditional upon the defective unit being promptly returned free to D&S Workshop and collected thereafter when repaired. No element of site repair is included in the warranty and any site attendance costs will be payable in full at standard charge out rates.

3) CONTRIBUTORY WARRANTY

If equipment failure occurs in the normal course of service having been competently installed and when operating within its specified duty limits, warranty will be provided as detailed in the table under section 2.1 above. For items falling under the section marked 'full warranty', D&S will repair or replace the failed equipment at no cost to the customer. Customers will however be required to make a 50% contribution for repair or replacement of all equipment failures outside this window but within the overall warranty period. Reference pricing is the prevailing Davis & Shirtliff Market price at the time of making the claim.

Exclusions and additional details: -

a) PV Modules

Up to Ten years

- Panel will be replaced **at no charge** based on quality issues Including Frame, Cable, and Junction Box.

Up to Twenty-Five years

- Panel will be replaced **at 50% of prevailing price** based on 80% of power output of solar panel.

Note:

- Breakages of panels during transportation and installation is not covered on warranty.
- Damage of junction boxes due to either wrong wiring or lightning is not covered on warranty.

b) Huawei Inverters

Standard warranty on Huawei SUN2000 Series can be extended by 5, 10 or 15years at an extra cost billed to the customer.

c) Dayliff Reverse Osmosis (BRO/DRO) and Dayliff Ultrafiltration (BUF/DUF) Plants

Standard warranty on Dayliff RO Plants and Dayliff UF Plants is one year from the invoice date. An operator's log must be produced at the point of lodging the claim demonstrating regular use of Dayliff Antiscalant Chemicals as proof of proper plant operations. Davis & Shirtliff will not bear any warranty cost obligation arising from the use of chemicals other than those specified during plant design or because of improper plant operations.

d) Solar Structure and SunTower

Standard one year warranty to cover material defects and workmanship subject to the solar structure caveats and environmental (no chemical or biological effects) conditions.

Below conditions apply;

- For wind speeds above 30m/s, Client to provide wind breakers.
- Solar structure design assumes a fairly flat ground and where the installation area has a steep gradient, the Client will be required to make arrangements for levelling the ground.

e) Engines and Generators

Standard warranty on fixed speed Engines and Generators is two years or 1,200 running hours (whichever comes first) from the invoice date. However, for the Outboard Engines the warranty period is 1 year or 1,000 running hours (whichever comes first) from the invoice date. A **maintenance chart** must be produced at the point of lodging the claim as a proof of proper maintenance routine. Davis & Shirtliff will not bear any cost obligation resulting from incorrect mounting or storage according to the Standard Mounting, Maintenance and Operation Manual.

f) Dayliff Pump Sets

Warranty will be applied on the individual components.

g) Electric Motors and Power Equipment

Standard warranty on new electric motors is as detailed by model in table 2.1 above, whether being part of a named product or not, though since motors can fail due to many factors beyond the Company's control, any warranty is conditional upon the following: -

- The motor is provided with an approved control panel, including an appropriate electro-magnetic starter with correctly rated overload, for all three phase installations and high current cut-out for single phase installations. In addition, for all three phase submersible borehole installations, a high and low voltage plus phase control relay must be provided.
- For submersible motors above 7.5kW, warranty will be conditional upon the equipment being fitted with a monitoring & communication device – iDayliff, MP204 or equivalent.
- The pump and control panel are permanently installed with fixed electrical connections. Any installations involving temporary connections will not be covered by the warranty.
- No claim will be entertained when there is evidence that a motor has operated with electricity supply beyond the manufacturers' specified limits and tolerances for frequency, voltage and phase symmetry, nor when there is evidence of incorrect connection to the power supply.
- Where the named product carries a shorter warranty period than two years, the warranty on the motor will be equivalent to that of the named product.

h) Water Pumps

Most pumps supplied are designed specifically for applications involving clean, cold (up to 30°C) water. **No warranty** will be provided against wear and subsequent damage if the pumped water **does not conform to this condition** unless the pump has been specified by the Company or the manufacturer.

