

JJK Enterprises

CANADIAN WARRANTY PROCEDURE

FRESCO 9000 MAX APU^e

ev.	Rev. date	Description/summary of revision
0	01/01/2017	First issue
1	01/03/2018	Canadian Revision
2	01/01/2020	Second revision
3	01/01/2022	Third revision
4	01/11/2023	Fourth revision

Fresco 9000 MaXX Warranty Guide Lines

Effective date November 15 2023

Limited Warranty Overview

JJK Enterprises hereafter referred to as JJK, warrants DEALER installed Fresco 9000 MaXX to be free of defects in material and workmanship under designed usage and service conditions for:

0 - years parts and labour from date of sale by the Distributor

WITHOUT WARRANTY REGISTRATION FORM OR PURCHASE INVOICE

2 - years parts and labour from date of dealer purchase invoice

WITHOUT WARRANTY REGISTRATION FORM WITH PURCHASE INVOICE

2 - years parts and labour from date of Registration Form

WITHOUT PICTURE OF TRUCK VIN. NUMBER WITH WARRANTY
REGISTRATION FORM

4 - years parts and labour from date of Registration Form

WARRANTY REGISTRATION FORM WITH PICTURE OF TRUCK VIN. NUMBER

REPLACEMENT PARTS installed under WARRANTY are warranted for the remainder of Fresco 9000 MaXX original warranty or ninety (90) days, whichever is greater.

REPLACEMENT PARTS installed under GENERAL SERVICE are covered for one (1) year from date of general service.

This warranty does not apply to damage or failure of the Fresco 9000 MaXX or the vehicle into which it was installed due to improper installation, assembly, lack of maintenance, abuse, neglect, accident, or the use of non-genuine part(s) not supplied by JJK and duly authorized partners / dealers.

ACCESSORY INSTALLTION PARTS supplied by JJK, our Distributors and duly authorized partners / dealers, but not manufactured by Autoclima, shall be covered by their manufacturers warranties.

Non-standard installations, that is, those requiring a departure from published installation instructions, should not be undertaken without first having consulted JJK.

Parts: Coverage for warrantable parts, at the discretion of JJK will be made to the submitting dealer in the form of repair or replacement.

Labour: Warranty payment will be made only to Authorized Fresco Dealers in accordance with the Standard Repair Times (SRT) as published by JJK. Articles which are returned as defective, but which are found to meet specifications shall be subject to a retesting charge.

The warranties set forth herein are the sole warranties made by JJK, in regard to the Fresco 9000 MaXX system. JJK makes no other warranties, expressed or implied, of merchantability or fitness for a particular purpose.

Items covered under this warranty:

1. Fresco 9000 MaXX including main components - condenser, compressor box, evaporator and electronic components.
2. JJK supplied installation accessories.

Items not covered under this warranty:

1. Fresco systems no longer within the warranty period.
2. Malfunctions or failures arising as a consequence of faulty installation.
3. Any progressive vehicle damage arising out of Fresco 9000 MaXX system failure.
4. Fresco 9000 MaXX systems which have been modified or installed using non-standard parts NOT approved by JJK.
5. Fresco 9000 MaXX systems that have been abused or damaged.
6. Fresco 9000 MaXX that have not been properly maintained.
7. Travel time by the Authorized Fresco Dealer.
8. Diagnosis or repairs when caused by problems not directly related to the Fresco 9000 MaXX or due to power related problems.
9. Installation components not supplied by JJK such as batteries and battery isolators and wiring.

NOTICE TO FRESCO 9000 MaXX OWNER

Before the expiration of the warranty, Owner must give notice to an Authorized Fresco 9000 MaXX Dealer of failures, if any, considered to be warrantable and deliver the defective Fresco 9000 MaXX system to such Dealer. The owner is responsible for the cost of all repairs made to the equipment in which it is installed, other than the Fresco 9000 MaXX system. The owner is responsible for any and all accommodations, and incidental costs incurred by the Owner as a result of a warrantable failure. The owner is responsible for "down-time" expenses, and all business costs and losses resulting from a warrantable failure.

Fresco 9000 MaXX Warranty Registration / Procedure

Dealer shall;

Warranty Registration

1. Upon Installation: Complete “Warranty Registration Form” giving one copy to the customer, sent one copy to JJK / AC customercare@jjkenterprises.com and keep dealer copy.
2. Warranty Registration Form must be filled out correctly and completely or it will be returned to the dealer to be completed.
3. Registration Form: Must be received within 30 days of date of installation.

Warranty Procedure

1. Diagnose Problem: Time allowed – 25 minutes. Any diagnosis beyond 25 minutes please email customercare@jjkenterprises.com or call JJK / AC (905) 866-4671 for assistance.
2. Perform Service: Refer to Standard Repair Times (**SRT**) for allowed warranty service rate times.
3. Warranty Claim Report: Complete the Warranty Claim Report and Red Warranty Part Tag. Be sure to reference the Warranty Claim Report and the Red Part Tag Claim Number, send to JJK / AC customercare@jjkenterprises.com keeping a dealer copy.
 - a. Must be filled out correctly and completely or it will be returned to the dealer.
 - b. Must be received within 60 days of date of warranty service.
 - c. Defective parts must have a completed Red Warranty Part Tag attached (Name, Date, Claim or Work Order Number and Description of Failure).
 - d. Defective parts will be replaced by JJK / AC. Dealer will receive a “Handling Allowance” of 20% on dealer stocked and supplied parts. Handling Allowance will be based on dealer cost.
 - e. Labour shall be paid to the Dealer as per the Fresco 9000 MaXX Standard Repair Times (**SRT**) at the rate of \$96.00 per hour (\$1.60 per minute).
4. Warranty Claim Validation: JJK / AC will validate received Warranty Claim Reports within 30 days of receipt. Once validated a Warranty Claim Validation Number will be issued and assigned to the Warranty Claim Report. If concerns arise in regards to the submitted Warranty Claim Report the submitting dealer will be contacted.
5. Claim Payment: JJK / AC will issue Warranty Claim payment within 60 days of receipt of Warranty Claim Report.

6. Defective Part(s): Attach Red Warranty Part Tag and hold for pickup by JJK or for shipment to JJK. If part(s) are not available for return, JJK may cancel said Warranty Claim and / or invoice dealer for said part(s).
7. Installation Claims: Warranty issues arising as a result of the installation are the sole responsibility of the installing dealer.

DEALER NAME: _____

DATE (MM/DD/YYYY): _____

CLAIM OR WORK ORDER #: _____

DESCRIPTION OF FAILURE: _____
