BASTERFIELD

CUSTOMER PRODUCT DOCUMENT

# Product Warranty Card

06 OCT 2026

PRODUCT IDENTIFICATION

## Heat Transfer Oil

01OIL-HTO100

Heat transfer oil HTO100 supplied in 20L drums for heat transfer systems. Sold per drum.

WARRANTY PERIOD

**12 months**

Standard product warranty

### Confidence, backed by Basterfield

This product is warranted against defects in materials and workmanship under normal use and service for the stated period from the date of supply.

## Warranty at a glance

A practical summary of the principal warranty and return conditions.

- ✓ Covers defects in materials and workmanship under normal use and service for the stated period from the date of supply.
- ✓ Defects must be reported in writing within five working days of discovery.
- ✓ Warranty assessment requires an RMA, the requested documentation, and the goods to be returned for inspection and testing.
- ✓ Misuse, abuse, neglect, accidents, modification, improper installation, and unauthorised repair or alteration are excluded.
- ✓ Third-party goods and components remain subject to the original manufacturer's warranty; glass, consumables, surge damage, and lightning damage are excluded.
- ✓ Where a valid claim is confirmed, the remedy is repair, replacement, or refund of the purchase price at our option.

## How to start a warranty claim

STEP 01

**Report the defect**

Contact us in writing within five working days of discovering the defect.

STEP 02

**Obtain an RMA**

Request a return merchandise authorisation and gather the required documents.

STEP 03

**Return for assessment**

Return the goods securely for inspection, testing, and a warranty decision.

### Read the Standard Conditions of Sale

This card is a summary for convenient reference and does not replace the Standard Conditions of Sale. The full conditions contain the complete warranty, return, liability, territory, and dispute provisions and prevail if there is any inconsistency.

https://basterfield.co.za/standard-conditions-of-sale/