As all pumps are water lubricated **serious damage** can occur if they are run without water. For this reason, the Company specifically excludes itself from any warranty claims where there is evidence that damage to the pump has been caused by running dry or other damage resulting from installation conditions not approved by the manufacturer.

i) Digital Engineering Solutions

Standard warranty period for software deployment including Internet of Things (IoT), Power Monitoring System, Building Management Systems (BMS), Supervisory Control and Data Acquisition (SCADA), and Programmable Logic Controller (PLC) / Human Machine Interfaces (HMI) systems is **three months** from date of **practical completion**. This does not cover changes/addition of new features not in the contract/proposal. Software upgrades, updates and reinstallations will be scoped, and costs billed to the customer.

Equipment listed in Table 2.1 as part of Digital Engineering Solutions should be operated within design conditions. Davis & Shirliff **will not** bear any cost obligation resulting from incorrect installation (where undertaken by the customer) and use according to the Standard Installation, Maintenance & Operation Manual.

j) Theft of Equipment

Equipment stolen from site during or after installation will not be covered under warranty. Clients will be expected to offer security during and after installation.

4) EQUIPMENT REPAIRS

Standard warranty period for all repaired equipment is **three months** from date of collection or installation by the Company provided the warranty claim is attributable to a defect in any spare part fitted during repair. Failures caused by defects in components not repaired are specifically excluded. Also, due to the fact that failure can be caused by many factors beyond the Company's control, the warranty period on re-wound motors is limited to **one month** when equipment re-installation is carried out by the Company and **no warranty** will be given on re-wound motors when re-installed by others.

5) NEW INSTALLATIONS

Standard warranty period for all new installations is **six months** from date of commissioning excluding the named products (if applicable) to which their standard warranty (see Clause 2) is applicable. During the warranty period defects caused by faulty design, materials or workmanship will be rectified at no charge, though if the Company is called to site to rectify a defect which on investigation is caused by faulty operation, lack of maintenance or general carelessness, all charges for labour, transport and materials used will be payable in full at the Company's standard rates. Upon lapsing of the six month period, labour and transport charges will apply for all subsequent warranty repairs or replacement at the standard Davis & Shirliff chargeout rates.

6) PROOF OF PURCHASE

Proof of purchase in the form of the original invoice is required to be shown before Warranty repair or replacement is approved.

Davis & Shirliff Ltd, Kenya, Nairobi, Dundori Road Industrial Area, PO Box 41762 - 00100, Tel: +254 20 6968000, headoffice@dayliff.com

Davis & Shirliff (International) Ltd, Kampala, Uganda, Jinja Road, PO Box 22824, Tel: +256 783 065273, UGEnquiries@dayliff.com

Davis & Shirliff Tanzania, Dar es Salaam, Gerezani Road, PO Box 10725, Tel: +255 22 2112515, daressalaam@dayliff.com

Davis & Shirliff Zambia, Lumumba Road, PO Box FW 112, Lusaka, Tel: +260 211 845010/1, DeptZMsales@dayliff.com

Davis & Shirliff Rwanda, Kigali, Muhima Road, BP 7039 +250 252 504039, kigali@dayliff.com

Davis & Shirliff Zimbabwe, Harare, 16911 Nongerai Complex Seke Road +263 24 2576246, +263 24 2576247, zimbabwe@dayliff.com

Davis & Shirliff DRC, Lubumbashi, No. 20734, Boulevard Msiri +243 978 115412, +243 852 758553, drc@dayliff.com

Davis & Shirliff South Sudan, Tong Ping, Juba Nabari Plot No. 9, Tel: +211 927 000020, juba@dayliff.com

Davis & Shirliff Zanzibar, Mlandege Street, Tel: +255 774 202069, zanzibar@dayliff.com

Davis & Shirliff Somalia, Mogadishu, Villa Baydhaba Buulahuubey, Tel: +252 619 332 540, somalia@dayliff.com

Davis & Shirliff Ghana, Accra, Nii Adjetey Osae Ave East Legon, behind AH Hotel, Tel: +233 552 711 577, ghana@dayliff.com

February 2024



www.davisandshirliff.com

DIRECTORS: A R DAVIS, M ELDON, G MBUGUA, A WANGONDU, E DAVIS, P HOLI, H DAVIS